



## SERVICE CHARGE COSTS FOR NUMBERS BEGINNING WITH 118

Applies to EE, Orange and T-Mobile

04<sup>th</sup> September 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.

Number Range	BT Charge Band	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118001	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118002	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118004	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118005	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118006	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118007	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118008	SC024	0.50	PPM
118009	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118013	SC088	3.65	PPC
118017	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118018	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118022	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118044	SC062	3.00	PPC
118050	SC058	1.45	PPC
118057	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118058	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118059	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118068	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118077	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118080	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118081	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118085	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118088	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118090	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118092	SC088	3.65	PPC
118093	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118098	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118099	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118103	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118106	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118110	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118111	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118114	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118115	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118117	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118118	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118119	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118120	SC038	1.50	PPM
118127	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118129	SC062	3.00	PPC
118132	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118139	SC088	3.65	PPC
118141	SC038	1.50	PPM
118143	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118145	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118146	SC062	3.00	PPC
118148	SC062	3.00	PPC

Number Range	BT Charge Band	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118149	SC062	3.00	PPC
118156	SC062	3.00	PPC
118159	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118165	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118166	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118169	SC062	3.00	PPC
118171	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118178	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118180	SC038	1.50	PPM
118181	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118185	SC088	3.65	PPC
118187	SC088	3.65	PPC
118189	SC088	3.65	PPC
118190	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118193	SC047	0.10	PPC
118194	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118200	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118202	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118211	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118212	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118214	SC062	3.00	PPC
118218	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118220	SC088	3.65	PPC
118221	SC076	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118225	SC053	0.48	PPC
118226	SC059	1.50	PPC
118231	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118234	SC088	3.65	PPC
118238	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118240	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118247	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118250	SC042	2.20	PPM
118254	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118255	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118257	SC062	3.00	PPC
118260	SC062	3.00	PPC
118277	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118281	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118288	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118298	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118303	SC062	3.00	PPC
118310	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118311	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118312	SC057	1.00	PPC
118313	SC069	3.50 + 0.10	PPC + PPM (From start of Call)
118320	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118323	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118332	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118333	SC069	3.50 + 0.10	PPC + PPM (From start of Call)

Number Range	BT Charge Band	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118338	SC055	0.70	PPC
118348	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118355	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118357	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118358	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118362	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118363	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118365	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118366	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118373	SC088	3.65	PPC
118374	SC088	3.65	PPC
118383	SC054	0.50	PPC
118386	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118390	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118391	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118392	SC088	3.65	PPC
118393	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118400	SC076	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118402	SC029	0.75	PPM
118404	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118408	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118411	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118412	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118414	SC062	3.00	PPC
118424	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118425	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118426	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118429	SC037	1.45	PPM
118434	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118437	SC088	3.65	PPC
118440	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118441	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118444	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118450	SC088	3.65	PPC
118451	SC088	3.65	PPC
118452	SC088	3.65	PPC
118453	SC088	3.65	PPC
118455	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118456	SC062	3.00	PPC
118458	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118463	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118467	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118468	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118469	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118472	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118474	SC024	0.50	PPM
118480	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118486	SC088	3.65	PPC
118488	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)

Number Range	BT Charge Band	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118499	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118500	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118501	SC088	3.65	PPC
118502	SC088	3.65	PPC
118503	SC088	3.65	PPC
118504	SC088	3.65	PPC
118506	SC088	3.65	PPC
118507	SC088	3.65	PPC
118508	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118509	SC062	3.00	PPC
118510	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118511	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118515	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118518	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118522	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118528	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118529	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118544	SC062	3.00	PPC
118546	SC088	3.65	PPC
118547	SC088	3.65	PPC
118548	SC088	3.65	PPC
118550	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118551	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118555	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118558	SC062	3.00	PPC
118559	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118561	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118567	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118568	SC088	3.65	PPC
118575	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118577	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118583	SC017	0.25	PPM
118585	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118586	SC017	0.25	PPM
118588	SC076	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118590	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118595	SC062	3.00	PPC
118599	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118600	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118606	SC062	3.00	PPC
118616	SC062	3.00	PPC
118628	SC084	2.50 + 0.75	PPC + PPM (From start of Call)
118629	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118633	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118639	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118644	SC060	2.00	PPC
118647	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118648	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118650	SC042	2.20	PPM

Number Range	BT Charge Band	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118661	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118666	SC062	3.00	PPC
118675	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118678	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118695	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118696	SC058	1.45	PPC
118707	SC058	1.45	PPC
118708	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118726	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118733	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118738	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118739	SC041	2.00	PPM
118742	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118743	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118744	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118747	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118751	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118754	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118758	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118759	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118764	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118770	SC038	1.50	PPM
118771	SC030	0.80	PPM
118772	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118776	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118783	SC088	3.65	PPC
118789	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118800	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118802	SC066	0.77 + 1.55	PPC + PPM (From start of Call)
118808	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118811	SC057	1.00	PPC
118813	SC068	2.43	PPM
118814	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118815	SC062	3.00	PPC
118818	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118821	SC088	3.65	PPC
118822	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118825	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118830	SC039	1.55	PPM
118831	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118833	SC062	3.00	PPC
118844	SC060	2.00	PPC
118845	SC062	3.00	PPC
118846	SC088	3.65	PPC
118848	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118851	SC087	3.00+1.30	PPC + PPM (After the 1st Minute)
118855	SC057	1.00	PPC
118866	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118868	SC062	3.00	PPC

Number Range	BT Charge Band	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118869	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118872	SC076	0.40 + 0.40	PPC + PPM (After the 1st Minute)
118878	SC038	1.50	PPM
118881	SC094	0.80 + 0.80	PPC + PPM (After the 1st Minute)
118884	SC062	3.00	PPC
118885	SC062	3.00	PPC
118888	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118889	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118899	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118900	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118902	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118905	SC070	2.43 + 2.43	PPC + PPM (After the 1st Minute)
118908	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118911	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118918	SC067	0.80 + 0.25	PPC + PPM (From start of Call)
118929	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118932	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118940	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118942	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118948	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118949	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118950	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118955	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118956	SC057	1.00	PPC
118960	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)
118962	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118970	SC062	3.00	PPC
118976	SC062	3.00	PPC
118977	SC062	3.00	PPC
118978	SC062	3.00	PPC
118979	SC088	3.65	PPC
118986	SC062	3.00	PPC
118987	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118989	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118991	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118993	SC079	2.00 + 2.00	PPC + PPM (After the 1st Minute)
118995	SC078	1.50 + 1.50	PPC + PPM (After the 1st Minute)