



# Pay Monthly Charges

Rates that apply from October 1<sup>st</sup> 2018.

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## Standard UK Charges

The following is included in your Pay Monthly bundle. Once you use up your bundle allowance, you will be charged at these rates:

Charges (per Min/Text/MB)	Official Charges*
Calls to Landline	10p
Calls to Mobile	10p
Voicemail	10p
Text Message	10p
Data Charges (MB)	3p
Incoming Calls	FREE
Customer Care from Handset (500)	FREE

\*Excluding texts to Landlines

## Special Numbers

From 1st July, charges for calls to non-geographic and premium numbers starting with 084, 087, 09 and 118 (usually to call banks, travel services, government departments, to vote in a competition or to ring directory enquiries) will be divided into two parts:

1. Access Charge - This is charged by your mobile company. With TPO we've set this at a rate of just 35p per minute.
2. Service Charge (SC) - This will be set by the company you are calling. This will be stated anywhere the number is advertised.

The following numbers and services are not included in your Pay Monthly bundle. Calling them at any time will incur the following charges:

	Minimal charge (per Min/Text/MB)
Calls to Charity Helpline	FREE
Calls to 101	£0.15
Calls to 111 NHS Direct	FREE
Calls to numbers starting 05	£0.20
Calls to TPO Customer Services on 0845 2254505 from TPO PAYM mobile	£0.35 + SC of £0.07
Calls to TPO Customer Services on 0845 2254505 from any other non-TPO phone service	Your phone service's access charge +SC of £0.07
Calls to numbers starting 0820	£0.20
Calls to numbers starting 084 (excepts calls to TPO Customer Service)	£0.35 + SC
Calls to numbers starting 0800/0808/116	FREE
Calls to numbers starting 0870/0871/0872/0873	£0.35 + SC
Calls to call forwarding numbers starting with 070/078361/078369	£0.50 to £2.50
Calls to Paging Services starting 076	£0.25 to £2.00
Calls to Direct Enquires 118118/118500 etc.	£0.35 + SC
Premium rate calls – 090/091/098	£0.35 + SC
Premium rate calls Voting – 090/091	£0.35 + SC
Standard Picture Messaging MMS	£0.30p From the 1 <sup>st</sup> October 2018 MMS services will be discontinued.

## International Rates\*

\*Please note that if you wish to activate your International voice and Roaming services on your account you need to call to make a deposit payment of £50. This deposit is refundable 6 months after the International and Roaming services activation date.

See the tables below for full details on TPO rates for calling and texting international numbers from the UK.

### Calls/Texts/MMS

Region	Per Min*	Per Text	Per MMS
Zone 1 - Ireland, Guernsey, Jersey, Isle of Man	£0.25	£0.19	£0.50
Zone 2 - Other Europe	£0.30	£0.19	£0.50
Zone 3 – Asia & Pacific	£0.40	£0.19	£0.50
Zone 4 - USA	£0.25	£0.19	£0.50
Zone 5 – Middle East	£0.95	£0.19	£0.50
Zone 6-7 – Rest of the World	£0.95	£0.19	£0.50

\*Minimum call charge 1 minute followed by per second billing

### Countries by International Zones

Zone	Countries
1	Guernsey, Jersey, Isle of Man and Ireland.
2	Albania, Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden and Transnistria.

3	Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Philippines, Singapore and Thailand.
4	USA
5	Algeria, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Northern Cyprus, Oman, Qatar, Saudi Arabia, Tunisia, Turkey, United Arab Emirates.
6-7	Abkhazia, Afghanistan, Aland Islands, American Samoa, Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, British Indian Ocean Territory, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Central African Republic, Ceuta, Chad, Chile, Christmas Island, Cocos Kelling Island, Colombia, Comoros, Congo-Brazzaville, Cook Islands, Costa Rica, Côte d'Ivoire, Cuba, Curaçao, Diego Garcia, Djibouti, Dominica, Dominican Republic, DR Congo, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, French Southern and Antarctic Lands, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Indonesia, Jamaica, Kazakhstan, Kenya, Kiribati, Kyrgyzstan, Laos, Latvia, Lesotho, Liberia, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Melilla, Mexico, Micronesia, Moldova, Mongolia, Montserrat, Mozambique, Myanmar, Nagorno-Karabakh, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Pitcairn Islands, Puerto Rico, Reunion, Russia, Rwanda, Saint Barthélemy, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Senegal, Seychelles, Sierra Leone, Sint Maarten, Solomon Islands, Somalia, Somaliland, South Ossetia, South Korea, South Sudan, Sri Lanka, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Timor-Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tristan da Cunha, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United States Minor Outlying Islands, United States Virgin Islands, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Wallis and Futuna Islands, Western Sahara, Yemen, Zambia and Zimbabwe.

## Roaming Rates\*

\*Please note that if you wish to activate your International voice and Roaming services on your account you need to call to make a deposit payment of £50. This deposit is refundable 6 months after International and Roaming services activation date.

From the 15th June, TPO will be changing its roaming charges and policy. From this date, all TPO UK customers can use their minutes, texts and data allowance within the EU states and a few other destinations without any additional costs, see here for more details.

From the 1st November 2017, all roaming charges for usage outside of the EU (Zones 3 to 7) will have 20% vat added to the prices stated below.

