

## Heart Telecom Limited - Standard Business Rates Price List

Services (Monthly Cost per line)		
PSTN Single Line Rental		£11.49
Services (Monthly Cost per line)		
New Line Installation (per line)		£100
Socket Move (per line)		£100
New Socket Installation (per line, including up to 1 hour engineer time additional time charged at £55 per hour)		£150
Move Premises (per line)		£100
Renumber (per line)		£25
Services (Monthly Cost per line)		
Call Barring		Free
Call Waiting		£1.50
Anonymous Call Rejection		£3.50
Call Sign		£1.50
Call Minder		£2.60
Call Diversion		£1.50
Caller Display		£1.50
Three Way Calling		£1.50
Choose to Refuse		£2.60
Level 1 Care		Free
Level 2 Care		£1.30
Level 3 Care		£3.30
Major UK Call Destination Rates		
Destination	Connection Fee	Pence per Minute, Peak, Off Peak or Weekend
UK Landline (01, 02, 03 numbers)	3p	1.5p
UK Mobile	5p	9.75p
0845	3p	4p
0870	3p	7p
0844	3p	4.26p
0871	3p	8.51p

All Prices exclude VAT and are correct as at 1st July 2008

Heart Telecom Ltd, 2 Castle Quay, Castle Boulevard, Nottingham, NG7 1FW

UK Registered in England and Wales No: 6484755

Web: [www.heart-telecom.com](http://www.heart-telecom.com), Email: [sales@heart-telecom.com](mailto:sales@heart-telecom.com), Tel: 0845 644 0611

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International Landline Call Rates			
Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Afghanistan	60	Cayman Islands	20
Albania	20	Central African Republic	95
Algeria	25	Chad Republic	42
Andorra	12	Chile	6
Angola	30	China	3
Anguilla	30	Christmas Island	195
Antigua & Barbuda	30	Colombia	7
Antilles (Netherlands)	50	Comoros/Mayotte Island	70
Argentina	3	Congo Republic	25
Armenia	20	Cook Islands	125
Aruba	25	Costa Rica	8
Ascension Island	75	Croatia	8
Australia	2	Cuba	125
Austria	2.5	Cyprus	3
Azerbaijan	30	Czech Republic	4
Bahamas	15	Denmark	2
Bahrain	15	Diego Garcia	150
Bangladesh	14	Directory Enquiries	
Barbados	15	Djibouti	50
Belarus	50	Dominica	30
Belgium	2	Dominican Republic	
Belize	35	Ecuador	25
Benin	30	Egypt	25
Bermuda	15	El Salvador	20
Bhutan	30	Equatorial Guinea	40
Bolivia	20	Estonia	5
Bosnia & Hercegovina	20	Ethiopia	60
Botswana	30	Falkland Islands	60
Brazil	5	Faroe Islands	25
Brunei	14	Fiji	40
Bulgaria	5	Finland	5
Burkina Faso	40	France	2
Burundi	20	French Guiana	25
Cameroon	30	French Polynesia	35
Canada	2	Gabon	25
Canary Islands	5	Gambia	30
Cape Verde Islands	40	Georgia	15

(a connection charge of 3p applies to all international landline calls)

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Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Germany	2	Latvia	6
Ghana	20	Lebanon	25
Gibraltar	8	Lesotho	45
Greece	5	Liberia	35
Greenland	80	Libya	45
Grenada	20	Liechtenstein	7
Guadeloupe	12	Lithuania	15
Guam	5	Luxembourg	2.5
Guatemala	25	Macao	10
Guinea	35	Macedonia	30
Guinea-Bissau	95	Madagascar	35
Guyana	45	Malawi	25
Haiti	30	Malaysia	5
Honduras	50	Maldives Islands	40
Hong Kong	2	Mali	40
Hungary	3	Malta	14
Iceland	7	Marshall Islands	50
India	11	Martinique	35
Indonesia	15	Mauritania	45
Iran	25	Mauritius	45
Iraq	25	Mexico	25
Ireland	2	Mexico - Mexico City	25
Israel	2.3	Micronesia	80
Italy	2	Moldova	25
Ivory Coast	25	Monaco	10
Jamaica	15	Mongolia	18
Japan	2.5	Montserrat	35
Jordan	7	Morocco	32
Kampuchea	100	Mozambique	25
Kazakhstan	25	Myanmar	60
Kenya	30	Namibia	30
Kiribati	100	Nauru	195
Korea (South)	5	Nepal	50
Korea PDR (North)	100	Netherlands	2.5
Kuwait	18	New Caledonia	50
Kyrgyzstan	15	New Zealand	2
Laos	20	Nicaragua	30

