

seethelight consumer price guide

Prices effective from 15th February 2018

If you have any queries relating to a specific number that you cannot find in our tariff document, you can use our **Residential Call Calculator on our website at:**
www.seethelight.co.uk/call-calculator
or please call our customer services team who will be happy to help!

All prices shown in this document are inclusive of VAT

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Broadband and Voice Package Charges

Up to speed	60Mbps	120Mbps	360Mbps
Upload speed	12Mbps	24Mbps	72Mbps
Inclusive landline calls	Yes	Yes	Yes
Monthly usage	Unlimited usage	Unlimited usage	Unlimited usage
Contract length	12 months	12 months	12 months
Monthly cost	£31.50	£39.75	£58.75
Annual cost	£378	£477	£705
One off activation fee	£50	£50	£50
Router delivery charge	£8.95	£8.95	£8.95

Broadband Only Charges

Up to speed	60Mbps	120Mbps	360Mbps
Upload speed	12Mbps	24Mbps	72Mbps
Monthly usage	Unlimited usage	Unlimited usage	Unlimited usage
Contract length	12 months	12 months	12 months
Monthly cost	£29.75	£38	£57
Annual cost	£357	£456	£684
One off activation fee	£50	£50	£50
Router delivery charge	£8.95	£8.95	£8.95

Additional products and Charges

Increase your upload speed on any of our broadband products

Add Upload Boost to the 60Mbps/12Mbps product to get 60Mbps/60Mbps
An extra £5.10 per month

Add Upload Boost to the 120Mbps/24Mbps product to get 120Mbps/120Mbps
An extra £13 per month

Add Upload Boost to the 360Mbps/72Mbps product to get 360Mbps/180Mbps
An extra £13 per month

Telephone Charges

Call Features

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

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

Additional Charges

Charge	Price
Paper bill charge	£1.50 per bill
Non direct debit charge	£2.50 per month

Save £48 every year with Direct Debit and E-Billing

When you pay your bills by Direct Debit and view your bills electronically, you can save yourself £48 every year!

Number porting

A number port is subject to a charge of £15. If you're porting your number from seethelight, it will be free of charge.

Package Details

Seethelight offer a number of digital phone packages to suit customer call requirements.

Voice

The phone services is **£16.75 a month** and includes evening and weekend calls to 01, 02, 03 UK geographic numbers.



Daytime Calls- Peak 7am - 7pm Monday - Friday	9p a minute + a 18p call connection fee
Evening calls - Off Peak 7pm - 7am Monday - Friday	Inclusive*
Weekend calls - Off Peak Midnight Friday - Midnight Sunday	Inclusive*

- Charges to other numbers, including international and mobile charges are set out on pages 9-23 of this document.
- Bank holidays are classed as normal working week days and charges will still apply on these days
- *Weekend and evening calls are included in the standard phone service. However, if you exceed 60 minutes, you will be charged at the standard rate of 9p per minute.

Voice Anytime

Now it is even easier to stay in touch with your friends and family anytime of the day for only an extra **£6.50** a month.

UK Landlines 01, 02, 03 geographic numbers	Inclusive
0845 numbers	Inclusive
0870 numbers	Inclusive



- Maximum call time of any call is 60 minutes. To avoid standard call charges, you can hang up or redial.
- Charges to other numbers, including international and mobile charges are set out on pages 9-23 of this document.
- A call connection fee will not apply that form calls of your voice anytime package.

Voice 2nd line

A second line can be added for an extra monthly charge of **£5.10**

Call charges for the second line will be calculated on the Voice or Voice Anytime package, as selected by the customer.

Mobile 100

You can enjoy **100 inclusive minutes** to any UK mobile numbers from your seethelight phone, for only **£5** a month!

Mobile 200

Enjoy **200 inclusive minutes** to any UK mobile numbers from your seethelight phone, for only **£10** a month!

Mobile 300

Enjoy **300 inclusive minutes** to any UK mobile numbers from your seethelight phone, for only **£15** a month!

Terms and conditions for Mobile 100, 200 and 300

- It is not possible to carry over any un-used minutes into the following month.
- Any un-used minutes will be lost.
- Any minutes used after the inclusive allowance will be charged at our standard rate. The standard mobile rates can be found on page 8 of this document.
- Partial minutes are rounded up to the nearest minute and deducted from your allowance.

International 300

You can enjoy **300 inclusive minutes** to 50 fixed line international call destinations from your seethelight phone, for only **£5** a month!



- It is not possible to carry over any un-used minutes into the following month. Any un-used minutes will be lost.
- Any minutes used after the inclusive allowance will be charged at our standard rate. The standard international rates can be found on pages 12-23 of this document.
- Partial minutes are rounded up to the nearest minute and deducted from your allowance.

Calls to international mobiles are not included in this package.

