

# Business Phone and Broadband Tariffs

Prices effective from 01/11/2016

24 month contracts apply to both broadband and voice products

All prices shown in this document are exclusive of VAT



# Contents

Broadband and Voice Package Charges	3
Broadband Only Charges	3
Telephone Charges	4
Installation Charges	4
Call Features	4
Additional Charges	4
Voice Details	5
Call Charges	6
Calculating your Bill	6
Fee Type	6
Call Limit	6
Special Offers	6
Time Bands	6
Call Connection Fee	7
Call Charge Rounding	7
Duration Rounding	7
Free Calls	7
National Calls	7
Calls to Mobiles	8
Calls to Emergency Services	8
International calls	8
Non Geographic Calls	9
International Calls	11
UK Wi-Fi Services	22
UK Personal Numbering	22
Paying your Bill	23
Cancellation Charges	23

## Broadband and Voice Package Charges

Up to speed	<b>60Mbps</b>	<b>120Mbps</b>
Upload speed	12Mbps	24Mbps
Monthly usage	Unlimited usage	Unlimited usage
Contract length	24 month contract	24 month contract
Calls included	No	No
Voice connection fee <sup>1</sup>	£106.37	£106.37
Broadband connection fee <sup>2</sup>	£29.99	£29.99
Total connection fee 1st occupant	£136.36	£136.36
Total connection fee 2nd occupant	£29.99	£29.99
Monthly cost	<b>£42 per month</b>	<b>£54 per month</b>
Annual cost	<b>£504</b>	<b>£648</b>

<sup>1</sup> If you are moving into a property where there is no phone line installed, you will be required to pay a connection fee for installing a phone line.

<sup>2</sup> If you are moving into a property where a phone line has already been installed, you will only be required to pay the broadband connection fee.

## Broadband Only Charges

Up to speed	<b>60Mbps</b>	<b>120Mbps</b>
Upload speed	12Mbps	24Mbps
Monthly usage	Unlimited usage	Unlimited usage
Contract length	24 month contract	24 month contract
Broadband connection fee	£29.99	£29.99
Monthly cost	<b>£38 per month</b>	<b>£50 per month</b>
Annual cost	<b>£456</b>	<b>£600</b>

## Additional products and Charges

Add upload boost to your subscription which increases your upload speed to be the same as your download speed:

Add Upload Boost to the 60Mbps/12Mbps product to get 60Mbps/60Mbps. **£4.99 extra a month**

Add Upload Boost to the 120Mbps/24Mbps product to get 120Mbps/120Mbps. **£13.00 extra a month**

# Telephone Charges

## Installation Charges

The installation charge for a business voice service is dependent on whether the property has not previously had the benefit of a voice service or if the customer is taking over an existing voice line that is compatible with the seethelight voice service.

	Price
Voice service (new line only)	£106.37
Existing line	Free
Second line	Free

The above charges are standard and subject to survey. The quoted price could be higher should any installation work be necessary to repair damage to the line.

## Call Features

	Price (per month)
Call Return*	Free
Call Divert*	Free
Caller ID	Free
Call Waiting	Free
Reminder Call	Free
Voicemail	Free
Enhanced Voicemail	Free
Call Barring	Free

\*\*Please note call charges apply to diverted calls and calls made using Call Return (unless call is to another seethelight phone).

## Other Charges

	Price
Paper bill charge	£1.25 per bill
Non direct debit charge	£2.13 per transaction

# Voice Details

The standard phone service is **£14 a month**. The following charges apply to 01, 02 and 03 UK geographic numbers. A call connection fee of 5p will apply.

<b>Daytime Calls- Peak</b> 7am - 7pm Monday - Friday	5p a minute
<b>Evening calls - Off Peak</b> 7pm - 7am Monday - Friday	5p a minute
<b>Weekend calls - Off Peak</b> Midnight Friday - Midnight Sunday	5p a minute

- Charges to other numbers, including international and mobile charges are set out on pages 7 - 21 of this document.
- Bank holidays are classed as normal working week days and charges will still apply on these days.

# Call Charges

## Calculating Your Bill

The customer's bill is calculated in the following way:

- All broadband and/or voice installation and connection fees are payable up-front.
- All rental fees are payable one month in advance. This will appear on the customer's first bill as it will include the month the customer joined plus the next month of the customer contract.

Point of payment for the different parts of a package is as follows:

## Fee Type

Fee Type	Point that fee is billed
Installation and Connection	All installation and connection fees will be payable up-front
Rental	This may appear more on your first bill as it will include the month you joined plus the next month of your contract
Calls	The call charges incurred during your monthly bill period will appear on the following month's bill

## Call Limit

New customers will be asked to agree to a maximum monthly call expenditure (see terms and conditions for details). If the call level is reached before the normal monthly bill is due to be sent out, seethelight will contact the customer to agree an appropriate remedy.

In some instances seethelight may ask for a deposit if the customer has no account history.

## Special Offers

From time-to-time seethelight will introduce special offers. The prices of the special offer may vary from those stated in this tariff guide. Please visit [www.seethelight.co.uk](http://www.seethelight.co.uk) for our latest offers.

