

Call Plans & Tariffs



Rates effective from:

28/06/2016

County Broadband Limited
Old Bouchiers Hall, New Road, Aldham CO6 3QU
Tel: 0845 686 5000 www.countybroadband.co.uk
Registered in England No. 04666043



Contents

1	PURPOSE OF THIS DOCUMENT	3
2	CALL PLANS	3
	Homephone <i>Basic</i>	3
	Homephone <i>Standard</i>	3
	Homephone <i>International</i>	3
3	CHARGING PRINCIPLES:	4
	• Off-peak / Peak Call Times	4
	• Standard Call Rate Card	4
	• Per Second Billing	4
	• Call Costs	4
	• Call Set-up.....	4
4	FAIR USE POLICY	4
5	STANDARD CALL RATE CARD	5
	Domestic Calls.....	5
	Calls to Service Numbers	5
	International Calls	6



1 Purpose of this document

The purpose of this document is to provide the tariffs offered by County Broadband for its VoIP telephony service.

2 Call Plans

There are no additional charges applied to calls made using the following call plans:

Homephone *Basic*

Includes Calls to the following numbers:

- Calls to UK landline numbers that start with: 01, 02 & 03
- Call to voicemail
- Calls to County Broadband Customer Support
- Calls to Emergency Services

Homephone *Standard*

Calls as per Homephone basic, with calls to the following additional numbers included:

- Calls to UK mobile numbers that start with: 07

Homephone *International*

Calls as per Homephone standard, with calls to the following additional 68 Countries included:

Service Charges	Landline included	Mobile included	Service Charges	Landline included	Mobile included	Service Charges	Landline included	Mobile included
Andorra	Y	Y	Germany	Y	Y	Nigeria	Y	Y
Argentina	Y		Greece	y	y	Norway	Y	Y
Australia	Y	y	Guadeloupe	Y	y	Paraguay	Y	y
Austria	Y	Y	Guam	Y		Peru	Y	y
Bangladesh	Y	Y	Hong Kong	Y	Y	Poland	Y	Y
Belgium	Y	Y	Hungary	Y	y	Portugal	Y	
Bermuda	y	Y	Iceland	Y	y	Puerto Rico	Y	Y
Brazil	Y	y	India	Y		Romania	Y	Y
Brunei	Y	y	Indonesia	Y	Y	Russia	Y	y
Bulgaria	Y	Y	Ireland	Y	y	Singapore	Y	
Canada	Y	Y	Israel	Y	Y	Slovakia	Y	y
Chile	Y	y	Italy	Y	y	Slovenia	Y	y
China	Y	Y	Japan	Y	Y	Spain	Y	Y
Columbia	Y	y	Kazakhstan	Y	y	South Africa	Y	Y
Costa Rica	Y	Y	Korea (South)	Y	Y	Sweden	Y	Y
Cyprus	Y	y	Latvia	y		Switzerland	Y	
Czech Republic	Y	y	Luxembourg	Y	Y	Taiwan	y	y
Denmark	Y	Y	Malaysia	Y	Y	Thailand	Y	Y
Dominican Republic	Y	y	Malta	Y	Y	Turkey	Y	y
Estonia	Y	Y	Martinique	Y	y	USA	Y	Y
Finland	y	Y	Mexico	Y	Y	Uzbekistan	y	y
France	Y	Y	Mongolia	Y	Y	Venezuela	y	y
			Netherlands	Y	Y			



3 Charging principles:

There are no additional call charges for calls made within the inclusive call plan chosen. For calls made outside of the inclusive call plan, the following charges apply:

- **Off-peak / Peak Call Times**
We offer one low rate 24/7. We do not differentiate between peak and off-peak call times
- **Standard Call Rate Card**
Calls are charged according to our Standard Call Rate card (below)
- **Per Second Billing**
Call duration is rounded up to nearest one second for the purposes of calculating the call cost
- **Call Costs**
- Calls charges are round up to the nearest one penny
- **Call Set-up**
- A call set-up fee is charged of 10p per connected call

4 Fair Use Policy

If during any monthly billing period you exceed 600 minutes usage on Homephone Basic plan or 1,300 minutes on Homephone Standard plan, or 1,700 minutes on our Homephone International plan we may terminate your service immediately or, at our sole discretion if we consider it appropriate, we may suspend your service and offer you an alternative call plan applicable to your usage. If having offered you an alternative you do not agree to move to the new call plan we reserve the right to terminate your service immediately. Termination charges apply.