The 50 international destinations included in the International 300 package are:

- | | | |
|--------------------|--------------------|------------------------|
| 1. Argentina | 18. Gibraltar | 35. Norway |
| 2. Australia | 19. Greece | 36. Pakistan |
| 3. Austria | 20. Hong Kong | 37. Poland |
| 4. Bangladesh | 21. Hungary | 38. Portugal |
| 5. Belgium | 22. India | 39. Romania |
| 6. Brazil | 23. Irish Republic | 40. Russian Federation |
| 7. Bulgaria | 24. Israel | 41. Singapore |
| 8. Canada | 25. Italy | 42. Slovak Republic |
| 9. China | 26. Jamaica | 43. Slovenia |
| 10. Croatia | 27. Japan | 44. South Africa |
| 11. Cyprus | 28. Latvia | 45. Spain |
| 12. Czech Republic | 29. Lithuania | 46. Sweden |
| 13. Denmark | 30. Luxembourg | 47. Switzerland |
| 14. Estonia | 31. Malaysia | 48. Thailand |
| 15. Finland | 32. Mexico | 49. Turkey |
| 16. France | 33. Netherlands | 50. USA |
| 17. Germany | 34. New Zealand | |

Call Charges

Calculating Your Bill

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

- All initial broadband and/or voice activation 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
Activation	All activation 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 seethelight customers will automatically be set a call limit (additional information can be found in the seethelight terms and conditions). 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.

VAT

All charges include VAT.

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 for our latest offers.

Time Bands

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

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

Call Connection Fee

A call connection fee of 18p will be applied to all calls except:

- Free, inclusive or unlimited calls
- 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 pre VAT pence per minute charge to the pre VAT 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 mobile number outside of any call packages at peak times for 3 and half minutes, it would be calculated as: -

10.83p (our pre VAT cost per minute) x 4 minutes = 43.32p

15p (our pre VAT call connection fee)

43.32p +15p = 59p (rounded up to the next penny)

VAT at 20% = 12p (rounded to the nearest penny)

Total call charge including VAT = 71p

Inclusive 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.

Unlimited evening and weekend UK landline calls are for up to an hour to numbers beginning 01, 02 and 03 but excludes non-geographic numbers 0871, 0845 and 0847, all indirect access calls, Premium Rate services, operator-controlled calls, calls to the internet, information and paging services, local, national and all non-geographic numbers used to dial-up ISPs, other non voice calls and calls to the Channel Islands.

Advertised free calls are subject to a pence-per-minute charge rate after one hour.

The user can hang up and redial before the end of an hour to avoid additional call charges.

National Calls (01, 02, 03)*

Charge per minute (in pence)

Product	Peak	Off-Peak
seethelight to seethelight customers	Free	Free
National	9	Inclusive**

*A call connection fee of 18 pence will be applied to all calls outside of your call package

**Weekend and evening calls are included in the standard phone service. However, if you exceed 60 minutes, you will be charged at the standard rate of 9p per minute.

Calls to Mobiles*

Charge per minute (in pence)

Mobile	Charge (in pence per minute)
Guernsey Mobile	13p
Jersey Mobile	13p
BT Fusion	13p
Cable & Wireless	13p
Hutchison 3G	13p
O2	13p
Opal	13p
Orange	13p
Other Mobiles	13p
T Mobile	13p
Virtual 1	13p
Virtual 2	13p
Vodafone	13p
Mobile Voice and Data	13p

*A call connection fee of 18 pence will be applied to all national UK mobile calls

Charges to other Non-Geographic numbers are set out in the tables on pages 10-12 of this document.

Calls to Emergency Services

999	Free
112	Free

International Calls*

Charges to international numbers are set out in the tables on pages 12-23 of this document.

*A call connection fee of 18 pence will be applied to all international calls

Please note: seethelight do not block calls to any numbers, including international numbers. However, seethelight cannot guarantee that our upstream provider will not block these.

Non Geographic Calls

The cost of calling 084, 087, 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 seethelight customers will be 9 pence per minute including 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 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	9	0	9
UK NGCS SC002	0	9	1	10
UK NGCS SC003	0	9	2	11
UK NGCS SC004	0	9	3	12
UK NGCS SC005	0	9	4	13
UK NGCS SC006	0	9	5	14
UK NGCS SC007	0	9	6	15
UK NGCS SC008	0	9	7	16
UK NGCS SC009	0	9	8	17
UK NGCS SC010	0	9	9	18
UK NGCS SC011	0	9	10	19
UK NGCS SC012	0	9	11	20
UK NGCS SC013	0	9	12	21
UK NGCS SC014	0	9	13	22
UK NGCS SC015	0	9	15	24
UK NGCS SC016	0	9	20	29
UK NGCS SC017	0	9	25	34
UK NGCS SC018	0	9	30	39
UK NGCS SC019	0	9	35	44
UK NGCS SC020	0	9	36	45
UK NGCS SC021	0	9	40	49
UK NGCS SC022	0	9	45	54
UK NGCS SC023	0	9	46	55
UK NGCS SC024	0	9	50	59
UK NGCS SC025	0	9	55	64
UK NGCS SC026	0	9	60	69
UK NGCS SC027	0	9	65	74
UK NGCS SC028	0	9	70	79
UK NGCS SC029	0	9	75	84
UK NGCS SC030	0	9	80	89
UK NGCS SC031	0	9	90	99
UK NGCS SC032	0	9	95	104
UK NGCS SC033	0	9	99	108
UK NGCS SC034	0	9	100	109
UK NGCS SC035	0	9	110	119
UK NGCS SC036	0	9	120	129
UK NGCS SC037	0	9	145	154
UK NGCS SC038	0	9	150	159
UK NGCS SC039	0	9	155	164

