



Business Fixed Line Price Guide

Version 1
Effective 1 December 2021

Onestream Broadband Services

Broadband (includes line rental)

Broadband Packages	Monthly Charge
Express 17 (up to 17Mbps)	£32.50
Express 20 (up to 20Mbps)	£32.50
Express 55 (up to 55Mbps)	£37.50
Express 80 (up to 80Mbps)	£39.50

All new Onestream broadband packages include line rental. Our packages are only available when broadband and line rental are taken together at the beginning of the contract. The Terms & Conditions and restrictions set out in this price guide apply to broadband and line rental, together, as a package.

Broadband & Wi-Fi Speeds

All Onestream broadband speeds referred to in this price guide, on our website or in any of our other materials are maximum download speeds, unless otherwise stated.

Broadband speeds are dependent on all hardware, computing and other equipment components meeting certain minimum specifications, being fully functional and working at full speed.

The operating range of wireless equipment can vary according to the layout of your home. Other factors can also impact internet speeds, such as the distance of your home from the network exchange, the number of people using the internet, the level of use of the internet and other environmental and technological influences.

Onestream Broadband Wireless Essentials Router

We will provide a Onestream broadband wireless router to any new customer who wishes to take Onestream Broadband (subject to availability and credit check). Your devices and equipment will need to have wireless compatibility in order to connect wirelessly to the router and access the internet.

Onestream Broadband Wireless Superstream Router

The Superstream router offers superior speed and provides features such as: parental controls, time limits, WiFi security, website blacklisting and more, all from your mobile device. This is an optional extra available at any time up until the end of the cooling off period for a monthly fee of £2.50 per month. This is contracted for the same duration as the broadband service.

Onestream Business Assured & Business Assured Premium

The Onestream Business Assured products provide a safety net to those that value maximum uptime and predictable costs should an issue occur with their telephone or broadband service.

Onestream Business Assured provides customers an enhanced level of care which means that instead of waiting the standard 3 working days for faults to be resolved as dictated by Openreach, all issues are resolved next day, including Saturdays.

Onestream Business Assured Premium provides customers with an even greater level of service, promising a resolution time of only 6 hours, no matter the time of day or night.

Both packages also protect customers against unexpected engineer calls outs, Terms & Conditions apply.

Onestream Phone Services

Line Rental

Line Rental	Monthly Charge
Onestream Business Line Rental	£22.50

Number Transfer

Please note that we cannot guarantee the transfer of your existing phone number for use with Onestream business phone services but we will endeavour to port a number on request.

Call Bundle Add-Ons

Our call bundle add-ons are available subject to voice calling features being enabled as part of your service.

Voice 500 UK Landline & Mobile Calls

Zero pence per minute tariff applies to the first 60 minutes of any call to a UK landline or UK mobile (for numbers beginning 01, 02, 03, 07) during daytime, evening and weekend periods. Please see further details of the calling periods below. The following restrictions apply:

- 1) A maximum of 500 minutes a month are allowed at inclusive rates. If the limit on inclusive calls is exceeded, standard call charges apply.
- 2) 60 minute call cap. If you wish to avoid additional call charges you should redial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.
- 3) Excludes numbers personal numbers beginning 070.

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Zero pence per minute tariff applies to the first 60 minutes of any call to a UK landline or UK mobile (for numbers beginning 01, 02, 03, 07) during daytime, evening and weekend periods. Please see further details of the calling periods below. The following restrictions apply:

- 1) A maximum of 1000 minutes a month are allowed at inclusive rates. If the limit on inclusive calls is exceeded, standard call charges apply.
- 2) 60 minute call cap. If you wish to avoid additional call charges you should redial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.
- 3) Excludes numbers personal numbers beginning 070.

Voice Unlimited UK Landline & Mobile Calls

Zero pence per minute tariff applies to the first 60 minutes of any call to a UK landline or UK mobile (for numbers beginning 01, 02, 03, 07) during daytime, evening and weekend periods. Please see further details of the calling periods below. The following restrictions apply:

- 1) A fair usage cap of 2000 minutes applies. If the fair usage cap is exceeded, standard call charges apply.
- 2) 60 minute call cap. If you wish to avoid additional call charges you should redial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.
- 3) Excludes numbers personal numbers beginning 070.

International Plan 1 500 mins to 36 destinations

Zero pence per minute tariff applies to the first 60 minutes of any call to any of the 36 international destinations during daytime, evening and weekend periods. Please see further details of the calling periods below. The following restrictions apply:

- 1) A maximum of 500 minutes a month are allowed at inclusive rates. If the limit on inclusive calls is exceeded, standard call charges apply.
- 2) 60 minute call cap. If you wish to avoid additional call charges you should redial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.