We reserves the right to change this FUP at any time. Changes shall become effective when a revised FUP is posted on our website.



5 Standard Call Rate Card

Domestic Calls

Service	Pence per minute
UK Emergency Services	FREE
UK & Isle of Man 01, 02 & 03 numbers	6
UK Mobile operators 07 numbers	10
Isle of Man Mobile	10
Jersey Mobile & Guernsey Mobile	18
0800	Free

Calls to Service Numbers

(numbers starting 084, 087, 09 and 118)

Service Numbers are charged in three parts

- A call Set-up Fee of £0.10 per call
- the Access Charge of £0.10 per minute from County Broadband
- the Service Charge set by the company you call, as per the following tariff

Service Charges	Pence per call	Pence per minute
SC001		0
SC002		1
SC003		2
SC004		3
SC005		4
SC006		5
SC007		6
SC008		7
SC009		8
SC010		9
SC011		10
SC012		11
SC013		12
SC014		13
SC015		15
SC016		20
SC017		25
SC018		30
SC019		35
SC020		36
SC021		40

SC022	45
SC023	46
SC024	50
SC025	55
SC026	60
SC027	65
SC028	70
SC029	75
SC030	80
SC031	90
SC032	95
SC033	99
SC034	100
SC035	110
SC036	120
SC037	145
SC038	150
SC039	155
SC040	180
SC041	200
SC042	220
SC043	250
SC044	300



SC045		360
SC046	5	
SC047	10	
SC048	15	
SC049	25	
SC050	30	
SC051	35	
SC052	40	
SC053	48	
SC054	50	
SC055	70	
SC056	75	
SC057	100	
SC058	145	
SC059	150	
SC060	200	
SC061		250
SC062		300

SC063	400	
SC064	500	
SC065	600	
SC066*	77	155
SC067*	80	25
SC068*	399	139
SC069*	499	135
SC070**	550	275*
SC071**	574	299*
SC072**	698	349*
SC073**		250*
SC074**	5	5*
SC075**	10	10*
SC076**	40	40*
SC077**	70	70*
SC078**	150	150*
SC079**	200	200*
SC080**	445	257*

* Service Charge for Calls Charged by Fixed Fee and Timed Duration (Where the Fixed Fee and the Duration Charge Apply From the Start of the Call)

** Service Charge for Calls Charged by Fixed Fee and Timed Duration (Where the Fixed Fee is the Charge for the First 60 Seconds of the Call, or part thereof, and the Duration Charge Applies Following the First 60 Seconds)

International Calls

Price Category	cost per minute
Category A	£9.00
Category B	£2.00
Category C	£0.50
Category D	£0.50
Category E	£0.25
Category F	£0.10

Service Charges	Price Category
Afghanistan	c
Afghanistan Mobile	c
Albania	c
Albania Alternative Network	c
Albania Mobile	c
Algeria	c
Algeria Algiers	c
Algeria Mobile	c
Algeria Wataniya Mobile	c
American Samoa	e
Andorra	e

Andorra Mobile	e
Angola	c
Angola Mobile	c
Anguilla	c
Anguilla Mobile	c
Antarctic Territories (Australia)	b
Antigua & Barbuda	c
Antigua & Barbuda Mobile	c
Argentina	d
Argentina Buenos Aires	f
Argentina Mobile	c



