

Sure Business Fixed Line Price List

Standard phone line

Telephone service	Connection charge	Monthly rental
Connection charge applicable where existing line is utilised	£52.60	£12.59
Connection charge where new line plant is required	£135.10	£12.59

Additional charges

Additional service	Additional charge
If you have Sure Unlimited Broadband, an additional charge of £30 will apply to transfer this service with the phone line.	£30
If you have Superfast Broadband, an additional charge of £65 will apply to transfer this service with the phone line.	£65
On-site work, for example for a second telephone socket, is charged on a 'time and materials' basis. There is an initial charge of £55. After the initial hour, the work is charged in half hour periods, at £27.50 per hour. Other suppliers are also able to provide this service	£55 per hour + Materials

Sure Business Fixed Line Price List

Telephone services facilities

Sure offers a wide range of additional telephone facilities.

Telephone service	Connection charge	Monthly rental
Caller Display - currently enabled on all home lines	-	FREE
Call Barring Service	-	£1.67
Changed number interception	£17.00	£1.67
Change of Telephone number	£33.60	-
Voicemail	-	FREE
Interim Account charge	£5.50	-
Outgoing Calls Barred - all calls except 999	-	£1.67
Outgoing Calls Barred - all calls except local & 999	-	£1.67
Incoming Calls Barred (burglar alarms etc)	-	£1.67
Temporary service suspension	£19.50	£11.99
Call bypass service	£19.50	£1.33
Night busy facility (for use with auxiliary working lines)	-	£1.67
Administrator Controlled Call Diversion, setup by Sure staff Pre-ordered in office hours, applied on telephone or ISDN lines Pre-ordered on request (24 hours), applied to single telephone lines	£14.00 £25.00	-
Exchange number with programmed call divert	£53.00	£2.65
Remote call forwarding (PBX mode)	£53.00	£2.65
Standard Hotline	£19.50	£1.67
Local 'PW' Hotline	£19.50	£1.67
Hotline - change of call destination	£19.50	-
Lifeline	-	£4.67

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Standard call charges

Local and national

Call destination	Charge period	Call char
Local landlines	Peak	1p
	Off-peak	Free
Local mobile	Peak	15p
	Off-peak	12p
United Kingdom, including Jersey	All times	4.5p
United Kingdom mobile	Peak	27p
	Off-peak	21p
	Sunday	11p
Jersey mobile	All times	15p
Free calls on 0500, 0800, 0808	All times	FREE
UK Low Rate services on 0844 and UK National Rate services on 0871	All times	2p on top of BT Rate
UK Low rate services on 0845	Peak	5.0p
	Off-peak	2.5p
UK National rate services on 0870	Peak	11p
	Off-peak	7.5p
	Sunday	6.5p
Premium rate services, beginning with 09	-	Charged at the Providers' rates

All call charges are in pence per minute, unless otherwise stated.

All calls are subject to a minimum call charge of 6p per chargeable call. Calls to premium rate service numbers (including but not limited to 08 excluding 080, 118 and 09) are made up of an access charge and a service charge. Sure can only provide you with information on the cost of the access charge. To check the price of the service charge, please contact the provider of that number. The charge on your bill is the total of access and service charges and can range from a few pence to several pounds. Further information and number checker can be found here www.phonepayplus.org.uk.

Please note that calls & texts to short codes for TV competitions and voting lines are not supported by Sure, always use the long number and call or text to enter or register your vote.

09 numbers may provide services that are inappropriate for under 18's. Always ask the bill payers permission before calling.

Sure Business Fixed Line Price List

International calls

Destination	Call charge, all periods
Afghanistan	100p
Albania	29p
Algeria	29p
Andorra	12.5p
Andorra - Mobile	29p
Angola	49p
Anguilla	37p
Anguilla - Audiotext/Premium	175p
Antigua	37p
Antigua - Audiotext/Premium	175p
Argentina	37p
Armenia	37p
Aruba	29p
Ascension	49p
Australia	4.9p
Australia - Mobile	29p
Australian External Territories	100p
Austria	6.3p
Austria - Mobile	29p
Azerbaijan	29p
Azerbaijan - Mobile	37p
Bahamas	20p
Bahrain	44p
Bangladesh	49p
Barbados	20p
Belarus	29p
Belgium	6.3p
Belgium - Mobile	20p
Belize	49p
Benin	49p
Bermuda	20p
Bhutan	37p