Inclusive international destinations:

Australia
Belgium
Canada
Canary Islands
China
Czech Republic
Denmark
France
Germany
Greece
Guadeloupe
Hong Kong
Iceland
India
Ireland
Israel

Italy
Luxembourg
Madeira
Malaysia
Martinique
Netherlands
New Zealand
Norway
Poland
Portugal
Puerto Rico
Singapore
Spain
Sweden
Switzerland
Taiwan
USA
Virgin Islands US

International Plan 2 500 mins to 72 destinations

Zero pence per minute tariff applies to the first 60 minutes of any call to any of the 36 international destinations during daytime, evening and weekend periods. Please see further details of the calling periods below. The following restrictions apply:

- 1) A maximum of 500 minutes a month are allowed at inclusive rates. If the limit on inclusive calls is exceeded, standard call charges apply.
- 2) 60 minute call cap. If you wish to avoid additional call charges you should redial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.

Inclusive international destinations from International Plan 1 plus:

Andorra
Austria
Bahrain
Bangladesh
Bermuda
Brazil
Bulgaria
Cambodia
Costa Rica
Croatia
Cyprus
Dominican Republic
Falkland Islands
Finland
Gibraltar
Hungary

Indonesia
 Japan
 Kazakhstan
 Laos
 Mexico
 Monaco
 Mongolia
 Morocco
 Namibia
 Pakistan
 Panama
 Paraguay
 Russian Federation
 Slovenia
 South Africa
 Thailand
 Turkey
 Uruguay
 Venezuela
 Vietnam

Call Bundle Add-Ons	Monthly Charge
Business Voice 250	£5.00
Business Voice 500	£10.00
Business Voice 1000	£15.00
Business Voice Unlimited	£25.00
International Plan 1	£10.00
International Plan 2	£15.00

Monthly Subscription

All call bundle add-ons are rolling monthly subscriptions. If you wish to cancel or change your subscription, the cancellation or change will take effect at the end of the month in which you contacted us. No refunds will be given for any part of a subscription period in which you did not use the service.

Call Feature Add-Ons

You can add any of the following call features at any time by contacting us.

Line Features	Monthly Charge
Voicemail 1571	£2.50
Voicemail 1571 Remote	£3.00
Call divert	£2.50
Ring back	£2.50
Call blocker	£2.50
Call waiting	£2.50
Caller display	
Call reminder	£1.50
Call return bar	£2.50
Outbound call bar	£2.50
Inbound call bar	£2.50
Premium call bar	£2.50
Premium call bar - high	£2.50
Premium call bar - low	£2.50
International call bar	£2.50
Directory enquiries call bar	£2.50

Mobile call bar	£2.50
Choose to refuse	£3.00
Withhold number	£3.00
Call minder	£2.50
Smart divert	£2.50
Call Sign	£2.50
3 way calling	£2.50
Call forwarding	£2.50

All call feature add-ons are rolling monthly subscriptions. If you wish to cancel or change your subscription, the cancellation or change will take effect at the end of the month in which you contacted us. No refunds will be given for any part of a subscription period in which you did not use the service.

Add-Ons

Description	Charge
Fixed IP Address	£5.00
Onestream Business Assured	£5.00
Onestream Business Assured Premium	£12.50
Care Level 2	£1.50
Care Level 3	£5.50
Care Level 4	£7.50
Kaspersky Plus Monthly Licence (5 devices)	£5.00

Other Charges

Router, Delivery, Administration & Late Payment Charges

Description	Charge
Non-Direct Debit fee (per payment)*	£8.33
Itemised paper bill (monthly charge)	£4.17
Suspension fee (due to non-payment)	£6.25
Reconnection fee (due point of the services being resumed)	£6.25
Late payment (monthly charge per late payment)	£8.33
Debt Administration Fee (due when services are disconnected)	£83.33
Phone number change	£20.42
Standard delivery	£4.96
Essentials Router	£41.67
Superstream Router	£104.17
WiFi Extenders	£66.67
Essentials Router – not returned or returned damaged/missing accessories/missing packaging	£41.67
Superstream Router – not returned or returned damaged/missing accessories/missing packaging	£104.17
WiFi Extenders - - not returned or returned damaged/missing accessories/missing packaging	£66.67
Draytek router 1	£199.00
Draytek router 2	£499.00
4G Backup (includes up to 1GB) – per month	£5.00

*Payment of a Onestream account by any means other than Direct Debit will incur a charge of £8.33 per payment

Connection, Maintenance & Service Charges

Description	Charge
New connection fee	£49.17
Change of address fee	£49.17
Missed engineer appointment charge	£10.00
Rejected engineer visit charge	£100.00
Late cancellation of engineer appointment - anytime after 12pm (noon) two working days before your scheduled visit	£100.00
Fault within customer premises - first hour charge	£100.00
Fault within customer premises - hourly charge (chargeable after the first hour)	£50.00
Customer requested service visit - phone socket relocation	£125.00