## Time Bands

Seethelight define the terms "daytime", "evening" and "weekend" as follows:

Daytime	Monday to Friday, 7am to 7pm
Evening	Monday to Friday, before 7am and after 7pm
Weekend	Midnight Friday to midnight Sunday

## Call Connection Fee

A call connection fee of 5p will be applied to all calls or as stated by your call package, except for:

- Fixed fee calls (including fixed fee directory enquiry calls)
- Calls charged by time duration that start with a fixed fee (including some directory enquiry calls)

Calls from seethelight customers to other seethelight customers are free of charge for up to an hour.

## Call Charge Rounding

The cost of a call is calculated by adding the pence per minute charge to the call connection fee; the total is rounded up to the next penny and VAT is applied to the total.

## Duration Rounding

Calls are rounded up to the next whole minute.

For example, to call a 01 national geographic number outside of any call packages at peak times for 3 and half minutes, it would be calculated as:  $5p \times 4 \text{ minutes} + 5p \text{ connection fee} = 25p$

## Free Calls

Calls from seethelight customers to other seethelight customers are free of charge for up-to an hour, call rates are charged at pence per minute rate after one hour.

## National Calls (01, 02, 03)\*

Charge per minute (in pence)

Product	Peak	Off-Peak
Seethelight to seethelight customers	Free	Free
National	5	5

\*A call connection fee of 5p will apply

## Calls to Mobiles\*

Charge per minute (in pence)

	Peak	Off-Peak
Guernsey Mobile	8.5	8.5
Jersey Mobile	8.5	8.5
BT Fusion	8.5	8.5
Cable & Wireless	8.5	8.5
Hutchison 3G	8.5	8.5
O2	8.5	8.5
Opal	8.5	8.5
Orange	8.5	8.5
Other Mobiles	8.5	8.5
T Mobile	8.5	8.5
Virtual 1	8.5	8.5
Virtual 2	8.5	8.5
Vodafone	8.5	8.5
Mobile Voice and Data	8.5	8.5

\*A call connection fee of 5p will be applied to all UK mobile calls

## Calls to Emergency Services

999	Free
112	Free

## International Calls\*

Charges to international numbers are set out in the tables on pages 10-20 of this document.

\*A call connection fee of 5p will be applied to all international calls



## Non-Geographic Calls

The cost of calling 084, 085, 09 and 118 numbers will be split into two charges:-

- **Access charge:** this is what we'll charge you, per minute, for connecting the call. The access charge for seetheight customers will be 4.17p per minute, excluding VAT.
- **Service charge:** this is the rest of the call charge. The organisation you are calling will tell you how much it is.
- **Total charge:** Adding together the access charge and service charge will give you the total cost of the call.

Please see below table:

	Call Connection Fee	Charge per minute (in pence)		
		Access Charge	Service Charge	Total call charge
UK NGCS SC001	0.00	4.17	0.00	4.17
UK NGCS SC002	0.00	4.17	0.83	5.00
UK NGCS SC003	0.00	4.17	1.67	5.84
UK NGCS SC004	0.00	4.17	2.50	6.67
UK NGCS SC005	0.00	4.17	3.33	7.50
UK NGCS SC006	0.00	4.17	4.17	8.34
UK NGCS SC007	0.00	4.17	5.00	9.17
UK NGCS SC008	0.00	4.17	5.83	10.00
UK NGCS SC009	0.00	4.17	6.67	10.84
UK NGCS SC010	0.00	4.17	7.50	11.67
UK NGCS SC011	0.00	4.17	8.33	12.50
UK NGCS SC012	0.00	4.17	9.17	13.34
UK NGCS SC013	0.00	4.17	10.00	14.17
UK NGCS SC014	0.00	4.17	10.83	15.00
UK NGCS SC015	0.00	4.17	12.50	16.67
UK NGCS SC016	0.00	4.17	16.67	20.84
UK NGCS SC017	0.00	4.17	20.83	25.00
UK NGCS SC018	0.00	4.17	25.00	29.17
UK NGCS SC019	0.00	4.17	29.17	33.34
UK NGCS SC020	0.00	4.17	30.00	34.17
UK NGCS SC021	0.00	4.17	33.33	37.50
UK NGCS SC022	0.00	4.17	37.50	41.67
UK NGCS SC023	0.00	4.17	38.33	42.50
UK NGCS SC024	0.00	4.17	41.67	45.84
UK NGCS SC025	0.00	4.17	45.83	50.00
UK NGCS SC026	0.00	4.17	50.00	54.17
UK NGCS SC027	0.00	4.17	54.17	58.34
UK NGCS SC028	0.00	4.17	58.33	62.50
UK NGCS SC029	0.00	4.17	62.50	66.67
UK NGCS SC030	0.00	4.17	66.67	70.84
UK NGCS SC031	0.00	4.17	75.00	79.17
UK NGCS SC032	0.00	4.17	79.17	83.34

