



## 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 (including for Small Business customers on Consumer Plans) – this is the amount that is charged by EE.

From 31st March 2026:

- For Consumer plan, the Access Charge is 98p (including VAT) per minute.
- For legacy brand, the Access Charge is 64p (including VAT) per minute.
- For a Small Business plan, the Access Charge will be 69p (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 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

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

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

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118502	3.65	PPC
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)

Number Range	Service Charge Incl. VAT	Rate Increment (PPM - Pence per Minute, PPC - Pence per Call)
118678	0.80 + 0.25	PPC + PPM (From start of 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)

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