Hosted Voice Services

Description	Monthly Charge
SIP PAYG	£0.00
Business Continuity	£14.50
Horizon Lite (includes 1000 minutes to UK landline & mobile)	£9.95
Horizon Essentials (includes 2000 minutes to UK landline & mobile)	£14.95
Horizon Unlimited (unlimited minutes to UK landline & mobile, fair usage policy applies)	£16.95
Business Call Recording – 3 month retention	£2.00
Business Call Recording – 6 month retention	£2.50
Business Call Recording – 12 month retention	£3.00
Business Call Recording – 36 month retention	£5.00
Business Call Recording – 60 month retention	£9.50
Call Centre Agent	£30.00
Call Centre Supervisor	£45.00

Call Centre Webchat Support	£20.00 £2.00
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Hosted Voice Setup

Description	One-Off Charge
Setup per user	£30

Hosted Voice Hardware

Description	Charge
Cisco MPP 7832 (conference)	£425.00
Polycom Trio 8500 (conference)	£675.00
Polycom Trio 8800 (conference)	£975.00
Polycom VVX 150	£95.00
Polycom VVX 250	£135.00
Polycom VVX 450	£155.00
Yealink W52P Dect Handset and Base Station	£125.00
Yealink W52H Dect Handset Only	£95.00

Standard Direct Dialed Call Tariffs

Call charges are shown in 'pence per minute'. A charging period is determined by the time you are connected to the network. Charging is rounded up to the nearest minute. Fixed fee charges are not rounded up as these are not based on call duration. Call durations are accurate to the nearest second.

A call connection charge of 25 pence per call applies for all out of bundle calls, unless otherwise stated. The rates set out below only apply in respect of out of bundle usage.

Call bundle inclusive calls are subject to a 60 minute maximum duration per call. Standard call charges apply if you exceed the 60 minute maximum duration. To continue making inclusive calls simply hang up and redial before 60 minutes has elapsed.

Please be aware of any manufacturer-specific issues which may affect your call charges (such as your phone manufacturer). For more information please refer to the device's documentation.

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Call charges are shown in 'pence per minute'. A charging period is determined by the time you are connected to the network. Charging is rounded up to the nearest minute. Fixed fee charges are not rounded up as these are not based on call duration. Call durations are accurate to the nearest second.

A call connection charge of 25 pence per call applies for all out of bundle calls, unless otherwise stated. The rates set out below only apply in respect of out of bundle usage.

Call bundle inclusive calls are subject to a 60 minute maximum duration per call. Standard call charges apply if you exceed the 60 minute maximum duration. To continue making inclusive calls simply hang up and redial before 60 minutes has elapsed.

Please be aware of any manufacturer-specific issues which may affect your call charges (such as your home phone manufacturer). For more information please refer to the device's documentation.

Calling Rates To UK Landline Numbers, Mobile Numbers & Text Relay/ NGTS

Standard Calling Rate (Pence Per Minute)

Number Type	Call Connection Fee (Pence)	Anytime
UK Landline (numbers beginning with 01, 02, 03)	25	20
UK Mobile	25	20

Calling Rates To Other UK Numbers

Standard Calling Rate (Pence Per Minute)

Number Type	Call Connection Fee (Pence)	Daytime	Evening	Anytime
0800, 0808, 0500 - (Freephone numbers)	Free	Free	Free	Free
084, 087	25	9.5	9.5	9.5

Numbers beginning 084 and 087 are general service numbers for contacting organisations, such as your bank, travel services and government departments.

Calling Rates To 09 & 118 Numbers

Numbers beginning 09 are 'premium rate' service numbers, while those beginning 118 are directory enquiry numbers.

The cost of calling these numbers will be split into two parts:

The Access Charge:

This is the cost of connecting your call from a Onestream home phone line. This will be charged, by us, at 25 pence a minute.

The Service Charge:

This is the remainder of the cost of the call. The service charge is decided by the organisation you call, who must communicate it clearly. For example, if the service charge is 20 pence a minute, the organisation you are calling might say: "Calls cost 20 pence per minute, plus your phone company's access charge".

By adding together our standard access charge and the service charge, you'll know exactly how much each call will cost.

0800 & 0808 numbers:

Numbers starting 0800 or 0808 are free from landlines.

Calls To The Speaking Clock

Dial Prefix	Call Connection Fee (Pence)	Call Rate (Pence)
123	60	60

Calls to Non-Emergency Number

Dial Prefix	Call Connection Fee (Pence)	Call Rate (Pence)
101	25	0

Operator Connected & Reverse Charge Call Rates to UK Landline & UK Mobile Numbers

Number Type	Operator Connected Calls		Reverse Charge Calls	
	Call Connection Fee (Pence)	Call Rate (Pence per minute)	Call Connection Fee (Pence)	Call Rate (Pence per minute)
UK Landline (numbers beginning with 01, 02, 03)	375	34.5	500	46
UK Mobile	375	34.5	500	56.7

International Calling Rates

Standard Call Rates to International Destinations (See list of countries below)	Band	Anytime Call Rate Pence Per Minute		
		Call Connection Fee	Calls to Fixed Lines	Calls to Mobiles & Special Rates
	A	20.83	37.5	37.5
	B	20.83	62.5	62.5
	C	20.83	112.5	112.5
	D	20.83	208.33	208.33