Armenia	c	Botswana	c
Armenia Mobile	c	Botswana Mobile	c
Armenia Yerevan	c	Brazil	e
Aruba	c	Brazil Brasilia	f
Aruba Mobile	c	Brazil Mobile	e
Ascension	b	Brazil Rio de Janeiro	f
Australia	e	Brazil São Paulo	f
Australia External Territories	b	British Virgin Islands	c
Australia Mobile	e	British Virgin Islands Mobile	c
Australia Non geographic	e	Brunei	e
Australia Sydney	e	Brunei Mobile	e
Austria	f	Bulgaria	f
Austria Mobile A1	e	Bulgaria Alternative Network	f
Austria Mobile H3G	e	Bulgaria Mobile	e
Austria Mobile Other	e	Bulgaria Sofia	f
Austria Mobile T-Mobile	e	Burkina Faso	c
Austria Vienna	f	Burkina Faso Mobile	c
Austria Virtual Private Network	e	Burundi	c
Azerbaijan	c	Burundi Mobile	c
Azerbaijan Mobile	c	Cambodia	c
Bahamas	d	Cambodia Mobile	c
Bahamas Mobile	c	Cameroon	c
Bahrain	c	Cameroon Mobile	c
Bahrain Mobile	c	Canada	f
Bangladesh	e	Canada Yukon/North West Territory	c
Bangladesh Mobile	e	Cape Verde	c
Barbados	c	Cape Verde Mobile	c
Barbados Mobile	c	Cayman Islands	c
Belarus	c	Cayman Islands Mobile	c
Belgium	e	Central African Republic	c
Belgium Brussels	e	Central African Republic Bangui	c
Belgium Freephone	c	Central African Republic Mobile	c
Belgium Mobile Base	e	Chad	c
Belgium Mobile Mobistar	e	Chad Mobile	c
Belgium Mobile Other	e	Chile	e
Belgium Mobile Proximus	e	Chile Mobile	e
Belgium Non geographic	d	Chile Rural/Easter Island	c
Belgium Shared Cost	c	Chile Santiago	e
Belize	c	China	e
Belize Mobile	c	China Beijing	e
Benin	c	China Fuzhou	e
Benin Mobile	c	China Mobile	e
Bermuda	e	China Shanghai	e
Bermuda Mobile	e	Colombia	c
Bhutan	c	Colombia Alternative Network	c
Bolivia	c	Colombia Baranguilla	e
Bolivia La Paz	c	Colombia Bogota	e
Bolivia Mobile	c	Colombia Cali	e
Bolivia Rural	c	Colombia Medellin	e
Bosnia & Herzegovina	c	Colombia Mobile	e
Bosnia & Herzegovina Mobile	c	Colombia Pereira	e



Comoros	c	Estonia Mobile other	e
Comoros Mobile	c	Estonia Mobile Tele2	e
Congo	c	Ethiopia	c
Congo (Democratic Republic of)	c	Ethiopia Addis Ababa	c
Congo (Democratic Republic of) Mobile	c	Ethiopia Mobile	c
Congo Brazzaville	c	Falkland Islands	b
Congo Mobile	c	Falklands Mobile	b
Cook Islands	b	Faroe Islands	d
Costa Rica	e	Faroe Islands Mobile	c
Costa Rica Mobile	c	Fiji	c
Cote d'Ivoire	c	Fiji Mobile	c
Cote d'Ivoire Abidjan	c	Finland	e
Cote d'Ivoire Mobile	c	Finland Corporate Services	e
Cote d'Ivoire MTN	c	Finland Helsinki	e
Croatia	c	Finland Mobile	e
Croatia Mobile	c	Finland Personal Number	e
Cuba	c	France	f
Cuba Guantanamo Bay	c	France Mobile Bouygues	d
Cyprus	f	France Mobile Orange	e
Cyprus - North Mobile	e	France Mobile Other	d
Cyprus Mobile	e	France Mobile Satellite	c
Cyprus North	e	France Non Geographic	c
Czech Prague	e	France Paris Central	f
Czech Republic	e	France VoIP Telephony	c
Czech Republic Mobile	e	French Guiana	e
Denmark	f	French Guiana Mobile	e
Denmark Mobile	e	French Polynesia	c
Denmark Shared Cost	d	French Polynesia Mobile	c
Diego Garcia	b	Gabon	c
Diego Garcia Mobile	b	Gabon Mobile	c
Djibouti	c	Gabon Mobile Telecel	c
Dominica	c	Gambia	b
Dominica Mobile	c	Gambia Mobile	b
Dominican Republic	e	Georgia	c
Dominican Republic Mobile	e	Georgia Mobile	c
East Timor	c	Georgia Tbilisi	c
East Timor Mobile	c	Germany	f
Ecuador	c	Germany Freephone	d
Ecuador Mobile	c	Germany Mobile O2	d
Egypt	c	Germany Mobile Other	e
Egypt Mobile Etisalat	c	Germany Mobile T-Mobile	e
Egypt Mobile Other	c	Germany Mobile Vodafone	e
El Salvador	c	Germany Personal	c
Emsat (Satellite)	a	Germany Premium	c
Equatorial Guinea	c	Germany Shared Cost	c
Equatorial Guinea Mobile	c	Ghana	c
Eritrea	c	Ghana Accra	c
Eritrea Mobile	c	Ghana Mobile	c
Estonia	e	Gibraltar	d
Estonia Mobile Elisa	e	Gibraltar Mobile	c
Estonia Mobile EMT	e	Globalstar	a



