



# SERVICE CHARGE COSTS FOR NUMBERS BEGINNING WITH 118

Applies to EE, Orange and T-Mobile

Valid from 1<sup>st</sup> July 2016

Calls to numbers starting with 084, 087, 09 and 118 will be split into two parts:

- the Access Charge – this is the amount that is charged by EE. From 1 July 2015 this will be 44p (37p excluding VAT) per minute.
- the Service Charge – this is charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised.

The Access Charge is added to the Service Charge to give your total cost of call.

Check the below box to find out the charge method of the Access Charge.

Brand	Charge method	Invoked when?
EE or T-Mobile	Per minute	From the start of the call
Orange	Per second	Added to the PPM element of the pricing structure, so either from the start or after 1 minute has elapsed.

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118001	2.00	PPC
118399	0.00	PPM
118583	0.25	PPM
118586	0.25	PPM
118128	0.35	PPC
118312	0.40	PPC
118750	0.40	PPM
118221	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118400	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118588	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118696	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118872	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118189	0.48	PPC
118225	0.48	PPC
118008	0.50	PPM
118246	0.50	PPM
118383	0.50	PPC
118474	0.50	PPM
118700	0.50	PPC
118092	0.55	PPM
118101	0.55	PPM
118139	0.55	PPM
118365	0.55	PPM
118451	0.55	PPM
118467	0.55	PPM
118489	0.55	PPM
118009	0.70	PPC
118202	0.70	PPC
118310	0.70	PPC
118332	0.70	PPC
118338	0.70	PPC
118362	0.70	PPC
118386	0.70	PPC
118415	0.70	PPC
118438	0.70	PPC
118468	0.70	PPC
118510	0.70	PPC
118529	0.70	PPC
118585	0.70	PPC
118599	0.70	PPC

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118639	0.70	PPC
118675	0.70	PPC
118680	0.70	PPC
118726	0.70	PPC
118742	0.70	PPC
118751	0.70	PPC
118772	0.70	PPC
118813	0.70	PPC
118821	0.70	PPC
118831	0.70	PPC
118851	0.70	PPC
118033	0.70 + 0.70	PPC + PPM (After the 1st Minute)
118187	0.70 + 0.70	PPC + PPM (After the 1st Minute)
118392	0.70 + 0.70	PPC + PPM (After the 1st Minute)
118628	0.70 + 0.70	PPC + PPM (After the 1st Minute)
118846	0.70 + 0.70	PPC + PPM (After the 1st Minute)
118909	0.70 + 0.70	PPC + PPM (After the 1st Minute)
118402	0.75	PPM
118887	0.75	PPM
118111	0.77 + 1.55	PPC + PPM (From start of Call)
118114	0.77 + 1.55	PPC + PPM (From start of Call)
118255	0.77 + 1.55	PPC + PPM (From start of Call)
118420	0.77 + 1.55	PPC + PPM (From start of Call)
118425	0.77 + 1.55	PPC + PPM (From start of Call)
118426	0.77 + 1.55	PPC + PPM (From start of Call)
118633	0.77 + 1.55	PPC + PPM (From start of Call)
118688	0.77 + 1.55	PPC + PPM (From start of Call)
118807	0.77 + 1.55	PPC + PPM (From start of Call)
118819	0.77 + 1.55	PPC + PPM (From start of Call)
118826	0.77 + 1.55	PPC + PPM (From start of Call)
118771	0.80	PPM
118881	0.80	PPM
118031	0.80 + 0.25	PPC + PPM (From start of Call)
118039	0.80 + 0.25	PPC + PPM (From start of Call)
118055	0.80 + 0.25	PPC + PPM (From start of Call)
118099	0.80 + 0.25	PPC + PPM (From start of Call)
118215	0.80 + 0.25	PPC + PPM (From start of Call)
118240	0.80 + 0.25	PPC + PPM (From start of Call)
118278	0.80 + 0.25	PPC + PPM (From start of Call)
118300	0.80 + 0.25	PPC + PPM (From start of Call)

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118357	0.80 + 0.25	PPC + PPM (From start of Call)
118424	0.80 + 0.25	PPC + PPM (From start of Call)
118441	0.80 + 0.25	PPC + PPM (From start of Call)
118452	0.80 + 0.25	PPC + PPM (From start of Call)
118455	0.80 + 0.25	PPC + PPM (From start of Call)
118522	0.80 + 0.25	PPC + PPM (From start of Call)
118559	0.80 + 0.25	PPC + PPM (From start of Call)
118561	0.80 + 0.25	PPC + PPM (From start of Call)
118598	0.80 + 0.25	PPC + PPM (From start of Call)
118600	0.80 + 0.25	PPC + PPM (From start of Call)
118678	0.80 + 0.25	PPC + PPM (From start of Call)
118695	0.80 + 0.25	PPC + PPM (From start of Call)
118717	0.80 + 0.25	PPC + PPM (From start of Call)
118722	0.80 + 0.25	PPC + PPM (From start of Call)
118733	0.80 + 0.25	PPC + PPM (From start of Call)
118744	0.80 + 0.25	PPC + PPM (From start of Call)
118759	0.80 + 0.25	PPC + PPM (From start of Call)
118814	0.80 + 0.25	PPC + PPM (From start of Call)
118825	0.80 + 0.25	PPC + PPM (From start of Call)
118829	0.80 + 0.25	PPC + PPM (From start of Call)
118869	0.80 + 0.25	PPC + PPM (From start of Call)
118911	0.80 + 0.25	PPC + PPM (From start of Call)
118918	0.80 + 0.25	PPC + PPM (From start of Call)
118958	0.80 + 0.25	PPC + PPM (From start of Call)
118222	0.90	PPM
118258	1.00	PPC
118321	1.00	PPC
118331	1.00	PPC
118662	1.00	PPC
118811	1.00	PPC
118855	1.00	PPC
118956	1.00	PPC
118147	1.20	PPM
118287	1.20	PPM
118090	1.45	PPM
118322	1.45	PPM
118429	1.45	PPM
118707	1.45	PPC
118120	1.50	PPM
118180	1.50	PPM