UK NGCS SC040	0	9	180	189
UK NGCS SC041	0	9	200	209
UK NGCS SC042	0	9	220	229
UK NGCS SC043	0	9	250	259
UK NGCS SC044	0	9	300	309
UK NGCS SC045	0	9	360	369
UK NGCS SC046	5	9	0	14
UK NGCS SC047	10	9	0	19
UK NGCS SC048	15	9	0	24
UK NGCS SC049	25	9	0	34
UK NGCS SC050	30	9	0	39
UK NGCS SC051	35	9	0	44
UK NGCS SC052	40	9	0	49
UK NGCS SC053	48	9	0	57
UK NGCS SC054	50	9	0	59
UK NGCS SC055	70	9	0	79
UK NGCS SC056	75	9	0	84
UK NGCS SC057	100	9	0	109
UK NGCS SC058	145	9	0	154
UK NGCS SC059	150	9	0	159
UK NGCS SC060	200	9	0	209
UK NGCS SC061	250	9	0	259
UK NGCS SC062	300	9	0	309
UK NGCS SC063	400	9	0	409
UK NGCS SC064	500	9	0	509
UK NGCS SC065	600	9	0	609
UK NGCS SC066	77	9	155	241
UK NGCS SC067	80	9	25	114
UK NGCS SC068	399	9	139	547
UK NGCS SC069	499	9	135	643
UK NGCS SC070	550	9	275	834
UK NGCS SC071	574	9	299	882
UK NGCS SC072	698	9	349	1056
UK NGCS SC073	0	9	250	259
UK NGCS SC074	5	9	5	19
UK NGCS SC075	10	9	10	29
UK NGCS SC076	40	9	40	89
UK NGCS SC077	70	9	70	149
UK NGCS SC078	150	9	150	309
UK NGCS SC079	200	9	200	409
UK NGCS SC080	445	9	257	711

International Calls

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Antigua & Barbuda	22.08	20.16	20.16
Antigua & Barbuda Mobile	46.08	45.70	45.70
Afghanistan	110.40	105.60	105.60
Afghanistan Mobile	134.40	131.14	131.14
Anguilla	64.32	54.72	54.72
Anguilla Mobile	88.32	80.26	80.26
Albania	42.24	37.44	37.44
Albania Mobile	76.09	70.88	70.88
Albania OLO	50.50	45.00	45.00
Algeria	42.24	37.44	37.44
Algeria Mobile	66.24	62.98	62.98
Andorra	36.10	28.79	28.79
Andorra Mobile	60.10	54.32	54.32
Angola	83.52	79.68	79.68
Angola Mobile	107.52	105.22	105.22
Antarctic	159.00	152.00	152.00
Aruba	63.36	50.88	50.88
Aruba Mobile	87.36	76.42	76.42
Argentina	80.64	65.28	65.28
Argentina Major Cities	80.64	65.28	65.28
Argentina Mobile	104.64	90.82	90.82
Armenia	83.52	68.16	68.16
Armenia Mobile	107.52	93.70	93.70
Ascension Island	100.50	96.00	96.00
American Samoa	143.52	110.98	110.98
Australia	23.04	9.60	9.60
Australia Cities	23.04	9.60	9.60
Australia Mobile	47.04	35.14	35.14
Australia Mobile One	47.04	35.14	35.14
Australia Mobile (SATELLITE)	600.00	600.00	600.00
Australia Special Services	23.04	9.60	9.60
Austria	25.92	23.04	23.04
Austria Mobile Other	49.92	48.58	48.58
Austria Mobile	49.92	48.58	48.58
Azerbaijan	49.92	45.12	45.12
Azerbaijan Mobile	73.92	70.66	70.66
Bahrain	83.52	68.16	68.16
Bahrain Mobile	107.52	93.70	93.70
Bangladesh	24.00	21.12	21.12
Bangladesh Mobile	48.00	46.66	46.66
Bahamas	64.32	54.72	54.72
Bahamas Mobile	64.32	54.72	54.72
Belarus	63.50	57.10	57.10
Belarus Mobile	73.92	70.66	70.66