		Anytime Call Rate Pence Per Minute		
Country	Band	Call Connection Fee	Calls to Fixed Lines	Calls to Mobiles & Special Rates
USA	A	20.83	37.5	37.5
Canada	A	20.83	37.5	37.5
Hong Kong	A	20.83	37.5	37.5
China	A	20.83	37.5	37.5
Virgin Islands (US)	A	20.83	37.5	37.5
Puerto Rico	A	20.83	37.5	37.5
Guam	A	20.83	37.5	37.5
Russia	A	20.83	37.5	37.5
Ireland	A	20.83	37.5	37.5
Malaysia	A	20.83	37.5	37.5
Bangladesh	A	20.83	37.5	37.5
Belgium	A	20.83	37.5	37.5
Italy	B	20.83	62.5	62.5
Germany	B	20.83	62.5	62.5
Sweden	B	20.83	62.5	62.5
Bahamas	B	20.83	62.5	62.5
Bermuda	B	20.83	62.5	62.5
Australia	B	20.83	62.5	62.5
New Zealand	B	20.83	62.5	62.5
Norway	B	20.83	62.5	62.5
Denmark	B	20.83	62.5	62.5
Portugal	B	20.83	62.5	62.5
Korea South	B	20.83	62.5	62.5
Pakistan	B	20.83	62.5	62.5
South Africa	B	20.83	62.5	62.5
Zimbabwe	B	20.83	62.5	62.5
Taiwan	B	20.83	62.5	62.5
Israel (Palestine)	B	20.83	62.5	62.5

Palestine	B	20.83	62.5	62.5
India	B	20.83	62.5	62.5
Kosovo	B	20.83	62.5	62.5
British Virgin Islands	B	20.83	62.5	62.5
Mexico	B	20.83	62.5	62.5
Philippines	B	20.83	62.5	62.5
Luxembourg	B	20.83	62.5	62.5
Brazil	B	20.83	62.5	62.5
Faroe Islands	B	20.83	62.5	62.5
Bosnia	B	20.83	62.5	62.5
Christmas Island	B	20.83	62.5	62.5
Aruba	B	20.83	62.5	62.5
Argentina	B	20.83	62.5	62.5
Burundi	B	20.83	62.5	62.5
Finland	B	20.83	62.5	62.5
Hungary	B	20.83	62.5	62.5
Namibia	B	20.83	62.5	62.5
Faeroe Islands	B	20.83	62.5	62.5
Cocos Island	B	20.83	62.5	62.5
Cyprus	B	20.83	62.5	62.5
Dominican Republic	B	20.83	62.5	62.5
Japan	B	20.83	62.5	62.5
Costa Rica	B	20.83	62.5	62.5
Czech Republic	B	20.83	62.5	62.5
Netherlands	B	20.83	62.5	62.5
Slovakia	B	20.83	62.5	62.5
Andorra	B	20.83	62.5	62.5
Turkey	B	20.83	62.5	62.5
Central African Rep	B	20.83	62.5	62.5
Albania	B	20.83	62.5	62.5
Algeria	B	20.83	62.5	62.5
Austria	B	20.83	62.5	62.5

Burkina Faso	B	20.83	62.5	62.5
Colombia	B	20.83	62.5	62.5
Croatia	B	20.83	62.5	62.5
Malawi	B	20.83	62.5	62.5
Uganda	B	20.83	62.5	62.5
Thailand	B	20.83	62.5	62.5
Swaziland	B	20.83	62.5	62.5
Slovenia	B	20.83	62.5	62.5
Iceland	B	20.83	62.5	62.5
Israel	B	20.83	62.5	62.5
Romania	B	20.83	62.5	62.5
Mauritius	B	20.83	62.5	62.5
Montenegro	B	20.83	62.5	62.5
Rodriguez	B	20.83	62.5	62.5
San Marino	B	20.83	62.5	62.5
Serbia	B	20.83	62.5	62.5
Belarus	B	20.83	62.5	62.5
Bosnia & Hercegovina	B	20.83	62.5	62.5
Brunei	B	20.83	62.5	62.5
France	B	20.83	62.5	62.5
Guadeloupe	B	20.83	62.5	62.5
Indonesia	B	20.83	62.5	62.5
Kazakhstan	B	20.83	62.5	62.5
Latvia	B	20.83	62.5	62.5
Macau	B	20.83	62.5	62.5
Macedonia	B	20.83	62.5	62.5
Poland	B	20.83	62.5	62.5
Spain	B	20.83	62.5	62.5
Venezuela	B	20.83	62.5	62.5
Estonia	B	20.83	62.5	62.5
Ivory	B	20.83	62.5	62.5
South Sudan	B	20.83	62.5	62.5

