

Call Tariff Options

No matter how long you spend on the phone, or which kinds of call you make, we have a tariff to suit your needs. Below are details of our most popular tariffs, and we want to make sure you choose the right one for you, so please take a few minutes to read through the options.

TARIFF 1 – CALLER PLUS TARIFF

- Recommended for users making short calls any time of day
- Free set up and no monthly charge.
- Most evening and weekend calls under 5 minutes long are cheaper than almost any other provider!
- Average savings of **40%** on International calls (see table beneath).
- All calls incur a 1.175p minimum call charge (BT's is 5p)

TARIFF 2 – HOME USER TARIFF

- Recommended for users spending under £10 a month
- Free set up and no monthly charge.
- Pay just 4.7p per call and save **15%** against BT's Option 1 on all evening & weekend local and national calls.
- Average savings of **40%** on International calls (see table beneath).
- Upgrade to "International Super Saver Tariff" for £1 a month and boost your international savings to **70%** (see table below right).
- All calls incur a 4.7p minimum call charge (BT's is 5p).

	Daytime	Evening	Weekend
Local	2.5/min	1p/min	1p/min
National	3p/min	2.47p/min	1.48p/min
Mobile	12.8p/min	9.3p/min	5.8p/min

	Daytime	Evening	Weekend
Local	2.94p/min	4.7p per call	4.7p per call
National	2.94p/min	4.7p per call	4.7p per call
Mobile	12.8p/min	9.3p/min	5.8p/min

Caller Plus and Home User International Call Charges

Australia	7.6p	Austria	7.6p	Belgium	7.6p	Brazil	29.4p	Canada	5.8p	China	41.1p
Denmark	8.2p	Egypt	47p	France	6.5p	Germany	6.5p	Greece	9.4p	H. Kong	14.1p
India	35.3p	Ireland	6.5p	Italy	8.2p	Japan	8.2p	Neth'lands	6.5p	N'Zealand	8.8p
Pakistan	35.3p	Russia	29.4p	S.Africa	29.4p	USA	4.6p	International call charges in pence per minute			

TARIFF 3 – 1p EVENINGS AND WEEKENDS £3.99 per month

- Recommend for users spending £10-20 a month
- Pay just 1p (exc. VAT) for all your evening and weekend local and national calls
- Daytime local calls cost 2.35p per min minute, national calls 2.94p per minute
- All calls incur a 1.175p minimum charge (BT's is 5p)
- Automatic entitlement to our "International Super Saver Tariff" (see table right)

	Daytime	Evening	Weekend
Local	2.35p/min	1.175p per call	1.175p per call
National	2.94p/min	1.175p per call	1.175p per call
Mobile	12.8p/min	9.3p/min	5.8p/min

TARIFF 4 – 1p ANYTIME £9.99 per month

- Recommended for users spending over £20 a month
- Pay just 1p (exc. VAT) for any local or national call, 24 hours a day, 7 days a week
- All calls incur a 1.175p minimum charge (BT's is 5p)
- Automatic entitlement to our "International Super Saver Tariff" (see table right)

	Daytime	Evening	Weekend
Local	1.175p per call	1.175p per call	1.175p per call
National	1.175p per call	1.175p per call	1.175p per call
Mobile	12.8p/min	9.3p/min	5.8p/min

International Super Saver Tariff

	Phone Co-op	Saving vs BT Option 1
Australia	3.4p	85%
Brazil	17.6p	76%
Canada	3.4p	71%
France	3.4p	73%
Germany	3.4p	73%
Hong Kong	8.2p	32%
Ireland	3.4p	70%
Italy	3.4p	76%
Neth'lands	3.4p	73%
N' Zealand	3.4p	87%
Norway	3.4p	78%
Russia	19.9p	58%
S. Africa	22.3p	52%
Spain	3.4p	83%
Sweden	3.4p	80%
USA	3.4p	70%

plus many more reductions!
International call charges in pence per minute

For all tariffs

	Daytime	Evening	Weekend
0845	3.94p/min	1p/min	1p/min
0870	7.91p/min	3.95p/min	3p/min

Residential customers can purchase line rental from us and pay for all telephony services under one bill. As a phone user you will not see any difference in the quality of the line and, in addition, you will have the benefit of our customer services for fault reporting, line changes or general enquiries. BT will continue to repair and maintain the lines on our behalf and will refund any advance payments you have made to them.