Greece	e	Iraq Mobile	c
Greece Mobile	e	Ireland	f
Greenland	c	Ireland 118	f
Greenland Mobile	c	Ireland Customer Care	f
Grenada	c	Ireland ECAS	f
Grenada Mobile	c	Ireland European Helpline	f
Guadeloupe	e	Ireland h NCBI DQ	f
Guadeloupe Mobile	e	Ireland Mobile Meteor	e
Guam	e	Ireland Mobile Other	e
Guatemala	c	Ireland Non Geographic	e
Guatemala Mobile	c	Ireland Shared Cost Timed (Lo-call) 1890	e
Guinea	c	Ireland VoIP	e
Guinea Bissau	c	Iridium	a
Guinea Bissau mobile	c	Israel	f
Guinea Conakry	c	Israel Mobile	e
Guinea Mobile	c	Italy	f
Guyana	c	Italy - Vatican City State	f
Guyana Mobile	c	Italy Mobile H3G	e
Haiti	c	Italy Mobile Other	e
Haiti Mobile	c	Italy Mobile TIM	e
Honduras	c	Italy Mobile Vodafone	e
Honduras Mobile	c	Italy Mobile Wind	e
Hong Kong	e	Jamaica	c
Hong Kong Mobile	e	Jamaica Mobile	c
Hungary	f	Japan	e
Hungary Mobile	e	Japan IP Phone	e
Iceland	e	Japan Mobile	d
Iceland Mobile	e	Japan Tokyo	e
India	e	Jordan	c
India Bangalore	e	Jordan Mobile	c
India Hyderabad	e	Kazakhstan	e
India Kolkata	e	Kazakhstan Mobile	e
India Mumbai	e	Kenya	c
India New Delhi	e	Kenya Mobile	c
Indonesia	c	Kenya Mombasa	c
Indonesia Jakarta	e	Kenya Nairobi	c
Indonesia Mobile	d	Kiribati	b
Indonesia Surabaya	e	Korea (North)	b
Inmarsat BGAN	a	Korea (South)	e
Inmarsat BGAN HSD	a	Korea (South) Mobile	e
Inmarsat SNAC B	a	Kuwait	c
Inmarsat SNAC B HSD	a	Kuwait Mobile	c
Inmarsat SNAC M	a	Kuwait Safat (Kuwait City)	c
Inmarsat SNAC M4 HSD	a	Kyrgyzstan	c
Inmarsat SNAC MM	a	Kyrgyzstan Bishkek	c
Inmarsat SNAC SKY	a	Kyrgyzstan Mobile	c
Iran	c	Laos	c
Iran Mobile	c	Latvia	e
Iran Tehran	c	Latvia Mobile Bite	e
Iraq	c	Latvia Mobile LMT	e
Iraq Baghdad	c	Latvia Mobile Other	d