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Benin	80.64	65.28	65.28
Benin Mobile	104.64	90.82	90.82
Bermuda	22.08	20.16	20.16
Belize	83.52	68.16	68.16
Belize Mobile	107.52	93.70	93.70
Belgium	17.76	9.60	9.60
Belgium Mobistar Mobile	41.76	35.14	35.14
Belgium Mobile	41.76	35.14	35.14
Belgium Proximus Mobile	41.76	35.14	35.14
Belgium Special Service	17.76	9.60	9.60
Bhutan	67.20	63.36	63.36
Bolivia	83.52	79.68	79.68
Bolivia Major Cities	83.52	79.68	79.68
Bolivia Equal Access	83.52	79.68	79.68
Bolivia Mobile	107.52	105.22	105.22
Bosnia Herzegovina	42.24	37.44	37.44
Bosnia Herzegovina Mobile	66.24	62.98	62.98
Botswana	80.64	65.28	65.28
Botswana Mobile	104.64	90.82	90.82
Brazil	80.64	65.28	65.28
Brazil Mobile	104.64	90.82	90.82
Brazil Rio De Janeiro	80.64	65.28	65.28
Barbados	22.08	20.16	20.16
Barbados Mobile	46.08	45.70	45.70
Brunel Darussalam	67.20	63.36	63.36
Brunel Mobile	106.31	101.62	101.62
British Virgin Islands	73.44	62.40	62.40
Burkina Faso	83.52	79.68	79.68
Burkina Faso Mobile	107.52	105.22	105.22
Bulgaria	42.24	37.44	37.44
Bulgaria Mobile	66.24	62.98	62.98
Burundi	83.52	79.68	79.68
CaMdia	192.00	187.19	187.19
CaMdia Mobile	216.00	212.72	212.72
Canada	18.70	9.60	9.60
Canada Directory Enquiries	128.16	126.96	126.96
Canada Northwestel	26.33	23.04	23.04
Central African Republic	129.82	124.06	124.06
Central African Republic Special Services	129.82	124.06	124.06
Cayman Islands	64.32	54.72	54.72
Cayman Islands Mobile	88.32	80.26	80.26
Congo Democratic Republic	110.40	105.60	105.60
Congo Democratic Republic Mobile	126.13	121.54	121.54
Congo Democratic Republic (Premium)	161.90	155.90	155.90
Chad	131.81	126.05	126.05
Chad Mobile	155.81	151.58	151.58
Chile	80.64	65.28	65.28

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Chile Mobile	104.64	90.82	90.82
Chile Rural	80.64	65.28	65.28
Chile Special Services	125.90	107.40	107.40
Chile Santiago	80.64	65.28	65.28
China	22.08	20.16	20.16
China Mobile	46.08	45.70	45.70
Congo	110.40	105.60	105.60
Congo Mobile	134.40	131.14	131.14
Cook Islands	159.11	152.27	152.27
Colombia	83.52	79.68	79.68
Colombia Mobile	107.52	105.22	105.22
Comores	133.48	127.25	127.25
Cape Verde Islands	83.52	79.68	79.68
Cape Verde Mobile	107.52	105.22	105.22
Costa Rica	80.64	65.28	65.28
Costa Rica Mobile	104.64	90.82	90.82
Cameroon	80.64	65.28	65.28
Cameroon Mobile	104.64	90.82	90.82
Croatia	42.24	37.44	37.44
Croatia Mobile	66.24	62.98	62.98
Cuba	133.00	127.00	127.00
Cyprus	23.04	19.20	19.20
Cyprus Mobile	47.04	44.74	44.74
Czech Republic	25.92	23.04	23.04
Czech Republic Mobile	49.92	48.58	48.58
Diego Garcia	204.97	199.25	199.25
Djibouti	83.52	79.68	79.68
Djibouti Mobile	107.52	105.22	105.22
Denmark	24.90	13.30	13.30
Denmark Mobile Other	53.80	42.20	42.20
Denmark Mobile	53.80	42.20	42.20
Dominican Republic	77.50	66.00	66.00
Dominican Republic Mobile	88.32	80.26	80.26
Dominica	74.86	63.17	63.17
Dominica Mobile	98.86	88.70	88.70
East Timor	231.50	222.50	222.50
Ecuador	83.52	79.68	79.68
Ecuador Mobile	107.52	105.22	105.22
Egypt	78.72	68.16	68.16
Egypt Mobile	102.72	93.70	93.70
El Salvador	106.56	86.40	86.40
El Salvador Mobile	130.56	111.94	111.94
Emsat Satellite System	626.24	587.10	587.10
Equatorial Guinea	110.40	105.60	105.60
Eritrea	106.56	86.40	86.40
Estonia	60.00	54.00	54.00
Estonia Mobile Other	73.92	70.66	70.66

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Estonia Mobile	73.92	70.66	70.66
Estonia (PERSONAL NUMBER)	62.86	60.00	60.00
Ethiopia	106.56	86.40	86.40
Ethiopia Mobile	130.56	111.94	111.94
Falkland Islands	98.40	96.00	96.00
Faroe Islands	36.10	28.80	28.80
Faroe Islands Mobile	60.10	54.34	54.34
Fiji	100.60	96.00	96.00
Fiji Mobile	107.52	105.22	105.22
Finland	25.92	23.04	23.04
Finland Mobile	49.92	48.58	48.58
Finland (PREMIUM)	25.92	23.04	23.04
France	17.76	9.60	9.60
France Mobile Other	46.88	43.20	43.20
France Mobile	46.88	43.20	43.20
France Mobile One	46.88	43.20	43.20
France Special Services	17.76	9.60	9.60
French Guyana	108.00	102.00	102.00
French Guyana Mobile	126.00	120.00	120.00
French Polynesia	110.40	105.60	105.60
Gabon	80.64	65.28	65.28
Gabon Mobile	104.64	90.82	90.82
Gambia	80.64	65.28	65.28
Gambia Mobile	104.64	90.82	90.82
Grenada	22.08	20.16	20.16
Grenada Mobile	46.08	45.70	45.70
Georgia	63.36	50.88	50.88
Georgia Mobile	87.36	76.42	76.42
Germany	17.76	9.60	9.60
Germany Mobile Other	41.76	35.14	35.14
Germany Mobile	41.76	35.14	35.14
Germany Personal Numbers	54.17	46.80	46.80
Ghana	80.64	65.28	65.28
Ghana Mobile	104.64	90.82	90.82
Gibraltar	23.04	19.20	19.20
Gibraltar Mobile	47.04	44.74	44.74
Guadeloupe	83.52	68.16	68.16
Guadeloupe Mobile	107.52	93.70	93.70
Greenland	83.52	79.68	79.68
Greece	13.43	9.60	9.60
Greece Mobile	37.43	35.14	35.14
Guatemala	80.64	65.28	65.28
Guatemala Mobile	104.64	90.82	90.82
Guinea Bissau	83.52	79.68	79.68
Guinea Bissau Mobile	107.52	105.22	105.22
Guinea	83.52	79.68	79.68
Guinea Mobile	107.52	105.22	105.22
Guam	110.40	105.60	105.60