- Single combined invoice for calls and rental service
- No change of telephone number (for standard residential lines)
- Services such as call diversion, three-way calling etc. continue as normal
- Seamless transfer maintaining automatic access to The Phone Co-op's network
- Uninterrupted broadband and internet services

Transfer will take around three weeks and you will retain most of the calling features you have at present. If you would like to change your calling features after transfer please contact customer services. Note: Line Rental is not available for cable customers.

Prices

Line Rental for home users is £10.50 per month if you pay by Direct Debit otherwise £11.50 per month. There is a transfer fee of £5.88. The initial contract term is 3 months and thereafter 1 month's notice. We will require a payment 3 months in advance.

Broadband

Our Broadband gives you high-speed Internet access from your ordinary BT telephone line. The Internet connection is "always on" - you don't have to tell your computer to dial up and connect each time you want to check a web page or send an email. And what's more, you can use your telephone at the same time, giving you two services down the same telephone line.

Most BT telephone subscribers can now have broadband - we have to perform a check on your postcode to see if you are one of them. Once that is checked it is a quick and simple process to get the line upgraded to broadband.

Details

- Telephone support available at local call rates (0845), unlike many providers who charge premium rates of 50p or even 75p a minute
- One month notice period. Many suppliers lock you in for 12 months
- We give you up to 5 e-mail addresses, with anti-virus and anti-spam facilities as standard
- Once you've paid us for a modem, it is yours to keep. Other ISPs offer free modems, but only for as long as you remain with them

Prices

Phone Co-op Broadband for home users starts from just £18.99 per month plus £29.99 for the installation, with the choice of Wires only, or USB and Ethernet routers.

- All new services carry a connection fee of £29.99
- Migrate from another ISP for free!
- Save money by taking up broadband with Phone Co-op Line Rental

Package	Speed	Monthly (inc VAT)
ADSL Home (with line rental)	Upto 2Mbps with 2GB download limit	£18.99
ADSL Home (w/out line rental)	Upto 2Mbps with 2GB download limit	£19.99
ADSL Unlimited 1000	1Mbps	£25.99
ADSL Unlimited 2000	2Mbps	£27.99

Modem/Router Options	inc VAT
USB modem (Alcatel Speedtouch 330)	£38.00
1 Port Router (Netgear DM602)	£76.38
4 Port Router/Hub (Netgear DG834)	£104.57

To sign up for any internet package, visit www.thephone.coop/internet, or call 0800 781 3344

STEP ONE

Your Details

Name: _____

Address: _____

_____ Post Code _____

Contact Telephone Number: _____ e-mail _____

Please complete **Step Two** if you want to pay your line rental to The Phone Co-op, or skip to **Step Three** for calls only.

STEP TWO

Your Line

If you have a BT line and wish to transfer your line rental and call features to The Phone Co-op, please let us have your BT account number. Line Rental is billed quarterly, in advance. BT will refund any advance payments you have already made to them.

I have a BT line and wish to transfer my Line Rental to The Phone Co-op []

BT account number _____

Please complete **Step Three** to select your tariff.

STEP THREE

Your Calls

Telephone Number

Package Option

Line Provider

_____	Caller Plus [] Home User [] Home User + International Super Saver [] 1p Evenings and Weekends [] 1p Anytime []	BT [] CABLE []
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If you would like our Cost Code Billing service, please fill in the enclosed Direct Debit form and tick here [] - remember, this service requires a BT line and you must dial a prefix before every call you wish to make -

Subscribers with cable lines connect to the service by dialling an 0800 access number before each call they make. Sorry, but we cannot provide Line Rental or Internet services to cable customers

Authorisation

I wish to transfer line rental/calls (as appropriate) to The Phone Co-op, and if on a BT line for my calls to be carried automatically over The Phone Co-op's networks. I agree to the terms and conditions of service (available on request).

I confirm that these are **residential** lines and that this service will not be used from these lines for business purposes.

Signed: _____

Date: _____

**Please return this form, with a copy of your BT bill to:
The Phone Co-op Ltd, Freeport 1922, Chipping Norton, OX7 5BR**