UK NGCS SC033	0.00	4.17	82.50	86.67
UK NGCS SC034	0.00	4.17	83.33	87.50
UK NGCS SC035	0.00	4.17	91.67	95.84
UK NGCS SC036	0.00	4.17	100.00	104.17
UK NGCS SC037	0.00	4.17	120.83	125.00
UK NGCS SC038	0.00	4.17	125.00	129.17
UK NGCS SC039	0.00	4.17	129.17	133.34
UK NGCS SC040	0.00	4.17	150.00	154.17
UK NGCS SC041	0.00	4.17	166.67	170.84
UK NGCS SC042	0.00	4.17	183.33	187.50
UK NGCS SC043	0.00	4.17	208.33	212.50
UK NGCS SC044	0.00	4.17	250.00	254.17
UK NGCS SC045	0.00	4.17	300.00	304.17
UK NGCS SC046	4.17	4.17	0.00	4.17
UK NGCS SC047	8.33	4.17	0.00	4.17
UK NGCS SC048	12.50	4.17	0.00	4.17
UK NGCS SC049	20.83	4.17	0.00	4.17
UK NGCS SC050	25.00	4.17	0.00	4.17
UK NGCS SC051	29.17	4.17	0.00	4.17
UK NGCS SC052	33.33	4.17	0.00	4.17
UK NGCS SC053	40.00	4.17	0.00	4.17
UK NGCS SC054	41.67	4.17	0.00	4.17
UK NGCS SC055	58.33	4.17	0.00	4.17
UK NGCS SC056	62.50	4.17	0.00	4.17
UK NGCS SC057	83.33	4.17	0.00	4.17
UK NGCS SC058	120.83	4.17	0.00	4.17
UK NGCS SC059	125.00	4.17	0.00	4.17
UK NGCS SC060	166.67	4.17	0.00	4.17
UK NGCS SC061	208.33	4.17	0.00	4.17
UK NGCS SC062	250.00	4.17	0.00	4.17
UK NGCS SC063	333.33	4.17	0.00	4.17
UK NGCS SC064	416.67	4.17	0.00	4.17
UK NGCS SC065	500.00	4.17	0.00	4.17
UK NGCS SC066	64.17	4.17	129.17	133.34
UK NGCS SC067	66.67	4.17	20.83	25.00
UK NGCS SC068	332.50	4.17	115.83	120.00
UK NGCS SC069	415.83	4.17	112.50	116.67
UK NGCS SC070	458.33	4.17	229.17	233.34
UK NGCS SC071	478.33	4.17	249.17	253.34
UK NGCS SC072	581.67	4.17	290.83	295.00
UK NGCS SC073	0.00	4.17	208.33	212.50
UK NGCS SC074	4.17	4.17	4.17	8.34
UK NGCS SC075	8.33	4.17	8.33	12.50
UK NGCS SC076	33.33	4.17	33.33	37.50
UK NGCS SC077	58.33	4.17	58.33	62.50
UK NGCS SC078	125.00	4.17	125.00	129.17
UK NGCS SC079	166.67	4.17	166.67	170.84
UK NGCS SC080	370.83	4.17	214.17	218.34

# International Calls

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Antigua & Barbuda	18.40	16.80	16.80
Antigua & Barbuda Mobile	38.40	38.08	38.08
Afghanistan	92.00	88.00	88.00
Afghanistan Mobile	112.00	109.28	109.28
Anguilla	53.60	45.60	45.60
Anguilla Mobile	73.60	66.88	66.88
Albania	35.20	31.20	31.20
Albania Mobile	63.41	59.07	59.07
Albania OLO	42.08	37.50	37.50
Algeria	35.20	31.20	31.20
Algeria Mobile	55.20	52.48	52.48
Andorra	30.08	23.99	23.99
Andorra Mobile	50.08	45.27	45.27
Angola	69.60	66.40	66.40
Angola Mobile	89.60	87.68	87.68
Antarctic	132.50	126.67	126.67
Aruba	52.80	42.40	42.40
Aruba Mobile	72.80	63.68	63.68
Argentina	67.20	54.40	54.40
Argentina Major Cities	67.20	54.40	54.40
Argentina Mobile	87.20	75.68	75.68
Armenia	69.60	56.80	56.80
Armenia Mobile	89.60	78.08	78.08
Ascension Island	83.75	80.00	80.00
American Samoa	119.60	92.48	92.48
Australia	19.20	8.00	8.00
Australia Cities	19.20	8.00	8.00
Australia Mobile	39.20	29.28	29.28
Australia Mobile One	39.20	29.28	29.28
Australia Mobile (SATELLITE)	500.00	500.00	500.00
Australia Special Services	19.20	8.00	8.00
Austria	21.60	19.20	19.20
Austria Mobile Other	41.60	40.48	40.48
Austria Mobile	41.60	40.48	40.48
Azerbaijan	41.60	37.60	37.60
Azerbaijan Mobile	61.60	58.88	58.88
Bahrain	69.60	56.80	56.80
Bahrain Mobile	89.60	78.08	78.08
Bangladesh	20.00	17.60	17.60
Bangladesh Mobile	40.00	38.88	38.88
Bahamas	53.60	45.60	45.60
Bahamas Mobile	53.60	45.60	45.60
Belarus	52.92	47.58	47.58
Belarus Mobile	61.60	58.88	58.88