Latvia Mobile Radiocomms	d	Moldova	c
Latvia Mobile Tele2	e	Moldova Mobile	c
Latvia Riga	d	Monaco	c
Lebanon	c	Monaco - Africa Mobile	c
Lebanon Mobile	c	Monaco - Kosovo Mobile	c
Lesotho	c	Monaco Mobile	c
Lesotho Mobile	c	Mongolia	e
Liberia	c	Mongolia Mobile	e
Liberia Mobile	c	Mongolia VoIP	c
Libya	c	Montenegro	c
Libya Mobile	c	Montenegro Mobile	c
Liechtenstein	c	Montserrat	c
Liechtenstein Mobile	c	Montserrat Mobile	c
Lithuania	c	Morocco	c
Lithuania Mobile	c	Morocco Meditel	c
Luxembourg	e	Morocco Mobile	c
Luxembourg Mobile	e	Morocco Wana	c
Macau	c	Mozambique	c
Macedonia	c	Mozambique Mobile	c
Macedonia Mobile	c	Myanmar (Burma)	c
Madagascar	c	Myanmar Mobile	c
Madagascar Mobile	c	Namibia	c
Malawi	c	Namibia Mobile	c
Malawi Lilongwe	c	Nauru	b
Malawi Mobile	c	Nauru Mobile	b
Malaysia	e	Nepal	c
Malaysia Kuala Lumpur	e	Nepal Mobile	c
Malaysia Mobile	e	Netherlands	f
Maldives	b	Netherlands Antilles	c
Maldives Mobile	b	Netherlands Antilles Curaçao	c
Mali	c	Netherlands Antilles Mobile	c
Mali Mobile	c	Netherlands Antilles St Maarten	c
Malta	f	Netherlands Freephone	d
Malta Mobile	e	Netherlands Mobile KPN	e
Mariana Islands & Northern Marianas	c	Netherlands Mobile Lycamobile	d
Marshall Islands	c	Netherlands Mobile Other	d
Martinique	e	Netherlands Mobile Telfort	e
Martinique Mobile	e	Netherlands Mobile T-Mobile	e
Mauritania	c	Netherlands Mobile Vodafone	e
Mauritania Nouakchott	c	Netherlands National Geographic	e
Mauritius	c	Netherlands VoIP	e
Mauritius Mobile	c	New Caledonia	c
Mayotte	c	New Caledonia Mobile	c
Mayotte Mobile	c	New Zealand	e
Mexico	f	New Zealand Mobile	e
Mexico Guadalajara	f	NHS Non-Emergency 111	
Mexico Mexico City	f	Nicaragua	c
Mexico Mobile	e	Nicaragua Managua	c
Mexico Monterrey	f	Nicaragua Mobile	c
Micronesia	c	Niger	c
Midway Islands	b	Niger Mobile	c



Niger Naimey	c	Russia Moscow (Central)	e
Nigeria	e	Russia St Petersburg	e
Nigeria Mobile	e	Rwanda	c
Niue	b	Rwanda Mobile	c
Norfolk Islands (Australia)	b	Samoa	c
Norway	e	Samoa Mobile	c
Norway Mobile	e	San Marino	d
Norway Shared Cost	c	San Marino Mobile	c
Oman	c	Sao Tome & Principle	b
Oman Mobile	c	Saudi Arabia	c
Pakistan	d	Saudi Arabia Mobile	c
Pakistan Kashmir	d	Senegal	c
Pakistan Mobile	d	Senegal Mobile	c
Palau	c	Serbia	c
Palau Mobile	c	Serbia Alternative Network	c
Palestine	c	Serbia Mobile	c
Palestine Mobile	c	Seychelles	c
Panama	c	Sierra Leone	c
Panama Mobile	c	Sierra Leone Mobile	c
Papua New Guinea	c	Singapore	f
Papua New Guinea Mobile	c	Single Non-Emergency 101	
Paraguay	e	Sint Maarten	c
Paraguay Asuncion	e	Sint Maarten Mobile	c
Paraguay Mobile	e	Slovakia	f
Peru	f	Slovakia Mobile	e
Peru Lima	f	Slovenia	e
Peru Mobile	e	Slovenia Alternative Network	e
Peru Rural	e	Slovenia Mobile	e
Philippines	c	Slovenia Mobile IPKO	e
Philippines Mobile	c	Solomon Islands	b
Poland	e	Somalia	c
Poland Alternative Network	e	South Africa	e
Poland Mobile Era	e	South Africa Alternative Network	e
Poland Mobile Orange	e	South Africa Cape Town	e
Poland Mobile P4	e	South Africa Johannesburg	e
Poland Mobile Plus	e	South Africa Mobile MTN	e
Portugal	f	South Africa Mobile Other	d
Portugal Azores	f	South Africa Mobile Telkom	d
Portugal Mobile	d	South Africa Mobile Vodacom	e
Portugal Premium	d	South Sudan	c
Puerto Rico	f	Spain	f
Puerto Rico Mobile	f	Spain Freephone	c
Qatar	c	Spain Mobile Other	e
Qatar Mobile	c	Spain Non Geographic	c
Reunion	e	Spain VoIP Telephony	c
Reunion Mobile	c	Sri Lanka	c
Romania	f	Sri Lanka Mobile	c
Romania Bucharest	f	St Helena	b
Romania Mobile	e	St Kitts & Nevis	c
Russia	d	St Kitts & Nevis Mobile	c
Russia Mobile	e	St Lucia	c