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Guyana	106.56	86.40	86.40
Guyana Mobile	130.56	111.94	111.94
Haiti	98.88	80.26	80.26
Haiti Mobile	123.00	105.84	105.84
Hong Kong	11.52	7.68	7.68
Hong Kong Mobile	13.99	9.60	9.60
Honduras	80.64	65.28	65.28
Honduras Mobile	104.64	90.82	90.82
Hungary	25.92	23.04	23.04
Hungary Budapest	25.92	23.04	23.04
Hungary Mobile	49.92	48.58	48.58
Iceland	42.24	37.44	37.44
Iceland Mobile Other	66.24	62.98	62.98
Iceland Mobile	66.24	62.98	62.98
India	24.00	21.12	21.12
India Major Cities	24.00	21.12	21.12
India Minor Cities	24.00	21.12	21.12
Inmarsat aero	540.58	506.80	506.80
Inmarsat b	212.32	199.06	199.06
Inmarsat hsd	896.54	840.52	840.52
Inmarsat m4	643.86	603.61	603.61
Inmarsat m	179.70	168.47	168.47
Indonesia	65.28	63.36	63.36
Indonesia Major Cities	65.28	63.36	63.36
Indonesia Mobile	89.28	88.90	88.90
Iran	106.56	86.40	86.40
Iran Mobile	130.56	111.94	111.94
Iridium Satellite System	521.04	486.00	486.00
Ireland	18.00	13.30	13.30
Ireland Mobile Other	37.44	35.14	35.14
Ireland Mobile	37.44	35.14	35.14
Ireland Mobile One	37.44	35.14	35.14
Ireland Premium	37.44	35.14	35.14
Ireland Special Services	18.00	16.20	16.20
Iraq	106.56	86.40	86.40
Iraq Baghdad	106.56	86.40	86.40
Iraq Mobile	130.56	111.94	111.94
Israel	49.92	45.12	45.12
Israel Mobile	73.92	70.66	70.66
Israel Palestine	49.92	45.12	45.12
Italy	21.12	9.60	9.60
Italy Hutchison 3G Mobile	50.56	43.20	43.20
Italy Tim Mobile	50.56	43.20	43.20
Italy Vodafone Mobile	50.56	43.20	43.20
Italy Mobile	50.56	43.20	43.20
Ivory Coast	77.28	72.00	72.00
Ivory Coast Mobile	101.28	97.54	97.54

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Jamaica	26.80	24.20	24.20
Jamaica Mobile	46.08	45.70	45.70
Jordan	103.67	89.27	89.27
Jordan Mobile	127.67	114.80	114.80
Japan	9.60	6.72	6.72
Japan Mobile	33.60	32.26	32.26
Japan Tokyo	9.60	6.72	6.72
Kazakhstan	65.28	61.44	61.44
Kazakhstan Mobile	89.28	86.98	86.98
Kenya	80.64	65.28	65.28
Kenya Mobile	104.64	90.82	90.82
Kiribati	159.11	152.27	152.27
Kyrgyzstan	65.28	61.44	61.44
Kyrgyzstan Mobile	89.28	86.98	86.98
Kuwait	83.52	68.16	68.16
Kuwait Mobile	107.52	93.70	93.70
Laos	129.82	124.06	124.06
Latvia	49.92	45.12	45.12
Latvia Mobile Other	73.92	70.66	70.66
Latvia Mobile	73.92	70.66	70.66
Latvia Mobile One	73.92	70.66	70.66
Lebanon	103.68	89.28	89.28
Lebanon Mobile	127.68	114.82	114.82
Liberia	80.64	65.28	65.28
Liberia Mobile	104.64	90.82	90.82
Libya	42.24	37.44	37.44
Libya Mobile	66.24	62.98	62.98
Liechtenstein	19.01	17.95	17.95
Liechtenstein Mobile	51.40	50.40	50.40
Liechtenstein Special Services	51.40	50.40	50.40
Lithuania	60.00	54.00	54.00
Lithuania Mobile	73.92	70.66	70.66
Lithuania (PERSONAL NUMBERS)	60.46	58.06	58.06
Lesotho	80.64	65.28	65.28
Lesotho Mobile	104.64	90.82	90.82
Luxemburg	18.72	17.76	17.76
Luxemburg Mobile	42.72	38.40	38.40
Macedonia	42.24	37.44	37.44
Macedonia Mobile	66.24	62.98	62.98
St. Martin	72.00	60.00	60.00
Mali	83.52	79.68	79.68
Mali International Mobile	107.40	105.36	105.36
Martinique	83.52	68.16	68.16
Martinique Mobile	107.52	93.70	93.70
Macau	22.08	20.16	20.16
Mayotte	106.56	86.40	86.40
Mayotte Mobile	130.56	111.94	111.94

