



## SERVICE CHARGE COSTS FOR NUMBERS BEGINNING WITH 118

Applies to EE, Orange and T-Mobile

07<sup>th</sup> August 2019

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 19th August 2019 this is 65p (54.17p excluding VAT)\* per minute.  
For T-Mobile the Access Charge is 50p (41.66p 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.

If you're on a Small Business plan your access charge will be 46p (excl. VAT) per minute

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 second	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.

\* access charge is 55p (45.83p excluding VAT) per minute into up to 18th August 2019

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118001	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118002	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118003	2.50 + 0.75	PPC + PPM (From start of Call)
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)
118007	2.50 + 0.75	PPC + PPM (From start of Call)
118008	0.50	PPM
118009	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118013	3.65	PPC
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)
118031	0.80 + 0.25	PPC + PPM (From start of Call)
118039	0.80 + 0.25	PPC + PPM (From start of Call)
118044	3.00	PPC
118050	1.45	PPC
118055	0.80 + 0.25	PPC + PPM (From start of Call)
118057	1.50 + 1.50	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)
118060	2.50 + 0.75	PPC + PPM (From start of Call)
118068	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118077	2.50 + 0.75	PPC + PPM (From start of Call)
118080	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118081	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118085	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118088	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118090	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118092	3.65	PPC
118093	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118098	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118099	0.80 + 0.25	PPC + PPM (From start of Call)
118103	2.50 + 0.75	PPC + PPM (From start of Call)
118106	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118108	2.00	PPC
118110	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118111	0.77 + 1.55	PPC + PPM (From start of Call)
118114	0.77 + 1.55	PPC + PPM (From start of Call)
118115	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118117	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118118	2.43 + 2.43	PPC + PPM (After the 1st Minute)

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118119	0.77 + 1.55	PPC + PPM (From start of Call)
118127	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118128	0.35	PPC
118129	3.00	PPC
118132	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118139	3.65	PPC
118141	1.50	PPM
118143	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118145	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118146	3.00	PPC
118148	3.00	PPC
118149	3.00	PPC
118156	3.00	PPC
118159	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118165	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118166	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118169	3.00	PPC
118171	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118178	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118181	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118185	3.65	PPC
118187	3.65	PPC
118189	3.65	PPC
118190	2.50 + 0.75	PPC + PPM (From start of Call)
118193	0.10	PPC
118194	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118200	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118202	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118211	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118212	2.50 + 0.75	PPC + PPM (From start of Call)
118213	0.80 + 0.25	PPC + PPM (From start of Call)
118214	3.00	PPC
118218	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118220	3.65	PPC
118221	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118224	2.50 + 0.75	PPC + PPM (From start of Call)
118225	0.48	PPC
118226	1.50	PPC
118231	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118234	3.65	PPC
118238	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118240	0.80 + 0.25	PPC + PPM (From start of Call)
118247	2.50 + 0.75	PPC + PPM (From start of Call)
118250	2.20	PPM

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118254	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118255	0.77 + 1.55	PPC + PPM (From start of Call)
118257	3.00	PPC
118260	3.00	PPC
118277	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118278	0.80 + 0.25	PPC + PPM (From start of Call)
118281	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118288	0.77 + 1.55	PPC + PPM (From start of Call)
118298	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118300	0.80 + 0.25	PPC + PPM (From start of Call)
118303	3.00	PPC
118310	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118311	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118312	1.00	PPC
118313	3.50 + 0.10	PPC + PPM (From start of Call)
118320	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118323	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118332	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118333	3.50 + 0.10	PPC + PPM (From start of Call)
118338	0.70	PPC
118348	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118355	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118357	0.80 + 0.25	PPC + PPM (From start of Call)
118358	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118362	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118363	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118365	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118366	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118373	3.65	PPC
118374	3.65	PPC
118383	0.50	PPC
118386	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118390	2.50 + 0.75	PPC + PPM (From start of Call)
118391	2.50 + 0.75	PPC + PPM (From start of Call)
118392	3.65	PPC
118393	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118400	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118402	0.75	PPM
118404	0.77 + 1.55	PPC + PPM (From start of Call)
118408	2.50 + 0.75	PPC + PPM (From start of Call)
118411	2.50 + 0.75	PPC + PPM (From start of Call)
118412	2.50 + 0.75	PPC + PPM (From start of Call)
118414	3.00	PPC
118424	0.80	PPM