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Benin	67.20	54.40	54.40
Benin Mobile	87.20	75.68	75.68
Bermuda	18.40	16.80	16.80
Belize	69.60	56.80	56.80
Belize Mobile	89.60	78.08	78.08
Belgium	14.80	8.00	8.00
Belgium Mobistar Mobile	34.80	29.28	29.28
Belgium Mobile	34.80	29.28	29.28
Belgium Proximus Mobile	34.80	29.28	29.28
Belgium Special Service	14.80	8.00	8.00
Bhutan	56.00	52.80	52.80
Bolivia	69.60	66.40	66.40
Bolivia Major Cities	69.60	66.40	66.40
Bolivia Equal Access	69.60	66.40	66.40
Bolivia Mobile	89.60	87.68	87.68
Bosnia Herzegovina	35.20	31.20	31.20
Bosnia Herzegovina Mobile	55.20	52.48	52.48
Botswana	67.20	54.40	54.40
Botswana Mobile	87.20	75.68	75.68
Brazil	67.20	54.40	54.40
Brazil Mobile	87.20	75.68	75.68
Brazil Rio De Janeiro	67.20	54.40	54.40
Barbados	18.40	16.80	16.80
Barbados Mobile	38.40	38.08	38.08
BruneiInternationalDarussalam	56.00	52.80	52.80
BruneiInternationalMobile	88.59	84.68	84.68
British Virgin Islands	61.20	52.00	52.00
Burkina Faso	69.60	66.40	66.40
Burkina Faso Mobile	89.60	87.68	87.68
Bulgaria	35.20	31.20	31.20
Bulgaria Mobile	55.20	52.48	52.48
Burundi	69.60	66.40	66.40
CaMdia	160.00	155.99	155.99
CaMdia Mobile	180.00	177.27	177.27
Canada	15.58	8.00	8.00
Canada Directory Enquiries	106.80	105.80	105.80
Canada Northwestel	21.94	19.20	19.20
Central African Republic	108.18	103.38	103.38
Central African Republic Special Services	108.18	103.38	103.38
Cayman Islands	53.60	45.60	45.60
Cayman Islands Mobile	73.60	66.88	66.88
Congo Democratic Republic	92.00	88.00	88.00
Congo Democratic Republic Mobile	105.11	101.28	101.28
Congo Democratic Republic (Premium)	134.92	129.92	129.92
Chad	109.84	105.04	105.04
Chad Mobile	129.84	126.32	126.32
Chile	67.20	54.40	54.40

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Chile Mobile	87.20	75.68	75.68
Chile Rural	67.20	54.40	54.40
Chile Special Services	104.92	89.50	89.50
Chile Santiago	67.20	54.40	54.40
China	18.40	16.80	16.80
China Mobile	38.40	38.08	38.08
Congo	92.00	88.00	88.00
Congo Mobile	112.00	109.28	109.28
Cook Islands	132.59	126.89	126.89
Colombia	69.60	66.40	66.40
Colombia Mobile	89.60	87.68	87.68
Comores	111.23	106.04	106.04
Cape Verde Islands	69.60	66.40	66.40
Cape Verde Mobile	89.60	87.68	87.68
Costa Rica	67.20	54.40	54.40
Costa Rica Mobile	87.20	75.68	75.68
Cameroon	67.20	54.40	54.40
Cameroon Mobile	87.20	75.68	75.68
Croatia	35.20	31.20	31.20
Croatia Mobile	55.20	52.48	52.48
Cuba	110.83	105.83	105.83
Cyprus	19.20	16.00	16.00
Cyprus Mobile	39.20	37.28	37.28
Czech Republic	21.60	19.20	19.20
Czech Republic Mobile	41.60	40.48	40.48
Diego Garcia	170.81	166.04	166.04
Djibouti	69.60	66.40	66.40
Djibouti Mobile	89.60	87.68	87.68
Denmark	20.75	11.08	11.08
Denmark Mobile Other	44.83	35.17	35.17
Denmark Mobile	44.83	35.17	35.17
Dominican Republic	64.58	55.00	55.00
Dominican Republic Mobile	73.60	66.88	66.88
Dominica	62.38	52.64	52.64
Dominica Mobile	82.38	73.92	73.92
East Timor	192.92	185.42	185.42
Ecuador	69.60	66.40	66.40
Ecuador Mobile	89.60	87.68	87.68
Egypt	65.60	56.80	56.80
Egypt Mobile	85.60	78.08	78.08
El Salvador	88.80	72.00	72.00
El Salvador Mobile	108.80	93.28	93.28
Emsat Satellite System	521.87	489.25	489.25
Equatorial Guinea	92.00	88.00	88.00
Eritrea	88.80	72.00	72.00
Estonia	50.00	45.00	45.00
Estonia Mobile Other	61.60	58.88	58.88