Cayman Islands	B	20.83	62.5	62.5
Gabon	B	20.83	62.5	62.5
Lesotho	B	20.83	62.5	62.5
Martinique	B	20.83	62.5	62.5
Moldova	B	20.83	62.5	62.5
Singapore	B	20.83	62.5	62.5
Ukraine	B	20.83	62.5	62.5
Gibraltar	B	20.83	62.5	62.5
Bulgaria	B	20.83	62.5	62.5
Ghana	B	20.83	62.5	62.5
Lithuania	B	20.83	62.5	62.5
Greece	B	20.83	62.5	62.5
Equatorial Guinea	B	20.83	62.5	62.5
American Samoa	B	20.83	62.5	62.5
Azerbaijan	B	20.83	62.5	62.5
Monaco	B	20.83	62.5	62.5
Mozambique	B	20.83	62.5	62.5
St Pierre & Miquelon	B	20.83	62.5	62.5
French Polynesia	B	20.83	62.5	62.5
Switzerland	B	20.83	62.5	62.5
Angola	B	20.83	62.5	62.5
El Salvador	B	20.83	62.5	62.5
Tunisia	B	20.83	62.5	62.5
United Arab Emirates	B	20.83	62.5	62.5
Falkland Islands	B	20.83	62.5	62.5
Guinea	B	20.83	62.5	62.5
Ecuador	B	20.83	62.5	62.5
Georgia	B	20.83	62.5	62.5
Kuwait	B	20.83	62.5	62.5
Kyrgyzstan	B	20.83	62.5	62.5
Anguilla	B	20.83	62.5	62.5
Bhutan	C	20.83	112.5	112.5

Sudan	C	20.83	112.5	112.5
Barbados	C	20.83	112.5	112.5
Morocco	C	20.83	112.5	112.5
Panama	C	20.83	112.5	112.5
Trinidad	C	20.83	112.5	112.5
Trinidad & Tobago	C	20.83	112.5	112.5
Turkmenistan	C	20.83	112.5	112.5
Uruguay	C	20.83	112.5	112.5
Uzbekistan	C	20.83	112.5	112.5
Mayotte	C	20.83	112.5	112.5
Comoros	C	20.83	112.5	112.5
Botswana	C	20.83	112.5	112.5
Gambia	C	20.83	112.5	112.5
Liberia	C	20.83	112.5	112.5
Nicaragua	C	20.83	112.5	112.5
Peru	C	20.83	112.5	112.5
Papua New Guinea	C	20.83	112.5	112.5
Lebanon	C	20.83	112.5	112.5
Paraguay	C	20.83	112.5	112.5
St Vincent & the Grenadines	C	20.83	112.5	112.5
Bolivia	C	20.83	112.5	112.5
Chad	C	20.83	112.5	112.5
Liechtenstein	C	20.83	112.5	112.5
Niger	C	20.83	112.5	112.5
Jamaica	C	20.83	112.5	112.5
Greenland	C	20.83	112.5	112.5
Malta	C	20.83	112.5	112.5
Zambia	C	20.83	112.5	112.5
Grenada	C	20.83	112.5	112.5
St Kitts & Nevis	C	20.83	112.5	112.5
Armenia	C	20.83	112.5	112.5
Madagascar	C	20.83	112.5	112.5

Qatar	C	20.83	112.5	112.5
French Guiana	C	20.83	112.5	112.5
Saudi Arabia - Dhahran	C	20.83	112.5	112.5
Egypt	C	20.83	112.5	112.5
Honduras	C	20.83	112.5	112.5
Kenya	C	20.83	112.5	112.5
Tajikistan	C	20.83	112.5	112.5
Antigua & Barbuda	C	20.83	112.5	112.5
Reunion	C	20.83	112.5	112.5
Congo Democratic Repulic	C	20.83	112.5	112.5
Oman	C	20.83	112.5	112.5
Bahrain	C	20.83	112.5	112.5
Cape Verde Island	C	20.83	112.5	112.5
Guyana	C	20.83	112.5	112.5
Haiti	C	20.83	112.5	112.5
Jordan	C	20.83	112.5	112.5
Libya	C	20.83	112.5	112.5
Rwanda	C	20.83	112.5	112.5
Saudi Arabia	C	20.83	112.5	112.5
Cameroon	C	20.83	112.5	112.5
Dominica	C	20.83	112.5	112.5
Montserrat	C	20.83	112.5	112.5
Nigeria	C	20.83	112.5	112.5
Senegal	C	20.83	112.5	112.5
Turks & Caicos Islands	C	20.83	112.5	112.5
Ascension Island	C	20.83	112.5	112.5
New Caledonia	C	20.83	112.5	112.5
Suriname	C	20.83	112.5	112.5
Syria	C	20.83	112.5	112.5
Maldives	C	20.83	112.5	112.5
Seychelles	C	20.83	112.5	112.5
Sierra Leone	C	20.83	112.5	112.5