### Text Rates - Roaming

#### Sending Texts within allowance – price per text

Region	Texting to UK	Texting to Zone 1-2
Zone 1 – European Union	FREE	FREE
Zone 2 - Other Europe	FREE	FREE

#### Sending Texts out of allowance – price per text

Region	Texting to UK	Texting to Zone 1-7
Zone 1 – European Union	£0.10	£0.10
Zone 2 - Other Europe	£0.10	£0.10
Zone 3 – USA, Australia, China, India, Israel	£0.54	£0.54
Zone 4 – Medium Zone A	£0.54	£0.54
Zone 5 – Medium Zone B	£0.54	£0.54
Zone 6-7 – Rest of the World	£0.54	£0.54

### Receiving Texts – price per text

Region	Within allowance	Out of allowance
Zone 1 - 7	FREE	FREE

### MMS – price per MMS

Region	Within allowance	Out of allowance
Zone 1 - 2	£0.50	£0.50
Zone 3 - 7	£0.60	£0.60

### Call Rates - Roaming

#### Making Calls within allowance – price per min

Region	UK/Voicemail	Zone 1-2	Zone 3-7
Zone 1 – European Union	FREE	FREE	£2.50
Zone 2 - Other Europe	FREE	FREE	£2.50

#### Making Calls out of allowance – price per min

Region	UK/Voicemail	Zone 1-2	Zone 3-7
Zone 1 – European Union	£0.10	£0.10	£2.50

Zone 2 - Other Europe	£0.10	£0.10	£2.50
Zone 3 – USA, Australia, China, India, Israel	£1.44	£1.80	£3.00
Zone 4 – Medium Zone A	£2.10	£3.00	£3.00
Zone 5 – Medium Zone B	£2.10	£3.00	£3.00
Zone 6-7 – Rest of the World	£3.00	£3.00	£3.00

\*For making calls in zones 1 there is a 30 second minimum charge, followed by per second billing. For zones 2 to 7 there is a 1 minute minimum call charge, and per second billing thereafter.

## Receiving Calls – price per min

Region	Within allowance	Out of allowance
Zone 1 – European Union	FREE	FREE
Zone 2 - Other Europe	FREE	FREE
Zone 3 – USA, Australia, China, India, Israel	£0.90	£0.90
Zone 4 – Medium Zone A	£1.32	£1.32
Zone 5 – Medium Zone B	£1.32	£1.32
Zone 6-7 – Rest of the World	£1.50	£1.50

\*Calls received in zones 1 are charged per second from the start. For calls received in zones 2 to 7 there is a 1 minute minimum call charge, and per second billing thereafter.



## Data Rates - Roaming

### Data Roaming – price per MB\*

Region	Within allowance	Out of allowance
Zone 1 – European Union	FREE	£0.03
Zone 2 - Other Europe	FREE	£0.03
Zone 3 – USA, Australia, China, India, Israel	n/a	£6.00
Zone 4 – Medium Zone A	n/a	£10.20
Zone 5 – Medium Zone B	n/a	£10.20
Zone 6-7 – Rest of the World	n/a	£18.00

\*Roaming data is charged per kilobyte. Roaming services for MMS are currently not available.

### Countries by Roaming Zones

Zone	Countries
1	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
2	Aland Islands, Canary Islands, Ceuta, French Guiana, Gibraltar, Guadeloupe, Guernsey, Iceland, Jersey, Liechtenstein, Martinique, Mayotte, Melilla, Monaco, Norway, Reunion, San Marino, Saint Martin, Switzerland and Vatican City.
3	Australia, China, India, Israel and USA.
4	Anguilla, Antigua and Barbuda, Barbados, Brazil, Cayman Islands, Colombia, Côte d'Ivoire, Egypt, Grenada, Indonesia, Jamaica, Madagascar, Malaysia, Mexico, Moldova, Philippines, Saint Lucia, Saint Vincent and the Grenadines, Senegal, Singapore, Tanzania, Thailand, Turkey, Turks and Caicos Islands and Uganda.

5	Albania, Andorra, Bahrain, Botswana, DR Congo, Greenland, Lebanon, Pakistan, Peru, South Africa, South Korea, Sri Lanka and Zambia.
6-7	<p>Abkhazia, Afghanistan, Algeria, American Samoa, Antarctica, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bangladesh, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, British Indian Ocean Territory, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Central African Republic, Chad, Chile, Christmas Island, Cocos Kelling Island, Comoros, Congo-Brazzaville, Cook Islands, Costa Rica, Cuba, Curacao, Diego Garcia, Djibouti, Dominica, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland</p> <p>Islands, Faroe Islands, Fiji, French Polynesia, French Southern and Antarctic Lands, Gabon, Gambia, Georgia, Ghana, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, Iran, Iraq, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lesotho, Liberia, Libya, Macau, Macedonia, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Micronesia, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Nagorno-Karabakh, Namibia, Nauru, Nepal, New Caledonia, New Zealand, Nicaragua, Nigeria, Niue, Norfolk Island, Northern Cyprus, North Korea, Northern Mariana Islands, Oman, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Pitcairn Islands, Puerto Rico, Qatar, Russia, Rwanda, Saint Barthélemy, Saint Helena, Saint Kitts and Nevis, Saint Pierre and Miquelon, Samoa, Sao Tome and Principe, Saudi Arabia, Serbia, Seychelles, Sierra Leone, Sint Maarten, Solomon Islands, Somalia, Somaliland, South Ossetia, South Sudan, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Syria, Taiwan, Tajikistan, Timor-Leste, Togo, Tokelau, Tonga, Transnistria, Trinidad and Tobago, Tristan da Cunha, Tunisia, Turkmenistan, Tuvalu, Ukraine, United Arab Emirates, United States Minor Outlying Islands, United States Virgin Islands, Uruguay, Vanuatu, Venezuela, Vietnam, Wallis and Futuna Islands, Western Sahara, Yemen and Zimbabwe.</p>