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Estonia Mobile	61.60	58.88	58.88
Estonia (PERSONAL NUMBER)	52.38	50.00	50.00
Ethiopia	88.80	72.00	72.00
Ethiopia Mobile	108.80	93.28	93.28
Falkland Islands	82.00	80.00	80.00
Faroe Islands	30.08	24.00	24.00
Faroe Islands Mobile	50.08	45.28	45.28
Fiji	83.83	80.00	80.00
FijiInternationalMobile	89.60	87.68	87.68
Finland	21.60	19.20	19.20
Finland Mobile	41.60	40.48	40.48
Finland (PREMIUM)	21.60	19.20	19.20
France	14.80	8.00	8.00
France Mobile Other	39.07	36.00	36.00
France Mobile	39.07	36.00	36.00
France Mobile One	39.07	36.00	36.00
France Special Services	14.80	8.00	8.00
French Guyana	90.00	85.00	85.00
French Guyana Mobile	105.00	100.00	100.00
French Polynesia	92.00	88.00	88.00
Gabon	67.20	54.40	54.40
Gabon Mobile	87.20	75.68	75.68
Gambia	67.20	54.40	54.40
Gambia Mobile	87.20	75.68	75.68
Grenada	18.40	16.80	16.80
Grenada Mobile	38.40	38.08	38.08
Georgia	52.80	42.40	42.40
Georgia Mobile	72.80	63.68	63.68
Germany	14.80	8.00	8.00
Germany Mobile Other	34.80	29.28	29.28
Germany Mobile	34.80	29.28	29.28
Germany Personal Numbers	45.14	39.00	39.00
Ghana	67.20	54.40	54.40
Ghana Mobile	87.20	75.68	75.68
Gibraltar	19.20	16.00	16.00
Gibraltar Mobile	39.20	37.28	37.28
Guadeloupe	69.60	56.80	56.80
Guadeloupe Mobile	89.60	78.08	78.08
Greenland	69.60	66.40	66.40
Greece	11.19	8.00	8.00
Greece Mobile	31.19	29.28	29.28
Guatemala	67.20	54.40	54.40
Guatemala Mobile	87.20	75.68	75.68
Guinea Bissau	69.60	66.40	66.40
Guinea Bissau Mobile	89.60	87.68	87.68
Guinea	69.60	66.40	66.40
Guinea Mobile	89.60	87.68	87.68
Guam	92.00	88.00	88.00

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Guyana	88.80	72.00	72.00
Guyana Mobile	108.80	93.28	93.28
Haiti	82.40	66.88	66.88
Haiti Mobile	102.50	88.20	88.20
Hong Kong	9.60	6.40	6.40
Hong Kong Mobile	11.66	8.00	8.00
Honduras	67.20	54.40	54.40
Honduras Mobile	87.20	75.68	75.68
Hungary	21.60	19.20	19.20
Hungary Budapest	21.60	19.20	19.20
Hungary Mobile	41.60	40.48	40.48
Iceland	35.20	31.20	31.20
Iceland Mobile Other	55.20	52.48	52.48
Iceland Mobile	55.20	52.48	52.48
India	20.00	17.60	17.60
India Major Cities	20.00	17.60	17.60
India Minor Cities	20.00	17.60	17.60
Inmarsat aero	450.48	422.33	422.33
Inmarsat b	176.93	165.88	165.88
Inmarsat hsd	747.12	700.43	700.43
Inmarsat m4	536.55	503.01	503.01
Inmarsat m	149.75	140.39	140.39
Indonesia	54.40	52.80	52.80
Indonesia Major Cities	54.40	52.80	52.80
Indonesia Mobile	74.40	74.08	74.08
Iran	88.80	72.00	72.00
Iran Mobile	108.80	93.28	93.28
Iridium Satellite System	434.20	405.00	405.00
Ireland	15.00	11.08	11.08
Ireland Mobile Other	31.20	29.28	29.28
Ireland Mobile	31.20	29.28	29.28
Ireland Mobile One	31.20	29.28	29.28
Ireland Premium	31.20	29.28	29.28
Ireland Special Services	15.00	13.50	13.50
Iraq	88.80	72.00	72.00
Iraq Baghdad	88.80	72.00	72.00
Iraq Mobile	108.80	93.28	93.28
Israel	41.60	37.60	37.60
Israel Mobile	61.60	58.88	58.88
Israel Palestine	41.60	37.60	37.60
Italy	17.60	8.00	8.00
Italy Hutchison 3G Mobile	42.13	36.00	36.00
Italy Tim Mobile	42.13	36.00	36.00
Italy Vodafone Mobile	42.13	36.00	36.00
Italy Mobile	42.13	36.00	36.00
Ivory Coast	64.40	60.00	60.00
Ivory Coast Mobile	84.40	81.28	81.28

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Jamaica	22.33	20.17	20.17
Jamaica Mobile	38.40	38.08	38.08
Jordan	86.39	74.39	74.39
Jordan Mobile	106.39	95.67	95.67
Japan	8.00	5.60	5.60
Japan Mobile	28.00	26.88	26.88
Japan Tokyo	8.00	5.60	5.60
Kazakhstan	54.40	51.20	51.20
Kazakhstan Mobile	74.40	72.48	72.48
Kenya	67.20	54.40	54.40
Kenya Mobile	87.20	75.68	75.68
Kiribati	132.59	126.89	126.89
Kyrgyzstan	54.40	51.20	51.20
Kyrgyzstan Mobile	74.40	72.48	72.48
Kuwait	69.60	56.80	56.80
Kuwait Mobile	89.60	78.08	78.08
Laos	108.18	103.38	103.38
Latvia	41.60	37.60	37.60
Latvia Mobile Other	61.60	58.88	58.88
Latvia Mobile	61.60	58.88	58.88
Latvia Mobile One	61.60	58.88	58.88
Lebanon	86.40	74.40	74.40
Lebanon Mobile	106.40	95.68	95.68
Liberia	67.20	54.40	54.40
Liberia Mobile	87.20	75.68	75.68
Libya	35.20	31.20	31.20
Libya Mobile	55.20	52.48	52.48
Liechtenstein	15.84	14.96	14.96
Liechtenstein Mobile	42.83	42.00	42.00
Liechtenstein Special Services	42.83	42.00	42.00
Lithuania	50.00	45.00	45.00
Lithuania Mobile	61.60	58.88	58.88
Lithuania (PERSONAL NUMBERS)	50.38	48.38	48.38
Lesotho	67.20	54.40	54.40
Lesotho Mobile	87.20	75.68	75.68
LuxeMurg	15.60	14.80	14.80
LuxeMurg Mobile	35.60	32.00	32.00
Macedonia	35.20	31.20	31.20
Macedonia Mobile	55.20	52.48	52.48
St. Martin	60.00	50.00	50.00
Mali	69.60	66.40	66.40
MallInternationalMobile	89.50	87.80	87.80
Martinique	69.60	56.80	56.80
Martinique Mobile	89.60	78.08	78.08
Macau	18.40	16.80	16.80
Mayotte	88.80	72.00	72.00
Mayotte Mobile	108.80	93.28	93.28



Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Madagascar	69.60	66.40	66.40
Madagascar Mobile	105.11	101.26	101.26
Mexico	56.00	52.80	52.80
Mexico Major Cities	56.00	52.80	52.80
Mexico (EQUAL ACCESS)	56.00	52.80	52.80
Mexico Mobile	76.00	74.08	74.08
Marshall Islands	109.84	105.04	105.04
Micronesia	109.60	105.04	105.04
Maldives	83.83	80.00	80.00
Maldives Mobile	109.33	105.50	105.50
Malta	21.60	19.20	19.20
Malta Mobile	41.60	40.48	40.48
Myanmar	92.00	88.00	88.00
Montenegro	40.00	37.00	37.00
Montenegro Mobile	63.41	59.07	59.07
Mongolia	108.18	103.38	103.38
Mongolia Mobile	128.18	124.66	124.66
Moldova	52.80	42.40	42.40
Moldova Mobile	72.80	63.68	63.68
Monaco	28.43	22.40	22.40
Monaco Mobile	48.43	43.68	43.68
Morocco	35.20	31.20	31.20
Morocco Mobile	55.20	52.48	52.48
Mozambique	69.60	66.40	66.40
Mozambique Mobile	89.60	87.68	87.68
Mauritius	88.80	72.00	72.00
Mauritius Mobile	108.80	93.28	93.28
Montserrat	62.38	52.64	52.64
Mauritania	92.00	88.00	88.00
Mauritania Mobile	112.00	109.28	109.28
Malawi	67.20	54.40	54.40
Malawi Mobile	87.00	75.50	75.50
Malaysia	33.60	31.20	31.20
Malaysia Kuala Lumpur	33.60	31.20	31.20
Malaysia Mobile	53.60	52.48	52.48
Namibia	67.20	54.40	54.40
Namibia Mobile	87.20	75.68	75.68
Netherlands Antilles	60.00	48.40	48.40
Netherlands Antilles Mobile	80.00	69.68	69.68
Nauru	132.59	126.89	126.89
New Caledonia	170.81	166.04	166.04
New Zealand	24.79	18.40	18.40
New Zealand Mobile	44.79	39.68	39.68
Nigeria	54.40	51.20	51.20
Nigeria Mobile	74.40	72.48	72.48
Nigeria Special Services	54.40	51.20	51.20
Niger	69.60	66.40	66.40

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Niger Mobile	89.60	87.68	87.68
Nicaragua	88.80	72.00	72.00
Nicaragua Mobile	108.80	93.28	93.28
Niue	130.00	124.58	124.58
North Korea	109.84	105.04	105.04
Northern Marianas	88.80	72.00	72.00
Norway	19.20	8.00	8.00
Norway Mobile Other	39.20	29.28	29.28
Norway Mobile	39.20	29.28	29.28
Nepal	56.00	52.80	52.80
Nepal Mobile	76.00	74.08	74.08
Netherlands	14.80	8.00	8.00
Netherlands Mobile Other	34.80	29.28	29.28
Netherlands Mobile	34.80	29.28	29.28
Oman	69.60	56.80	56.80
Oman Mobile	89.60	78.08	78.08
Pakistan	20.00	17.60	17.60
Pakistan Mobile	40.00	38.88	38.88
Palau	132.59	126.89	126.89
Panama	67.20	54.40	54.40
Panama Mobile	87.20	75.68	75.68
Panama Special Services	87.20	75.68	75.68
Peru	67.20	54.40	54.40
Peru Mobile	87.20	75.68	75.68
Peru Rural	67.20	54.40	54.40
Portugal	18.40	15.20	15.20
Portugal Mobile	38.40	36.48	36.48
Portugal Special Services	18.40	15.20	15.20
Paraguay	67.20	54.40	54.40
Paraguay Mobile	87.20	75.68	75.68
Philippines	56.00	52.80	52.80
Philippines Mobile	76.00	74.08	74.08
Papua New Guinea	83.83	80.00	80.00
Poland	21.60	19.20	19.20
Poland Mobile Centernet	41.60	40.48	40.48
Poland Mobile Other	41.60	40.48	40.48
Poland Mobile	41.60	40.48	40.48
Poland Mobile One	41.60	40.48	40.48
Puerto Rico	40.80	35.20	35.20
Palestine	41.60	37.60	37.60
Palestine Mobile	48.82	43.68	43.68
Qatar	69.60	56.80	56.80
Qatar Mobile	89.60	78.08	78.08
Reunion	69.60	66.40	66.40
Reunion Mobile	89.60	87.68	87.68
Romania	41.60	37.60	37.60
Romania Mobile	61.60	58.88	58.88