St Lucia Mobile	c	Turkey Mobile Other	e
St Pierre & Miquelon	c	Turkey Mobile Satellite	e
St Pierre & Miquelon Mobile	c	Turkey Mobile Turkcell	e
St Vincent & Grenadines	c	Turkey Mobile Vodafone (Telsim)	e
St Vincent & Grenadines Mobile	c	Turkey Roaming	e
Sudan	c	Turkmenistan	c
Sudan Canar	c	Turkmenistan Mobile	c
Sudan Mobile Other	c	Turks & Caicos Islands	c
Suriname	c	Turks & Caicos Islands Mobile	c
Suriname Mobile	c	Tuvalu	b
Swaziland	c	Uganda	c
Swaziland Mobile	c	Uganda Mobile	c
Sweden	f	Uganda MTN	c
Sweden Mobile Comviq	e	Uganda Warid	c
Sweden Mobile Hi3G	e	UK C&W Guernsey Mobile	e
Sweden Mobile Other	e	UK C&W Jersey Mobile	e
Sweden Mobile Telenor	e	Ukraine	c
Sweden Mobile Telia	e	Ukraine Dnipropetrovsk	c
Sweden Shared Cost	d	Ukraine Mobile	c
Sweden Virtual Private Network	d	United Arab Emirates	c
Switzerland	e	United Arab Emirates Mobile	c
Switzerland Mobile Orange	c	Uruguay	c
Switzerland Mobile Other	c	Uruguay Mobile	b
Switzerland Mobile Sunrise	b	US Government	f
Switzerland Mobile Swisscom	c	US Virgin Islands	e
Switzerland Shared Cost	d	USA	f
Switzerland Virtual Private Network	e	USA Alaska	d
Syria	c	USA Band B1	f
Syria Mobile	c	USA Band B2	f
Taiwan	e	USA Band B4	f
Taiwan Mobile	e	USA Band B5	f
Tajikistan	c	USA Hawaii	e
Tajikistan Mobile	c	Uzbekistan	e
Tanzania	c	Uzbekistan Mobile	e
Tanzania Mobile	c	Uzbekistan Tashkent	e
Thailand	e	Vanuatu	b
Thailand Bangkok	f	Vanuatu Mobile	b
Thailand Mobile	e	Venezuela	e
Thuraya (Satellite)	a	Venezuela Mobile	e
Togo	c	Vietnam	c
Togo Mobile	c	Vietnam Ho Chi Minh City	c
Tokelau	b	Vietnam Mobile	c
Tonga	c	Wallis & Futuna Islands	b
Tonga Mobile	c	Yemen	c
Trinidad & Tobago	c	Yemen Mobile	c
Trinidad & Tobago Mobile	c	Zambia	c
Tunisia	c	Zambia Mobile	b
Tunisia Mobile	c	Zimbabwe	c
Turkey	e	Zimbabwe Harare	c
Turkey Istanbul (Asia)	e	Zimbabwe Mobile	b
Turkey Mobile Avea	e	Zimbabwe Mobile Econet	b