

CFWN Telephone Call Rates Summary Card

UK Landlines	1p/min
UK Mobiles	3p/min
US & Canada ¹ Landlines	2p/min
US & Canada ¹ Mobiles	2p/min

38 other countries at 5p/min Landline and 10p/min mobile including:

Australia, Cyprus, Denmark, Finland, France², Ireland, Malta, Mexico, Netherlands, New Zealand, Norway, Romania, Singapore, Slovakia, South Africa, Sweden.

For details of other countries see our full rate card.

Calls are billed by the second and have no call setup charge³ (unlike certain national providers!)

UK Special Numbers

0800 Free

Emergency Calls 112 and 999 – Free

0845 and other “Non-geographic” and premium Numbers

Our access charge is 4p/minute. (see notes below for more information)

Notes:

Emergency Calls

We are required by law to register your address on a database so that can be visible to the emergency services. Please note unlike your old fashioned telephone, these numbers will not work in the case of a power cut or if your internet connection is down, if this is a concern for you for whatever reason you may want to consider keeping a traditional landline phone.

0845 and other “Non-geographic” and premium Numbers

The telecoms industry has bamboozled people with complex call charges for a long time, there are over 100 charge bands for the following groups of what it calls “non-geographic numbers”.

These numbers attract two charges, one from us to connect you (OFCOM calls this the “access charge”) and one from the service provider you are connecting to, the provider’s “service charge” these are added together and appear on your bill. You will see this language appearing for example on TV and radio phone in competitions , where they will say *“Calls cost Xp plus your phone company’s access charge.”*

Our access charge is 4p/minute.

The total you may end up being charged is much higher though as some service providers can have charges that are very high... We think you should be especially careful of numbers such as..

118 calls (Typically directory enquiries) –could be a fortune – e.g. could be £5 or more per minute – **AVOID**. Look the number up on the web, or if you really want to use a phone to get a number then maybe try 0800 118 3733 which is free, but makes you listen to an advert first!

07XX, 070, 09XX –could be a fortune – e.g. could be £4 per minute plus up to £6 per call – **AVOID**

Make sure you know what you are going to be charged before you dial! OFCOM has a useful page [OFCOM call cost guide](#).

All prices include VAT, all calls are rounded up to the nearest penny.

1 – excludes Yukon and Northwest Territories and Non-geographic numbers

2 – exludes calls to Globalstar mobiles

3 – exludes calls to some premium rates where the service provider will charge a “setup or connect” charge