St Helena	C	20.83	112.5	112.5
Korea North	C	20.83	112.5	112.5
Marshall Islands	C	20.83	112.5	112.5
Mali	C	20.83	112.5	112.5
Iran	C	20.83	112.5	112.5
Benin	C	20.83	112.5	112.5
Palau	C	20.83	112.5	112.5
Western Samoa	C	20.83	112.5	112.5
Belize	C	20.83	112.5	112.5
Togo	C	20.83	112.5	112.5
Tanzania	C	20.83	112.5	112.5
Laos	C	20.83	112.5	112.5
St Lucia	C	20.83	112.5	112.5
Somalia	C	20.83	112.5	112.5
Tokelau	C	20.83	112.5	112.5
Iraq	C	20.83	112.5	112.5
Chile	C	20.83	112.5	112.5
Tonga	C	20.83	112.5	112.5
Eritrea	C	20.83	112.5	112.5
Djibouti	C	20.83	112.5	112.5
Ethiopia	C	20.83	112.5	112.5
Fiji	C	20.83	112.5	112.5
Mongolia	C	20.83	112.5	112.5
Micronesia	C	20.83	112.5	112.5
Vietnam	C	20.83	112.5	112.5
Cambodia	C	20.83	112.5	112.5
Myanmar (Burma)	C	20.83	112.5	112.5
Cook Islands	C	20.83	112.5	112.5
Vanuatu	C	20.83	112.5	112.5
Mauritania	C	20.83	112.5	112.5
Yemen	C	20.83	112.5	112.5
Nepal	C	20.83	112.5	112.5

Sri Lanka	C	20.83	112.5	112.5
Kiribati	C	20.83	112.5	112.5
Niue	C	20.83	112.5	112.5
Cuba	C	20.83	112.5	112.5
Solomon Islands	C	20.83	112.5	112.5
Guinea Bissau	C	20.83	112.5	112.5
Norfolk Island	C	20.83	112.5	112.5
Nauru	C	20.83	112.5	112.5
North Mariana Island	C	20.83	112.5	112.5
Afghanistan	C	20.83	112.5	112.5
Wallis & Futuna	C	20.83	112.5	112.5
Sao Tome and Principe	C	20.83	112.5	112.5
Tuvalu	C	20.83	112.5	112.5
Diego Garcia	C	20.83	112.5	112.5
East Timor	D	20.83	208.33	208.33
Midway Islands	D	20.83	208.33	208.33

Calling Rates to UK Non-Geographic Numbers

Telephone numbers starting 08, 09 and 118 are called service numbers. You might use them to call many types of services, including your bank, travel services, Government departments, or even to vote on TV shows.

On 1 July 2015, Ofcom (the UK communications regulator) changed the way these numbers are charged. These changes are designed to make the cost of calls clearer for you, and are being communicated through a campaign called UK Calling (please visit www.ukcalling.info/ for further information).

Calls to 084, 087, 09 and 118 numbers

Numbers beginning 084 and 087 are general service numbers for contacting organisations, such as your bank, travel services and Government departments.

Numbers beginning 09 are 'premium rate' service numbers, while those beginning 118 are directory enquiry numbers.

The cost of calling these numbers is split into two parts:

The access charge

This is the cost of connecting your call from a Onestream Business phone line. This will be charged at 25p a minute by us.

The service charge

This is the remainder of the cost of the call.

The service charge is decided by the organisation you call, who must communicate it clearly.

For example, if the service charge was 20p a minute, the organisation you are calling might say: "Calls cost 20p a minute, plus your phone company's access charge".

By adding together our standard access charge and the service charge, you'll know exactly how much each call will cost.

0800 and 0808 numbers

Numbers starting 0800 or 0808 will remain free from landlines.

Access and Service Charges to 08, 09 and 118 numbers

Rate Codes	Access Charge (pence per minute)	Connection Charge (pence)	Charge type : PPC – Pence percall PPM – Pence per minute	Service Charge (pence per minute)			Operator Connected Calls		Reverse Charge Calls	
				Daytime	Evening	Weekend	Call Connection Fee (pence)	Call Rate (penceper minute)	Call Connection Fee (pence)	Call Rate (pence per minute)
SC001	11	0	ppm only	0	0	0	375	0	n/a	n/a
SC002	11	0	ppm only	1	1	1	375	3	n/a	n/a
SC003	11	0	ppm only	2	2	2	375	6	n/a	n/a
SC004	11	0	ppm only	3	3	3	375	9	n/a	n/a
SC005	11	0	ppm only	4	4	4	375	12	n/a	n/a
SC006	11	0	ppm only	5	5	5	375	15	n/a	n/a
SC007	11	0	ppm only	6	6	6	375	18	n/a	n/a
SC008	11	0	ppm only	7	7	7	375	21	n/a	n/a
SC009	11	0	ppm only	8	8	8	375	24	n/a	n/a
SC010	11	0	ppm only	9	9	9	375	27	n/a	n/a
SC011	11	0	ppm only	10	10	10	375	30	n/a	n/a
SC012	11	0	ppm only	11	11	11	375	33	n/a	n/a
SC013	11	0	ppm only	12	12	12	375	36	n/a	n/a
SC014	11	0	ppm only	13	13	13	375	39	n/a	n/a
SC015	11	0	ppm only	15	15	15	375	45	n/a	n/a
SC016	11	0	ppm only	20	20	20	375	60	n/a	n/a
SC017	11	0	ppm only	25	25	25	375	75	n/a	n/a
SC018	11	0	ppm only	30	30	30	375	90	n/a	n/a
SC019	11	0	ppm only	35	35	35	375	105	n/a	n/a
SC020	11	0	ppm only	36	36	36	375	108	n/a	n/a
SC021	11	0	ppm only	40	40	40	375	120	n/a	n/a
SC022	11	0	ppm only	45	45	45	375	135	n/a	n/a
SC023	11	0	ppm only	46	46	46	375	138	n/a	n/a
SC024	11	0	ppm only	50	50	50	375	150	n/a	n/a
SC025	11	0	ppm only	55	55	55	375	165	n/a	n/a
SC026	11	0	ppm only	60	60	60	375	180	n/a	n/a
SC027	11	0	ppm only	65	65	65	375	195	n/a	n/a
SC028	11	0	ppm only	70	70	70	375	210	n/a	n/a
SC029	11	0	ppm only	75	75	75	375	225	n/a	n/a
SC030	11	0	ppm only	80	80	80	375	240	n/a	n/a
SC031	11	0	ppm only	90	90	90	375	270	n/a	n/a