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Madagascar	83.52	79.68	79.68
Madagascar Mobile	126.13	121.51	121.51
Mexico	67.20	63.36	63.36
Mexico Major Cities	67.20	63.36	63.36
Mexico (EQUAL ACCESS)	67.20	63.36	63.36
Mexico Mobile	91.20	88.90	88.90
Marshall Islands	131.81	126.05	126.05
Micronesia	131.52	126.05	126.05
Maldives	100.60	96.00	96.00
Maldives Mobile	131.20	126.60	126.60
Malta	25.92	23.04	23.04
Malta Mobile	49.92	48.58	48.58
Myanmar	110.40	105.60	105.60
Montenegro	48.00	44.40	44.40
Montenegro Mobile	76.09	70.88	70.88
Mongolia	129.82	124.06	124.06
Mongolia Mobile	153.82	149.59	149.59
Moldova	63.36	50.88	50.88
Moldova Mobile	87.36	76.42	76.42
Monaco	34.12	26.88	26.88
Monaco Mobile	58.12	52.42	52.42
Morocco	42.24	37.44	37.44
Morocco Mobile	66.24	62.98	62.98
Mozambique	83.52	79.68	79.68
Mozambique Mobile	107.52	105.22	105.22
Mauritius	106.56	86.40	86.40
Mauritius Mobile	130.56	111.94	111.94
Montserrat	74.86	63.17	63.17
Mauritania	110.40	105.60	105.60
Mauritania Mobile	134.40	131.14	131.14
Malawi	80.64	65.28	65.28
Malawi Mobile	104.40	90.60	90.60
Malaysia	40.32	37.44	37.44
Malaysia Kuala Lumpur	40.32	37.44	37.44
Malaysia Mobile	64.32	62.98	62.98
Namibia	80.64	65.28	65.28
Namibia Mobile	104.64	90.82	90.82
Netherlands Antilles	72.00	58.08	58.08
Netherlands Antilles Mobile	96.00	83.62	83.62
Nauru	159.11	152.27	152.27
New Caledonia	204.97	199.25	199.25
New Zealand	29.75	22.08	22.08
New Zealand Mobile	53.75	47.62	47.62
Nigeria	65.28	61.44	61.44
Nigeria Mobile	89.28	86.98	86.98
Nigeria Special Services	65.28	61.44	61.44
Niger	83.52	79.68	79.68

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Niger Mobile	107.52	105.22	105.22
Nicaragua	106.56	86.40	86.40
Nicaragua Mobile	130.56	111.94	111.94
Niue	156.00	149.50	149.50
North Korea	131.81	126.05	126.05
Northern Marianas	106.56	86.40	86.40
Norway	23.04	9.60	9.60
Norway Mobile Other	47.04	35.14	35.14
Norway Mobile	47.04	35.14	35.14
Nepal	67.20	63.36	63.36
Nepal Mobile	91.20	88.90	88.90
Netherlands	17.76	9.60	9.60
Netherlands Mobile Other	41.76	35.14	35.14
Netherlands Mobile	41.76	35.14	35.14
Oman	83.52	68.16	68.16
Oman Mobile	107.52	93.70	93.70
Pakistan	24.00	21.12	21.12
Pakistan Mobile	48.00	46.66	46.66
Palau	159.11	152.27	152.27
Panama	80.64	65.28	65.28
Panama Mobile	104.64	90.82	90.82
Panama Special Services	104.64	90.82	90.82
Peru	80.64	65.28	65.28
Peru Mobile	104.64	90.82	90.82
Peru Rural	80.64	65.28	65.28
Portugal	22.08	18.24	18.24
Portugal Mobile	46.08	43.78	43.78
Portugal Special Services	22.08	18.24	18.24
Paraguay	80.64	65.28	65.28
Paraguay Mobile	104.64	90.82	90.82
Philippines	67.20	63.36	63.36
Philippines Mobile	91.20	88.90	88.90
Papua New Guinea	100.60	96.00	96.00
Poland	25.92	23.04	23.04
Poland Mobile Centernet	49.92	48.58	48.58
Poland Mobile Other	49.92	48.58	48.58
Poland Mobile	49.92	48.58	48.58
Poland Mobile One	49.92	48.58	48.58
Puerto Rico	48.96	42.24	42.24
Palestine	49.92	45.12	45.12
Palestine Mobile	58.58	52.42	52.42
Qatar	83.52	68.16	68.16
Qatar Mobile	107.52	93.70	93.70
Reunion	83.52	79.68	79.68
Reunion Mobile	107.52	105.22	105.22
Romania	49.92	45.12	45.12
Romania Mobile	73.92	70.66	70.66