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Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Niger	25	Sri Lanka	25
Nigeria	20	St Helena	125
Niue	195	St Kitts & Nevis	30
Norfolk Island	195	St Lucia	30
Norway	4	St Pierre & Miquelon	45
Oman	29	St Vincent	30
Pakistan	9	Sudan	40
Palau	60	Suriname	35
Palestine	25	Swaziland	25
Panama	6	Sweden	2
Papua New Guinea	80	Sweden Cities	2
Paraguay	20	Switzerland	2.5
Peru	4	Syria	50
Philippines	25	Taiwan	5
Poland	5	Tajikistan	25
Portugal	3	Tanzania	40
Puerto Rico	8	Thailand	3
Qatar	40	Thuraya (Satellite)	200
Reunion	25	Togo	80
Romania	4	Tonga	40
Russia	7	Trinidad & Tobago	25
Rwanda	20	Tunisia	35
Samoa (US)	60	Turkey	6
Samoa (West)	60	Turkish Republic of Northern Cyprus	25
San Marino	6	Turkmenistan	25
Sao Tome & Principe	195	Tuvalu	95
Saudi Arabia	20	UAE	25
Senegal	30	Uganda	20
Seychelles	30	Ukraine	18
Sierra Leone	35	Uruguay	16
Singapore	2.5	USA	2
Slovak Republic	5	Uzbekistan	18
Slovenia	8	Vanuatu	95
Solomon Islands	155	Venezuela	6
Somalia	125	Vietnam	10
South Africa	10	Virgin Islands (Brit)	25
Spain	2	Virgin Islands (US)	25

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International Landline Call Rates			
Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Wallis & Futuna	95	Zaire	50
Yemen (North)	25	Zambia	18
Yemen (South)	25	Zimbabwe	15

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International Mobile Call Rates			
Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Afghanistan Mobile	75	China Mobile	5
Albania Mobile	40	Colombia Mobile	20
Algeria Mobile	35	Comoros Mobile	125
Andorra Mobile	30	Congo Republic Mobile	50
Angola Mobile	60	Costa Rica Mobile	15
Antigua & Barbuda Mobile	50	Croatia Mobile	25
Antilles (Netherlands) Mobile	75	Cuba Mobile	125
Argentina Mobile	20	Cyprus Mobile	20
Armenia Mobile	40	Czech Republic Mobile	30
Aruba Mobile	50	Denmark Mobile	35
Australia Mobile	35	Djibouti Mobile	75
Austria Mobile	35	Dominica Mobile	30
Azerbaijan Mobile	60	Dominican Republic Mobile	30
Bahrain Mobile	40	Ecuador Mobile	30
Bangladesh Mobile	25	Egypt Mobile	25
Barbados Mobile	35	El Salvador Mobile	30
Belarus Mobile	50	Equatorial Guinea Mobile	75
Belgium Mobile	40	Estonia Mobile	40
Belize Mobile	50	Ethiopia Mobile	60
Benin Mobile	50	Faroe Islands Mobile	80
Bermuda Mobile	50	Fiji Mobile	75
Bolivia Mobile	40	Finland Mobile	30
Bosnia & Hercegovina Mobile	50	France Mobile	30
Botswana Mobile	70	French Guiana Mobile	50
Brazil Mobile	40	French Polynesia Mobile	60
Brunei Mobile	50	Gabon Mobile	60
Bulgaria Mobile	50	Gambia Mobile	60
Burkino Faso Mobile	80	Georgia Mobile	40
Burundi Mobile	70	Germany Mobile	40
Cameroon Mobile	50	Ghana Mobile	30
Cape Verde Islands Mobile	70	Gibraltar Mobile	40
Chad Republic Mobile	95	Greece Mobile	30
Chile Mobile	40	Greenland Mobile	175

(a connection charge of 5p applies to all international mobile calls)