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118425	0.77 + 1.55	PPC + PPM (From start of Call)
118426	0.77 + 1.55	PPC + PPM (From start of Call)
118429	1.45	PPM
118434	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118437	3.65	PPC
118440	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118441	0.80 + 0.25	PPC + PPM (From start of Call)
118444	2.50 + 0.75	PPC + PPM (From start of Call)
118450	3.65	PPC
118451	3.65	PPC
118452	3.65	PPC
118453	3.65	PPC
118455	0.80 + 0.25	PPC + PPM (From start of Call)
118456	3.00	PPC
118458	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118463	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118467	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118468	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)
118474	0.50	PPM
118480	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118486	3.65	PPC
118488	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118499	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118500	0.77 + 1.55	PPC + PPM (From start of Call)
118501	3.65	PPC
118502	3.65	PPC
118503	3.65	PPC
118504	3.65	PPC
118505	3.65	PPC
118506	3.65	PPC
118507	3.65	PPC
118508	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118509	3.00	PPC
118510	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118511	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118515	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118518	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118522	0.80 + 0.25	PPC + PPM (From start of Call)
118528	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118529	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118544	3.00	PPC
118546	3.65	PPC

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118547	3.65	PPC
118548	3.65	PPC
118550	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118551	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118555	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118558	3.00	PPC
118559	0.80 + 0.25	PPC + PPM (From start of Call)
118561	0.80 + 0.25	PPC + PPM (From start of Call)
118567	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118568	3.65	PPC
118575	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118577	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118583	0.25	PPM
118585	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118586	0.25	PPM
118588	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118590	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118595	3.00	PPC
118598	0.80 + 0.25	PPC + PPM (From start of Call)
118599	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118600	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118606	3.00	PPC
118616	3.00	PPC
118628	2.50 + 0.75	PPC + PPM (From start of Call)
118629	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118633	0.77 + 1.55	PPC + PPM (From start of Call)
118639	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118644	2.00	PPC
118647	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118648	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118650	2.20	PPM
118661	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118666	3.00	PPC
118675	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118678	0.80 + 0.25	PPC + PPM (From start of Call)
118688	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118695	0.80 + 0.25	PPC + PPM (From start of Call)
118696	1.45	PPC
118707	1.45	PPC
118708	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118717	0.80 + 0.25	PPC + PPM (From start of Call)
118722	0.80 + 0.25	PPC + PPM (From start of Call)
118726	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118733	0.80 + 0.25	PPC + PPM (From start of Call)

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118738	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118739	2.00	PPM
118742	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118743	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118744	0.80 + 0.25	PPC + PPM (From start of Call)
118747	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118751	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118754	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118758	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118759	0.80 + 0.25	PPC + PPM (From start of Call)
118764	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118771	0.80	PPM
118772	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118776	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118783	3.65	PPC
118789	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118800	0.77 + 1.55	PPC + PPM (From start of Call)
118802	0.77 + 1.55	PPC + PPM (From start of Call)
118808	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118811	1.00	PPC
118813	2.43	PPM
118814	0.80 + 0.25	PPC + PPM (From start of Call)
118815	3.00	PPC
118818	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118821	3.65	PPC
118822	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118825	0.80 + 0.25	PPC + PPM (From start of Call)
118826	0.77 + 1.55	PPC + PPM (From start of Call)
118827	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118830	1.55	PPM
118831	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118833	3.00	PPC
118844	2.00	PPC
118845	3.00	PPC
118846	3.65	PPC
118848	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118851	3.00+1.30	PPC + PPM (After the 1st Minute)
118855	1.00	PPC
118866	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118868	3.00	PPC
118869	0.80 + 0.25	PPC + PPM (From start of Call)
118872	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118881	0.80 + 0.80	PPC + PPM (After the 1st Minute)
118884	3.00	PPC



Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118885	3.00	PPC
118888	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118889	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118899	2.43 + 2.43	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	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118908	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118911	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118918	0.80 + 0.25	PPC + PPM (From start of Call)
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)
118956	1.00	PPC
118958	0.80 + 0.25	PPC + PPM (From start of Call)
118960	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118962	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118970	3.00	PPC
118976	3.00	PPC
118977	3.00	PPC
118978	3.00	PPC
118979	3.65	PPC
118986	3.00	PPC
118987	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118989	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118990	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118991	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118993	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118995	1.50 + 1.50	PPC + PPM (After the 1st Minute)