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Russia	49.92	45.12	45.12
Russia Major Cities	49.92	45.12	45.12
Russia Mobile	73.92	70.66	70.66
Russia Mobile One	73.92	70.66	70.66
Rwanda	83.52	79.68	79.68
Rwanda Mobile	107.52	105.22	105.22
South Africa	49.92	44.15	44.15
South Africa Mobile	84.52	69.68	69.68
South Africa Special Services	95.60	87.70	87.70
Satelite Other	260.54	244.26	244.26
Saudi International Arabia	63.36	50.88	50.88
Saudi International Arabia Mobile	87.60	76.20	76.20
Senegal	106.56	86.40	86.40
Senegal Mobile	130.56	111.94	111.94
Serbia	42.24	37.44	37.44
Serbia Mobile	66.24	62.98	62.98
Seychelles	106.56	86.40	86.40
Seychelles Special Services	106.56	86.40	86.40
Singapore	18.24	14.40	14.40
Singapore Mobile	42.24	39.94	39.94
Sierra Leone	80.64	65.28	65.28
Sierra Leone Mobile	104.64	90.82	90.82
South Korea	67.20	63.36	63.36
South Korea Mobile	91.20	88.90	88.90
Sri Lanka	79.68	64.20	64.20
Sri Lanka Mobile	103.68	95.52	95.52
Slovakia	25.92	23.04	23.04
Slovakia Mobile	49.92	48.58	48.58
Slovenia	42.24	37.44	37.44
Slovenia Alternative Networks	42.24	37.44	37.44
Slovenia Mobile Other	66.24	62.98	62.98
Slovenia Mobile	66.24	62.98	62.98
San Marino	42.24	37.44	37.44
San Marino Mobile	50.56	45.34	45.34
San Marino Premium	79.40	73.90	73.90
Solomon Islands	159.11	152.27	152.27
Somalia	131.81	126.05	126.05
Somalia Mobile	162.00	162.00	162.00
St. Pierre & Miquelon	64.32	54.72	54.72
St. Pierre & Miquelon Mobile	88.32	80.26	80.26
Spain	21.12	9.60	9.60
Spain Mobile	45.12	35.14	35.14
Spain Mobile One	45.12	35.14	35.14
Spain Premium	45.12	35.14	35.14
Spain Special Services	56.60	42.20	42.20
South Sudan	97.00	78.50	78.50

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
St. Helena	129.82	124.06	124.06
St. Kitts & Nevis	64.32	54.72	54.72
St. Kitts & Nevis Mobile	88.32	80.26	80.26
St. Lucia	22.08	20.16	20.16
St. Lucia Mobile	46.08	45.70	45.70
Sao Tome & Principe	156.00	150.00	150.00
Sudan	80.64	65.28	65.28
Sudan Mobile	104.64	65.53	65.53
Suriname	125.94	100.80	100.80
Suriname Mobile	149.94	126.34	126.34
St. Vincent & Grenadines	64.32	54.72	54.72
St. Vincent & Grenadines Mobile	88.32	80.26	80.26
Sweden	17.76	15.84	15.84
Sweden Mobile	41.76	41.38	41.38
Switzerland	17.76	9.60	9.60
Switzerland Mobile Other	43.20	37.18	37.18
Switzerland Mobile	43.20	37.18	37.18
Switzerland Mobile One	43.20	37.18	37.18
Switzerland Special Services	17.76	9.60	9.60
Swaziland	80.64	65.28	65.28
Swaziland Mobile	104.64	90.82	90.82
Syria	103.67	89.27	89.27
Syria Mobile	127.67	114.80	114.80
Taiwan	67.20	63.36	63.36
Taiwan Mobile	91.20	88.90	88.90
Tajikistan	83.52	79.68	79.68
Tajikistan Mobile	107.52	105.22	105.22
Turks & Caicos Islands	74.86	63.17	63.17
Turks & Caicos Island Mobile	98.86	88.70	88.70
Thailand	65.28	63.36	63.36
Thailand Mobile	89.28	88.90	88.90
Tunisia	53.40	47.60	47.60
Tunisia Mobile	66.24	62.98	62.98
Togo	106.56	86.40	86.40
Tokelau	204.97	199.25	199.25
Tonga	129.82	124.06	124.06
Trinidad & Tobago	22.08	20.16	20.16
Trinidad & Tobago Mobile	46.08	45.70	45.70
Turkmenistan	78.24	72.38	72.38
Turkey	23.04	19.20	19.20
Turkey (CYPRUS) mobile	55.20	53.32	53.32
Turkey (CYPRUS)	23.04	19.20	19.20
Turkey Mobile Other	55.20	53.32	53.32
Turkey Mobile	55.20	53.32	53.32
Tuvalu	159.11	152.27	152.27
Tanzania	80.64	65.28	65.28