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International Landline Call Rates			
Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Grenada Mobile	40	Lithuania Mobile	35
Guadeloupe Mobile	40	Luxembourg Mobile	35
Guatemala Mobile	45	Macao Mobile	15
Guinea Mobile	60	Macedonia Mobile	60
Guyana Mobile	75	Madagascar Mobile	70
Haiti Mobile	60	Malawi Mobile	60
Honduras Mobile	80	Malaysia Mobile	40
Hong Kong Mobile	5	Maldives Islands Mobile	80
Hungary Mobile	35	Mali Mobile	80
Iceland Mobile	30	Malta Mobile	40
India Mobile	28	Martinique Mobile	95
Indonesia Mobile	30	Mauritania Mobile	95
Iran Mobile	60	Mauritius Mobile	75
Ireland Mobile	30	Mayotte Mobile	125
Israel Mobile	8	Moldova Mobile	50
Italy Mobile	35	Monaco Mobile	35
Ivory Coast Mobile	50	Mongolia Mobile	45
Jamaica Mobile	35	Montserrat Mobile	70
Japan Mobile	35	Morocco Mobile	50
Jordan Mobile	25	Mozambique Mobile	50
Kampuchea Mobile	125	Myanmar Mobile	125
Kazakhstan Mobile	50	Namibia Mobile	60
Kenya Mobile	60	Nepal Mobile	95
Kiribati Mobile	125	Netherlands Mobile	40
Korea (South) Mobile	12	New Caledonia Mobile	95
Kuwait Mobile	20	New Zealand Mobile	40
Kyrgyzstan Mobile	40	Nicaragua Mobile	35
Latvia Mobile	35	Niger Mobile	50
Lebanon Mobile	60	Nigeria Mobile	30
Lesotho Mobile	75	Norway Mobile	30
Liberia Mobile	60	Oman Mobile	60
Libya Mobile	70	Pakistan Mobile	9
Liechtenstein Mobile	35	Palestine Mobile	60

(a connection charge of 5p applies to all international mobile calls)

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Destination	Pence per Minute, Peak, Off Peak or Weekend	Destination	Pence per Minute, Peak, Off Peak or Weekend
Panama Mobile	30	Swaziland Mobile	50
Papua New Guinea Mobile	125	Sweden Mobile	30
Paraguay Mobile	40	Switzerland Mobile	45
Peru Mobile	50	Syria Mobile	75
Philippines Mobile	35	Taiwan Mobile	20
Poland Mobile	25	Tajikistan Mobile	50
Portugal Mobile	40	Tanzania Mobile	80
Qatar Mobile	40	Thailand Mobile	6
Reunion Mobile	50	Togo Mobile	125
Romania Mobile	40	Trinidad & Tobago Mobile	40
Russia Mobile	15	Tunisia Mobile	60
Rwanda Mobile	50	Turkey Mobile	40
Saudi Arabia Mobile	40	Turkish Republic of Northern Cyprus Mobile	50
Senegal Mobile	50	Turkmenistan Mobile	50
Serbia Mobile	75	Turks & Caicos Island Mobile	25
Seychelles Mobile	60	Tuvalu Mobile	155
Sierra Leone Mobile	70	UAE Mobile	50
Singapore Mobile	5	Uganda Mobile	50
Slovenia Mobile	40	Ukraine Mobile	45
Solomon Islands Mobile	195	Uruguay Mobile	45
Somalia Mobile	195	Uzbekistan Mobile	45
South Africa Mobile	35	Venezuela Mobile	30
Spain Mobile	40	Vietnam Mobile	30
Sri Lanka Mobile	50	Yemen Mobile	50
St Lucia Mobile	50	Zaire Mobile	95
St Vincent Mobile	50	Zambia Mobile	45
Sudan Mobile	65	Zimbabwe Mobile	40
Suriname Mobile	50		

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Directory Enquiry Rates -pence				
Destination	Connection Fee	Peak	Off Peak	Weekend
dq1		21.28	21.28	21.28
dq2		29.79	29.79	29.79
dq3		34.04	34.04	34.04
dq4		38.30	38.30	38.30
dq5		42.55	42.55	42.55
dq6		46.81	46.81	46.81
dq7		59.57	59.57	59.57
dq8		68.08	68.08	68.08
dq9		85.11	85.11	85.11
dq10		102.13	102.13	102.13
dq11		106.38	106.38	106.38
dq12		127.66	127.66	127.66
dq13		136.17	136.17	136.17
dq18	119.10	0.00	0.00	0.00
dq19	127.60	0.00	0.00	0.00
dq20	128.50	0.00	0.00	0.00
dq21	144.60	0.00	0.00	0.00
dq22	170.20	0.00	0.00	0.00
dq23	17.00	34.04	34.04	34.04
dq24	17.00	106.38	106.38	106.38
dq25	21.20	17.02	17.02	17.02
dq26	21.20	25.53	25.53	25.53
dq27	29.70	8.51	8.51	8.51
dq28	41.70	7.66	7.66	7.66
dq29	85.10	51.06	51.06	51.06
dq30	127.60	25.53	25.53	25.53
dq31	29.70	8.51	8.51	8.51
dq32	33.10	7.66	7.66	7.66
dq33	41.70	17.02	17.02	17.02
dq34	42.50	8.51	8.51	8.51
dq35	51.00	8.51	8.51	8.51
dq36	10.60	12.77	12.77	12.77
dq37	21.20	15.32	15.32	15.32
dq38	84.20	50.21	50.21	50.21
dq39		63.83	63.83	63.83
dq40	17.00	17.02	17.02	17.02