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118226	1.50	PPC
118770	1.50	PPM
118878	1.50	PPM
118106	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118127	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118159	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118323	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118333	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118480	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118488	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118550	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118647	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118827	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118960	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118990	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118830	1.55	PPM
118170	1.80	PPM
118108	2.00	PPC
118580	2.00	PPC
118644	2.00	PPC
118701	2.00	PPC
118743	2.00	PPC
118844	2.00	PPC
118886	2.00	PPC
118002	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118004	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118005	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118006	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118012	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118017	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118018	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118022	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118058	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118059	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118068	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118081	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118085	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118088	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118093	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118098	2.00 + 2.00	PPC + PPM (After the 1st Minute)

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118110	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118115	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118117	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118122	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118131	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118132	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118144	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118145	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118166	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118169	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118171	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118181	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118194	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118200	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118211	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118218	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118230	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118231	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118238	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118277	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118289	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118298	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118320	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118348	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118358	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118363	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118366	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118393	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118437	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118447	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118450	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118453	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118458	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118469	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118472	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118501	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118502	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118503	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118504	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118506	2.00 + 2.00	PPC + PPM (After the 1st Minute)

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118507	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118508	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118515	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118528	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118546	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118547	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118548	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118555	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118567	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118590	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118629	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118648	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118708	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118738	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118747	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118758	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118764	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118783	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118786	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118789	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118808	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118818	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118822	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118848	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118889	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118900	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118902	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118905	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118908	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118929	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118932	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118940	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118942	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118948	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118949	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118950	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118955	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118962	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118987	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118989	2.00 + 2.00	PPC + PPM (After the 1st Minute)



Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118993	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118156	2.50	PPC
118777	2.50	PPM
118355	3.00	PPM
118361	3.00	PPC
118440	3.00	PPC
118606	3.00	PPC
118666	3.00	PPC
118815	3.00	PPC
118833	3.00	PPC
118845	3.00	PPC
118866	3.00	PPM
118080	3.60	PPM
118003	3.99 + 1.39	PPC + PPM (From start of Call)
118007	3.99 + 1.39	PPC + PPM (From start of Call)
118066	3.99 + 1.39	PPC + PPM (From start of Call)
118141	3.99 + 1.39	PPC + PPM (From start of Call)
118190	3.99 + 1.39	PPC + PPM (From start of Call)
118281	3.99 + 1.39	PPC + PPM (From start of Call)
118345	3.99 + 1.39	PPC + PPM (From start of Call)
118377	3.99 + 1.39	PPC + PPM (From start of Call)
118404	3.99 + 1.39	PPC + PPM (From start of Call)
118411	3.99 + 1.39	PPC + PPM (From start of Call)
118434	3.99 + 1.39	PPC + PPM (From start of Call)
118500	3.99 + 1.39	PPC + PPM (From start of Call)
118739	3.99 + 1.39	PPC + PPM (From start of Call)
118766	3.99 + 1.39	PPC + PPM (From start of Call)
118988	3.99 + 1.39	PPC + PPM (From start of Call)
118119	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118129	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118133	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118160	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118285	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118299	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118311	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118313	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118558	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118961	4.45 + 2.57	PPC + PPM (After the 1st Minute)
118060	4.99 + 1.35	PPC + PPM (From start of Call)
118134	4.99 + 1.35	PPC + PPM (From start of Call)

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118499	4.99 + 1.35	PPC + PPM (From start of Call)
118505	4.99 + 1.35	PPC + PPM (From start of Call)
118595	5.00	PPC
118030	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118138	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118188	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118247	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118288	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118301	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118303	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118456	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118575	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118799	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118800	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118801	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118802	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118865	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118875	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118883	5.50 + 2.75	PPC + PPM (After the 1st Minute)
118149	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118257	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118270	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118551	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118577	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118868	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118976	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118978	5.74 + 2.99	PPC + PPM (After the 1st Minute)
118040	6.00	PPC
118044	6.00	PPC
118148	6.00	PPC
118214	6.00	PPC
118260	6.00	PPC
118463	6.00	PPC
118544	6.00	PPC
118754	6.00	PPC
118776	6.00	PPC
118885	6.00	PPC
118986	6.00	PPC
118995	6.00	PPC
118050	6.98 + 3.49	PPC + PPM (After the 1st Minute)

Number Range	Service Charge Inc VAT	Rate Increment (PPM - Pence per Minute , PPC - Pence per Call)
118118	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118146	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118193	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118212	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118224	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118412	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118414	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118509	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118616	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118661	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118820	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118884	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118888	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118899	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118970	6.98 + 3.49	PPC + PPM (After the 1st Minute)
118977	6.98 + 3.49	PPC + PPM (After the 1st Minute)