Country	Charge per minute (in pence)		
	Daytime	Evening	Weekend
Tanzania Mobile	104.64	90.82	90.82
United Arab Emirates	63.36	50.88	50.88
United Arab Emirates Mobile	87.36	76.42	76.42
Uganda	80.64	65.28	65.28
Uganda Mobile	104.64	90.82	90.82
Ukraine	49.92	45.12	45.12
Ukraine Mobile	73.92	70.66	70.66
Uruguay	80.64	65.28	65.28
Uruguay Mobile	104.64	90.82	90.82
USA	14.39	9.60	9.60
USA Alaska	14.39	9.60	9.60
USA Directory Enquiries	135.96	118.97	118.97
USA Hawaii	14.39	9.60	9.60
US Virgin Islands	14.39	9.60	9.60
Uzbekistan	65.28	61.44	61.44
Uzbekistan Mobile	89.28	86.98	86.98
Vanuatu	159.11	152.27	152.27
Vatican City	21.12	9.60	9.60
Venezuela	80.64	65.28	65.28
Venezuela Mobile	104.64	90.82	90.82
Vietnam	129.82	124.06	124.06
Vietnam Mobile	153.82	149.59	149.59
Wallis & Futuna	203.50	193.50	193.50
Western Samoa	204.50	199.00	199.00
Yemen	106.56	86.40	86.40
Yemen Mobile	130.56	111.94	111.94
Zambia	80.64	65.28	65.28
Zambia Mobile	104.64	90.82	90.82
Zimbabwe	80.64	65.28	65.28
Zimbabwe Mobile	104.64	90.82	90.82

UK WiFi Services

	Call Connection Fee	Charge per minute (in pence)		
		Daytime	Evening	Weekend
UK Wi Fi Services 1	18	15.04	15.04	7.52
UK Wi Fi Services 10	18	9.54	9.54	9.54
UK Wi Fi Services 12	18	13.20	13.20	13.20
UK Wi Fi Services 2	18	14.26	11.86	6.04
UK Wi Fi Services 3	18	15.84	12.65	7.97
UK Wi Fi Services 4	18	15.40	9.41	4.72
UK Wi Fi Services 5	18	14.36	11.62	6.50
UK Wi Fi Services 6	18	12.53	10.03	6.04
UK Wi Fi Services 7	18	11.98	11.98	11.98
UK Wi Fi Services 8	18	18.24	14.26	6.04
UK Wi Fi Services 9	18	15.95	15.95	15.95

UK Personal Numbering

	Call Connection Fee	Charge Per minute (in pence)		
		Daytime	Evening	Weekend
UK Personal Numbering pn1	18	23.29	15.52	7.76
UK Personal Numbering pn2	18	57.48	57.48	57.48
UK Personal Numbering pn3	18	54.29	44.47	45.01
UK Personal Numbering pn4	18	29.59	29.59	29.59
UK Personal Numbering pn5	18	18.92	18.92	18.92
UK Personal Numbering pn6	18	22.48	22.48	22.48
UK Personal Numbering pn7	18	4.03	1.02	1.02
UK Personal Numbering pn8	18	22.45	22.45	22.45
UK Personal Numbering pn9	18	26.63	26.63	26.63
UK Personal Numbering pn10	18	40.27	40.27	40.27
UK Personal Numbering pn11	18	42.42	32.60	33.16
UK Personal Numbering pn12	18	30.78	30.78	30.78
UK Personal Numbering pn13	18	45.01	45.01	45.01
UK Personal Numbering pn14	18	33.74	33.74	33.74
UK Personal Numbering pn15	18	14.18	14.18	14.18
UK Personal Numbering pn16	18	15.36	15.36	15.36
UK Personal Numbering pn17	18	16.55	16.55	16.55
UK Personal Numbering pn18	18	17.72	17.72	17.72
UK Personal Numbering pn19	18	10.62	10.62	10.62
UK Personal Numbering pn20	18	27.22	27.22	27.22
UK Personal Numbering pn21	18	47.56	47.56	47.56
UK Personal Numbering pn22	18	10.01	6.44	5.45
UK Personal Numbering D	18	16.21	9.55	9.55
UK Personal Numbering E	18	6.00	6.00	6.00
UK Personal Numbering F	18	29.10	19.39	9.70
UK Personal Numbering j	18	31.04	21.34	10.18
UK Personal Numbering k	18	36.38	24.25	12.11

Paying Your Bill

Methods of Payment

Direct Debit:	You can set up a Direct Debit instruction online, by logging into your seethelight account, or contact us to set up payment by Direct Debit 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 £2.50 for processing your payment. These charges and non E-billing charges can be found on page 3 under the 'Additional Charges' section.
Debit or credit card:	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.
Cash:	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.
Cheque:	You can pay by cheque. Just fill in the payment slip and post it to us.

Late Payment Fees

Should your monthly payment be late, dishonoured, or it fails, a fee of £7.50 will be added to your account.

Debt Collection

Should it become necessary to pass your account to a third party debt collection agency, an admin fee of £25 will apply.

Cancellation Charges

Termination of Service

If you are leaving seethelight within your minimum contract term, you will be charged early termination fees. These early termination fees are not subject to VAT.

Customers who took out their contract before 15th February 2018.

Product/Package	Monthly early termination charge (£)
Voice only	£8.00
Data only	£4.80
Broadband and voice package	£12.80

Customers who took out their contract on or after 15th February 2018.

Product/Package	Monthly early termination charge (£)
Voice only	£8.89
Data only	£16.64
Broadband and voice package	£16.64