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Directory Enquiry Rates -pence				
Destination	Connection Fee	Peak	Off Peak	Weekend
dq41	34.00	60.09	60.09	60.09
dq42	50.20	6.81	6.81	6.81
dq43		17.02	17.02	17.02
dq44	25.50	25.53	25.53	25.53
dq45	29.80	4.22	4.22	4.22
dq46	33.20	7.66	7.66	7.66
dq47	42.50	68.08	68.08	68.08
dq48	42.50	17.02	17.02	17.02
dq49	42.50	42.55	42.55	42.55
dq51		127.70	127.70	127.70
dq52	24.70	24.68	24.68	24.68
dq53	33.20	16.17	16.17	16.17
dq54	25.50	4.25	4.25	4.25
dq55		16.17	16.17	16.17
dq56	24.70	7.66	7.66	7.66

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Destination	Connection Fee
Fixed Fee 0	10
Fixed Fee 1	24
Fixed Fee 2	50
Fixed Fee 3	28
Fixed Fee 5	60
Fixed Fee 6	30
Fixed Fee 8	22
Fixed Fee 9	50
Fixed Fee 10	30
Fixed Fee 11	60
Fixed Fee 12	73
Fixed Fee 13	96
Fixed Fee 14	87
Fixed Fee 15	7
Fixed Fee 16	15
Fixed Fee 17	20
Fixed Fee 18	34
Fixed Fee 19	38
Fixed Fee 20	44
Fixed Fee 21	150
Fixed Fee 24	77
Fixed Fee 25	116
Fixed Fee 26	120
Fixed Fee 27	126

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Premium Rate and Other Services - pence				
Destination	Connection Fee	Peak	Off Peak	Weekend
i1 Rate Calls	3	6	6	6
i10 Rate Calls	3	8	8	8
i11 Rate Calls	3	9	9	9
i12 Rate Calls	3	10	10	10
i13 Rate Calls	3	3	3	3
i14 Rate Calls	3	4	4	4
i8 Rate Calls	3	4	4	4
mm1	12.77	4.25	4.25	4.25
mm2	21.28	3.36	1.26	0.85
mm3	42.55	3.36	1.26	0.85
mm4	12.8	3.36	1.26	0.85
mm5	17	3.36	1.26	0.85
mm6	21.3	3.04	3.04	3.04
mm7	21.3	4.21	4.21	4.21
Personal Number 7	42.6	3.36	0.85	0.85
Personal Number C	3	13	13	13
Personal Number D	3	18	18	18
Personal Number F	3	30	30	30
Personal Number J	3	30	30	30
Personal Number K	3	40	40	40
Personal Number M	3	40	40	40
Premium G1	3	6.5	6.5	6.5
Premium G10	3	3.8	3.8	3.8
Premium G11	3	4.9	4.9	4.9
Premium G12	3	7.2	7.2	7.2
Premium G13	3	8.2	8.2	8.2
Premium G14	3	8	8	8
Premium G15	3	10.2	10.2	10.2
Premium G16	3	2.2	2.2	2.2
Premium G17	3	3.2	3.2	3.2
Premium G18	3	3.7	3.7	3.7
Premium G19	3	3.7	3.7	3.7
Premium G2	3	4.7	4.7	4.7
Premium G20	3	4.7	4.7	4.7
Premium G3	10.21	3.36	1.26	0.85
Premium G4	3	2	2	2
Premium G5	3	2	2	2

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Destination	Connection Fee	Peak	Off Peak	Weekend
Premium G6	3	6	6	6
Premium G7	3	10.4	10.4	10.4
Premium G8	3	1.6	1.6	1.6
Premium G9	3	2.7	2.7	2.7
Premium P0	3	146	146	146
Premium P1	3	47	47	47
Premium P12	3	15	15	15
Premium P13	3	20	20	20
Premium P14	3	31	31	31
Premium P15	3	40	40	40
Premium P16	3	44	44	44
Premium P17	3	54	54	54
Premium P18	3	64	64	64
Premium P19	3	68	68	68
Premium P20	3	77	77	77
Premium P21	3	84	84	84
Premium P22	3	87	87	87
Premium P23	3	93	93	93
Premium P24	3	107	107	107
Premium P25	3	116	116	116
Premium P26	3	140	140	140
Premium P27	3	6	6	6
Premium P28	3	37	37	37
Premium P29	3	28	28	28
Premium P3	3	97	97	97
Premium P30	3	54	54	54
Premium P31	3	13	13	13
Premium P32	3	19	19	19
Premium P33	3	120	120	120
Premium P4	3	49	49	49
Premium P5	3	49	49	49
Premium P6	3	25	25	25
Premium P7	3	60	60	60
Premium P8	3	74	74	74
Premium P9	3	11	11	11

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