



## SERVICE CHARGE COSTS FOR NUMBERS BEGINNING WITH 118

Applies to EE, Orange and Legacy

31st March 2026

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, 44p (37p excluding VAT) per second.
- 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 Legacy | 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 | Service Charge Incl. VAT | Rate Increment (PPM - Pence per Minute, PPC - Pence per Call) |
|--------------|--------------------------|---|
| 118001       | 2.43 + 2.43              | 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       | 2.43 + 2.43              | 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)                              |
| 118008       | 0.50                     | PPM   |
| 118009       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118013       | 3.65                     | PPC   |
| 118017       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118018       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118022       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118044       | 3.00                     | PPC   |
| 118050       | 1.45                     | PPC   |
| 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)                              |
| 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)                              |
| 118103       | 2.50 + 0.75              | PPC + PPM (From start of Call)                                |
| 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)                              |
| 118118       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118119       | 0.77 + 1.55              | PPC + PPM (From start of Call)                                |
| 118120       | 1.50                     | PPM   |
| 118125       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118129       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118132       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118139       | 3.65                     | PPC   |
| 118143       | 1.50 + 1.50              | PPC + PPM (After the 1st Minute)                              |
| 118145       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118148       | 3.00                     | PPC   |
| 118156       | 3.00                     | PPC   |
| 118159       | 1.50 + 1.50              | PPC + PPM (After the 1st Minute)                              |

| Number Range | Service Charge Incl. VAT | Rate Increment (PPM - Pence per Minute, PPC - Pence per Call) |
|--------------|--------------------------|---|
| 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)                              |
| 118180       | 1.50                     | PPM   |
| 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       | 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)                              |
| 118202       | 2.43 + 2.43              | 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)                                |
| 118214       | 3.00                     | PPC   |
| 118218       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118220       | 3.65                     | PPC   |
| 118226       | 3.00 + 1.30              | PPC + PPM (From start of Call)                                |
| 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)                              |
| 118247       | 2.50 + 0.75              | PPC + PPM (From start of Call)                                |
| 118250       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118257       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118260       | 3.00                     | PPC   |
| 118277       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118298       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118303       | 3.00                     | PPC   |
| 118310       | 2.43 + 2.43              | 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       | 2.43 + 2.43              | 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       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118358       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118362       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |

| Number Range | Service Charge<br>Incl. VAT | Rate Increment (PPM - Pence per Minute, PPC -<br>Pence per Call) |
|--------------|-----------------------------|--|
| 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)                                 |
| 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)                                 |
| 118402       | 0.75                        | PPM  |
| 118404       | 0.77 + 1.55                 | 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 + 0.25                 | 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)                                   |
| 118429       | 1.45                        | PPM  |
| 118434       | 2.00 + 2.00                 | PPC + PPM (After the 1st Minute)                                 |
| 118437       | 3.65                        | PPC  |
| 118440       | 2.43 + 2.43                 | PPC + PPM (After the 1st Minute)                                 |
| 118441       | 0.80 + 0.25                 | PPC + PPM (From start of Call)                                   |
| 118448       | 2.00 + 2.00                 | PPC + PPM (After the 1st Minute)                                 |
| 118450       | 3.65                        | PPC  |
| 118451       | 0.55                        | PPM  |
| 118452       | 0.80 + 0.25                 | PPC + PPM (From start of Call)                                   |
| 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  |

| Number Range | Service Charge Incl. VAT | Rate Increment (PPM - Pence per Minute, PPC - Pence per Call) |
|--------------|--------------------------|---|
| 118503       | 3.65                     | PPC   |
| 118504       | 3.65                     | PPC   |
| 118505       | 2.50 + 0.75              | PPC + PPM (From start of Call)                                |
| 118506       | 3.65                     | PPC   |
| 118507       | 3.65                     | PPC   |
| 118508       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118509       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118510       | 2.43 + 2.43              | 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   |
| 118547       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 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   |
| 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       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118586       | 0.25                     | PPM   |
| 118590       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118595       | 3.00                     | PPC   |
| 118599       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118600       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 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)                              |
| 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       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118661       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118675       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118678       | 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) |
|--------------|--------------------------|---|
| 118695       | 0.80 + 0.25              | PPC + PPM (From start of Call)                                |
| 118696       | 1.45                     | PPC   |
| 118708       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118726       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118733       | 0.80 + 0.25              | PPC + PPM (From start of Call)                                |
| 118738       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118739       | 2.00                     | PPM   |
| 118742       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118743       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118747       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118751       | 2.43 + 2.43              | 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)                              |
| 118770       | 1.50                     | PPM   |
| 118772       | 2.43 + 2.43              | 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)                              |
| 118808       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118811       | 3.65                     | PPC   |
| 118813       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118818       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118821       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118822       | 2.00 + 2.00              | PPC + PPM (After the 1st Minute)                              |
| 118825       | 0.80 + 0.25              | PPC + PPM (From start of Call)                                |
| 118830       | 1.55                     | PPM   |
| 118831       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118844       | 2.00                     | PPC   |
| 118846       | 3.65                     | PPC   |
| 118848       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118851       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118855       | 1.00                     | PPC   |
| 118866       | 2.43 + 2.43              | PPC + PPM (After the 1st Minute)                              |
| 118872       | 0.40 + 0.40              | PPC + PPM (After the 1st Minute)                              |
| 118878       | 1.50                     | PPM   |
| 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)                              |
| 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)                              |

| Number Range | Service Charge<br>Incl. VAT | Rate Increment (PPM - Pence per Minute, PPC -<br>Pence per Call) |
|--------------|-----------------------------|--|
| 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)                                 |
| 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)                                 |
| 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  |
| 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)                                 |