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Russia	41.60	37.60	37.60
Russia Major Cities	41.60	37.60	37.60
Russia Mobile	61.60	58.88	58.88
Russia Mobile One	61.60	58.88	58.88
Rwanda	69.60	66.40	66.40
Rwanda Mobile	89.60	87.68	87.68
South Africa	41.60	36.79	36.79
South Africa Mobile	70.43	58.07	58.07
South Africa Special Services	79.67	73.08	73.08
Satelite Other	217.12	203.55	203.55
SaudInternationalArabia	52.80	42.40	42.40
SaudInternationalArabia Mobile	73.00	63.50	63.50
Senegal	88.80	72.00	72.00
Senegal Mobile	108.80	93.28	93.28
Serbia	35.20	31.20	31.20
Serbia Mobile	55.20	52.48	52.48
Seychelles	88.80	72.00	72.00
Seychelles Special Services	88.80	72.00	72.00
Singapore	15.20	12.00	12.00
Singapore Mobile	35.20	33.28	33.28
Sierra Leone	67.20	54.40	54.40
Sierra Leone Mobile	87.20	75.68	75.68
South Korea	56.00	52.80	52.80
South Korea Mobile	76.00	74.08	74.08
SrInternationalLanka	66.40	53.50	53.50
SrInternationalLanka Mobile	86.40	79.60	79.60
Slovakia	21.60	19.20	19.20
Slovakia Mobile	41.60	40.48	40.48
Slovenia	35.20	31.20	31.20
Slovenia Alternative Networks	35.20	31.20	31.20
Slovenia Mobile Other	55.20	52.48	52.48
Slovenia Mobile	55.20	52.48	52.48
San Marino	35.20	31.20	31.20
San Marino Mobile	42.13	37.78	37.78
San Marino Premium	66.17	61.58	61.58
Solomon Islands	132.59	126.89	126.89
Somalia	109.84	105.04	105.04
Somalia Mobile	135.00	135.00	135.00
St. Pierre & Miquelon	53.60	45.60	45.60
St. Pierre & Miquelon Mobile	73.60	66.88	66.88
Spain	17.60	8.00	8.00
Spain Mobile	37.60	29.28	29.28
Spain Mobile One	37.60	29.28	29.28
Spain Premium	37.60	29.28	29.28
Spain Special Services	47.17	35.17	35.17
South Sudan	80.83	65.42	65.42

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
St. Helena	108.18	103.38	103.38
St. Kitts & Nevis	53.60	45.60	45.60
St. Kitts & Nevis Mobile	73.60	66.88	66.88
St. Lucia	18.40	16.80	16.80
St. Lucia Mobile	38.40	38.08	38.08
Sao Tome & Principe	130.00	125.00	125.00
Sudan	67.20	54.40	54.40
Sudan Mobile	87.20	54.61	54.61
Suriname	104.95	84.00	84.00
Suriname Mobile	124.95	105.28	105.28
St. Vincent & Grenadines	53.60	45.60	45.60
St. Vincent & Grenadines Mobile	73.60	66.88	66.88
Sweden	14.80	13.20	13.20
Sweden Mobile	34.80	34.48	34.48
Switzerland	14.80	8.00	8.00
Switzerland Mobile Other	36.00	30.98	30.98
Switzerland Mobile	36.00	30.98	30.98
Switzerland Mobile One	36.00	30.98	30.98
Switzerland Special Services	14.80	8.00	8.00
Swaziland	67.20	54.40	54.40
Swaziland Mobile	87.20	75.68	75.68
Syria	86.39	74.39	74.39
Syria Mobile	106.39	95.67	95.67
Taiwan	56.00	52.80	52.80
Taiwan Mobile	76.00	74.08	74.08
Tajikistan	69.60	66.40	66.40
Tajikistan Mobile	89.60	87.68	87.68
Turks & Caicos Islands	62.38	52.64	52.64
Turks & Caicos Island Mobile	82.38	73.92	73.92
Thailand	54.40	52.80	52.80
Thailand Mobile	74.40	74.08	74.08
Tunisia	44.50	39.67	39.67
Tunisia Mobile	55.20	52.48	52.48
Togo	88.80	72.00	72.00
Tokelau	170.81	166.04	166.04
Tonga	108.18	103.38	103.38
Trinidad & Tobago	18.40	16.80	16.80
Trinidad & Tobago Mobile	38.40	38.08	38.08
Turkmenistan	65.20	60.32	60.32
Turkey	19.20	16.00	16.00
Turkey (CYPRUS) mobile	46.00	44.43	44.43
Turkey (CYPRUS)	19.20	16.00	16.00
Turkey Mobile Other	46.00	44.43	44.43
Turkey Mobile	46.00	44.43	44.43
Tuvalu	132.59	126.89	126.89
Tanzania	67.20	54.40	54.40