SC032	11	0	ppm only	95	95	95	375	285	n/a	n/a
SC033	11	0	ppm only	99	99	99	375	297	n/a	n/a
SC034	11	0	ppm only	100	100	100	375	300	n/a	n/a
SC035	11	0	ppm only	110	110	110	375	330	n/a	n/a
SC036	11	0	ppm only	120	120	120	375	360	n/a	n/a
SC037	11	0	ppm only	145	145	145	375	435	n/a	n/a
SC038	11	0	ppm only	150	150	150	375	450	n/a	n/a
SC039	11	0	ppm only	155	155	155	375	465	n/a	n/a
SC040	11	0	ppm only	180	180	180	375	540	n/a	n/a
SC041	11	0	ppm only	200	200	200	375	600	n/a	n/a
SC042	11	0	ppm only	220	220	220	375	660	n/a	n/a
SC043	11	0	ppm only	250	250	250	375	750	n/a	n/a
SC044	11	0	ppm only	300	300	300	375	900	n/a	n/a
SC045	11	0	ppm only	360	360	360	375	1080	n/a	n/a
SC046	11	5	ppc only	0	0	0	375	0	n/a	n/a
SC047	11	10	ppc only	0	0	0	375	0	n/a	n/a
SC048	11	15	ppc only	0	0	0	375	0	n/a	n/a
SC049	11	25	ppc only	0	0	0	375	0	n/a	n/a
SC050	11	30	ppc only	0	0	0	375	0	n/a	n/a
SC051	11	35	ppc only	0	0	0	375	0	n/a	n/a

Rate Codes	Access Charge (pence per minute)	Connection Charge (pence)	Charge type : PPC – Pence percall PPM – Pence per minute	Service Charge (pence per minute)			Operator Connected Calls		Reverse Charge Calls	
				Daytime	Evening	Weekend	Call Connection Fee (pence)	Call Rate (pence per minute)	Call Connection Fee (pence)	Call Rate (pence per minute)
SC052	11	40	ppc only	0	0	0	375	0	n/a	n/a
SC053	11	48	ppc only	0	0	0	375	0	n/a	n/a
SC054	11	50	ppc only	0	0	0	375	0	n/a	n/a
SC055	11	70	ppc only	0	0	0	375	0	n/a	n/a
SC056	11	75	ppc only	0	0	0	375	0	n/a	n/a
SC057	11	100	ppc only	0	0	0	375	0	n/a	n/a
SC058	11	145	ppc only	0	0	0	375	0	n/a	n/a
SC059	11	150	ppc only	0	0	0	375	0	n/a	n/a
SC060	11	200	ppc only	0	0	0	375	0	n/a	n/a
SC061	11	250	ppc only	0	0	0	375	0	n/a	n/a
SC062	11	300	ppc only	0	0	0	375	0	n/a	n/a
SC063	11	400	ppc only	0	0	0	375	0	n/a	n/a
SC064	11	500	ppc only	0	0	0	375	0	n/a	n/a