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Tanzania Mobile	87.20	75.68	75.68
United Arab Emirates	52.80	42.40	42.40
United Arab Emirates Mobile	72.80	63.68	63.68
Uganda	67.20	54.40	54.40
Uganda Mobile	87.20	75.68	75.68
UIFS Universal International Freephone	0.00	0.00	0.00
Ukraine	41.60	37.60	37.60
Ukraine Mobile	61.60	58.88	58.88
Uruguay	67.20	54.40	54.40
Uruguay Mobile	87.20	75.68	75.68
USA	11.99	8.00	8.00
USA Alaska	11.99	8.00	8.00
USA Directory Enquiries	113.30	99.14	99.14
USA Hawaii	11.99	8.00	8.00
US Virgin Islands	11.99	8.00	8.00
Uzbekistan	54.40	51.20	51.20
Uzbekistan Mobile	74.40	72.48	72.48
Vanuatu	132.59	126.89	126.89
Vatican City	17.60	8.00	8.00
Venezuela	67.20	54.40	54.40
Venezuela Mobile	87.20	75.68	75.68
Vietnam	108.18	103.38	103.38
Vietnam Mobile	128.18	124.66	124.66
Wallis & Futuna	169.58	161.25	161.25
Western Samoa	170.42	165.83	165.83
Yemen	88.80	72.00	72.00
Yemen Mobile	108.80	93.28	93.28
Zambia	67.20	54.40	54.40
Zambia Mobile	87.20	75.68	75.68
Zimbabwe	67.20	54.40	54.40

## UK WiFi Services

	Call Connection Fee	Charge per minute (in pence)		
		Daytime	Evening	Weekend
UK Wi Fi Services 1	5	12.53	12.53	6.27
UK Wi Fi Services 10	5	7.95	7.95	7.95
UK Wi Fi Services 12	5	11.00	11.00	11.00
UK Wi Fi Services 2	5	11.88	9.88	5.03
UK Wi Fi Services 3	5	13.20	10.54	6.64
UK Wi Fi Services 4	5	12.83	7.84	3.93
UK Wi Fi Services 5	5	11.97	9.68	5.42
UK Wi Fi Services 6	5	10.44	8.36	5.03
UK Wi Fi Services 7	5	9.98	9.98	9.98
UK Wi Fi Services 8	5	15.20	11.88	5.03
UK Wi Fi Services 9	5	13.29	13.29	13.29

## UK Personal Numbering

	Call Connection Fee	Charge Per minute (in pence)		
		Daytime	Evening	Weekend
UK Personal Numbering pn1	5	19.41	12.93	6.47
UK Personal Numbering pn2	5	47.90	47.90	47.90
UK Personal Numbering pn3	5	45.24	37.06	37.51
UK Personal Numbering pn4	5	24.66	24.66	24.66
UK Personal Numbering pn5	5	15.77	15.77	15.77
UK Personal Numbering pn6	5	18.73	18.73	18.73
UK Personal Numbering pn7	5	3.36	0.85	0.85
UK Personal Numbering pn8	5	18.71	18.71	18.71
UK Personal Numbering pn9	5	22.19	22.19	22.19
UK Personal Numbering pn10	5	33.56	33.56	33.56
UK Personal Numbering pn11	5	35.35	27.17	27.63
UK Personal Numbering pn12	5	25.65	25.65	25.65
UK Personal Numbering pn13	5	37.51	37.51	37.51
UK Personal Numbering pn14	5	28.12	28.12	28.12
UK Personal Numbering pn15	5	11.82	11.82	11.82
UK Personal Numbering pn16	5	12.80	12.80	12.80
UK Personal Numbering pn17	5	13.79	13.79	13.79
UK Personal Numbering pn18	5	14.77	14.77	14.77
UK Personal Numbering pn19	5	8.85	8.85	8.85
UK Personal Numbering pn20	5	22.68	22.68	22.68
UK Personal Numbering pn21	5	39.63	39.63	39.63
UK Personal Numbering pn22	5	8.34	5.37	4.54
UK Personal Numbering D	5	13.51	7.96	7.96
UK Personal Numbering E	5	5.00	5.00	5.00
UK Personal Numbering F	5	24.25	16.16	8.08
UK Personal Numbering j	5	25.87	17.78	8.48
UK Personal Numbering k	5	30.32	20.21	10.09

# Paying Your Bill

## Methods of Payment

<b>Direct Debit:</b>	You can set up a Direct Debit instruction by contacting us over the phone. The date when we collect the amount due will be clearly shown on the front of your bill. If you choose not to pay by Direct Debit, we will charge you a separate handling fee of £2.13 for processing your payment. These charges and non E-billing charges can be found on page 4 under the 'Other Charges' section.
<b>Debit or credit card:</b>	You can pay your bill by Switch, Solo, Delta, Master Card or Visa. You can pay via your seethelight account, 24/7, or call our customer services centre and pay over the phone.
<b>Cash:</b>	You can take your bill to any bank and pay by cash. Some banks may charge you for this, but if you use Barclays it's FREE.
<b>Cheque:</b>	You can pay by cheque. Just fill in the payment slip and post it to us.

## Late Payment Fee

Should your monthly payment be late, dishonoured, or it fails, a fee of £6.25 + VAT will be added to your account.

# Cancellation Charges

## Termination of Service

Termination of the service before the end of the contract period will incur a compensation charge to seethelight. The charge for early termination is a monthly rate of £4 for data products and £6.67 for voice products.

For example, if you decide to end your voice contract on 7th September 2016, but you took out the contract on 1st December 2014, you would be required to pay £18.38.

For example...

2 full months of charges (October, November) +  $((£6.67 \times 12)/365) \times 23$  (days left in September)  
= £13.34 + £5.04 = £18.38 total

Product/Package	Monthly early termination charge (£)
Voice only	£6.67
Data only	£4
Broadband and voice package	£10.67