SC065	11	600	ppc only	0	0	0	375	0	n/a	n/a
SC066	11	77	ppc + ppm (both charges apply from start ofcall)	155	155	155	375	465	n/a	n/a
SC067	11	80	ppc + ppm (both charges apply from start ofcall)	25	25	25	375	75	n/a	n/a
SC068	11	399	ppc + ppm (both charges apply from start ofcall)	139	139	139	375	417	n/a	n/a
SC069	11	499	ppc + ppm (both charges apply from start ofcall)	135	135	135	375	405	n/a	n/a
SC070	11	550	ppc + ppm (ppm starts after first 60 seconds)	275	275	275	375	825	n/a	n/a
SC071	11	574	ppc + ppm (ppm starts after first 60 seconds)	299	299	299	375	897	n/a	n/a
SC072	11	698	ppc + ppm (ppm starts after first 60 seconds)	349	349	349	375	1047	n/a	n/a
SC073	11	0	ppc + ppm (ppm starts after first 60 seconds)	250	250	250	375	750	n/a	n/a
SC074	11	5	ppc + ppm (ppm starts after first 60 seconds)	5	5	5	375	15	n/a	n/a
SC075	11	10	ppc + ppm (ppm starts after first 60 seconds)	10	10	10	375	30	n/a	n/a
SC076	11	40	ppc + ppm (ppm starts after first 60 seconds)	40	40	40	375	120	n/a	n/a
SC077	11	70	ppc + ppm (ppm starts after first 60 seconds)	70	70	70	375	210	n/a	n/a
SC078	11	150	ppc + ppm (ppm starts after first 60 seconds)	150	150	150	375	450	n/a	n/a
SC079	11	200	ppc + ppm (ppm starts after first 60 seconds)	200	200	200	375	600	n/a	n/a
SC080	11	445	ppc + ppm (ppm starts after first 60 seconds)	257	257	257	375	771	n/a	n/a
SC081	11	0	ppm only	18	18	18	375	54	n/a	n/a
SC082	11	0	ppm only	22	22	22	375	66	n/a	n/a

SC083	11	0	ppm only	350	350	350	375	1050	n/a	n/a
SC084	11	250	ppc + ppm (both charges apply from start ofcall)	75	75	75	375	225	n/a	n/a
SC085	11	260	ppc + ppm (both charges apply from start ofcall)	99	99	99	375	297	n/a	n/a
C0	11	275	ppc + ppm (both charges apply from start ofcall)	78	78	78	375	234	n/a	n/a

Rate Codes	Access Charge (pence per minute)	Connection Charge (pence)	Charge type : PPC – Pence percall PPM – Pence per minute	Service Charge (pence per minute)			Operator Connected Calls		Reverse Charge Calls	
				Daytime	Evening	Weekend	Call Connection Fee (pence)	Call Rate (pence per minute)	Call Connection Fee (pence)	Call Rate (pence per minute)
SC087	11	898	ppc + ppm (ppm starts after first 60 seconds)	449	449	449	375	1347	n/a	n/a
SC088	11	998	ppc + ppm (ppm starts after first 60 seconds)	499	499	499	375	1497	n/a	n/a
SC089	11	1198	ppc + ppm (ppm starts after first 60 seconds)	599	599	599	375	1797	n/a	n/a
SC090	11	1398	ppc + ppm (ppm starts after first 60 seconds)	699	699	699	375	2097	n/a	n/a
SC091	11	1598	ppc + ppm (ppm starts after first 60 seconds)	799	799	799	375	2397	n/a	n/a
SC092	11	7	ppc + ppm (ppm starts after first 60 seconds)	7	7	7	375	21	n/a	n/a
SC093	11	13	ppc + ppm (ppm starts after first 60 seconds)	13	13	13	375	39	n/a	n/a
SC094	11	80	ppc + ppm (ppm starts after first 60 seconds)	80	80	80	375	240	n/a	n/a
SC095	11	100	ppc + ppm (ppm starts after first 60 seconds)	100	100	100	375	300	n/a	n/a
SC096	11	300	ppc + ppm (ppm starts after first 60 seconds)	300	300	300	375	900	n/a	n/a
SC097	11	360	ppc + ppm (ppm starts after first 60 seconds)	50	50	50	375	150	n/a	n/a

SC098	11	360	ppc + ppm (ppm starts after first 60 seconds)	150	150	150	375	450	n/a	n/a
SC099	11	360	ppc + ppm (ppm starts after first 60 seconds)	200	200	200	375	600	n/a	n/a
SC0100	11	360	ppc + ppm (ppm starts after first 60 seconds)	360	360	360	375	1080	n/a	n/a

Calls to Satellite Numbers

Destination	Call Connection Fee (pence)	Call Charge (pence per minute) - Anytime	Operator Connected Calls		Reverse Charge Calls	
			Call Connection Fee (pence)	Call Charge - Pence Per Minute	Call Connection Fee (pence)	Call Charge - Pence Per Minute
All Satellite Destinations	13	1000	500	1500	500	1500

Calls to 05 Numbers

Dial Prefix	Rate Code
0551107	NTS_g21
055114	NTS_g21
05516	NTS_g21
0555500	NTS_g21
055551	NTS_g21
055553	NTS_g21

Dial Prefix	Rate Code
055554	NTS_g21
055555	NTS_g21
0555566	NTS_g21
055884	NTS_g21
0558866	NTS_g21
055888	NTS_g21

Calls to 07 non-mobile numbers, 08, 09, 118 and Satellite Numbers

Information regarding calls to these numbers can be found [here](#)

For help call Onestream on:

0333 241 4449

Monday - Friday 08.30 – 17:30

Or speak to us online using our live chat service:

www.onestream.co.uk

Monday – Friday 08:30 – 20:00, Saturday 10:00 – 16:00