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International calls

Destination	Call charge, all periods
Bolivia	49p
Bosnia & Herzegovina	29p
Botswana	49p
Brazil	20p
British Virgin Islands	20p
Brunei Darussalam	20p
Brunei Darussalam - Mobile	37p
Bulgaria	20p
Burkina Faso	49p
Burundi	49p
Cambodia	100p
Cameroon	49p
Canada	5.5p
Cape Verde	49p
Cayman Islands	20p
Central African Republic	49p
Chad	49p
Chile	20p
Chile - Audiotext/Premium	175p
Chile - Mobile	49p
China	12.5p
Christmas Island	12.5p
Cocos Island	12.5p
Colombia	20p
Comoros & Mayotte	49p
Congo	49p
Cook Islands	100p
Costa Rica	49p
Côte d'ivoire (Ivory Coast)	49p
Croatia	29p
Cuba	49p
Cyprus	12.5p
Cyprus - Mobile	29p
Czech Republic	8p

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International calls

Destination	Call charge, all periods
Czech Republic – Mobile	20p
Democratic Republic of Congo	49p
Denmark	6.3p
Denmark – Mobile	20p
Diego Garcia	100p
Djibouti	49p
Dominica	20p
Dominican Republic	20p
East Timor	100p
Easter Island	20p
Ecuador	49p
Egypt	29p
El Salvador	49p
Equatorial Guinea	49p
Eritrea	49p
Estonia	20p
Estonia – Mobile	29p
Ethiopia	49p
Falklands	49p
Faroe Islands	20p
Fiji	100p
Finland	6.3p
Finland – Mobile	29p
France	6.3p
France – Mobile	20p
French Guyana	49p
French Polynesia	100p
Gabon	49p
Gambia	49p
Georgia	29p
Germany	4.9p
Germany - Audiotext/Premium	175p
Germany – Mobile	20p
Ghana	49p

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International calls

Destination	Call charge, all periods
Gibraltar	12.5p
Gibraltar - Mobile	29p
Greece	8p
Greece - Mobile	29p
Greenland	49p
Grenada	37p
Guadeloupe	37p
Guam	37p
Guatemala	49p
Guinea	49p
Guinea Bissau	49p
Guyana	49p
Haiti	44p
Haiti - Audiotext/Premium	44p
Honduras	49p
Hong Kong	6.3p
Hong Kong - Audiotext/Premium	130p
Hong Kong - Mobile	12.5p
Hungary	12.5p
Hungary - Mobile	29p
Iceland	12.5p
Iceland - Mobile	29p
India	49p
Indonesia	20p
Iran	44p
Iraq	44p
Irish Republic	4.9p
Irish Republic - Mobile	20p
Israel	8p
Israel - Mobile	29p
Italy	5.5p
Italy - Mobile	29p
Jamaica	37p
Japan	8p

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International calls

Destination	Call charge, all periods
Japan – Mobile	29p
Jordan	44p
Kazakhstan	20p
Kenya	49p
Kiribati	100p
North Korea	100p
South Korea	6.3p
South Korea - Mobile	20p
Kuwait	44p
Kyrgyzstan	29p
Laos	100p
Latvia	10p
Latvia – Mobile	29p
Lebanon	44p
Lesotho	37p
Liberia	49p
Libya	29p
Liechtenstein	6.3p
Liechtenstein - Audiotext/Premium	175p
Liechtenstein - Mobile	20p
Lithuania	20p
Luxembourg	6.3p
Luxembourg - Mobile	20p
Macau	37p
Macedonia	29p
Madagascar	49p
Malawi	49p
Malaysia	8p
Malaysia - Mobile	29p
Maldives	49p
Mali	49p
Malta	12.5p
Malta - Mobile	29p
Marshall Islands	100p

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International calls

Destination	Call charge, all periods
Martinique	37p
Mauritania	49p
Mauritius	49p
Mexico	20p
Micronesia	100p
Moldova	29p
Monaco	8p
Monaco - Mobile	29p
Mongolia	100p
Montenegro	29p
Montserrat	37p
Montserrat - Audiotext/Premium	37p
Morocco	29p
Mozambique	49p
Myanmar	100p
Namibia	49p
Nauru	100p
Nepal	49p
Netherlands	5p
Netherlands - Mobile	20p
Netherlands Antilles	37p
New Caledonia	100p
New Zealand	5.5p
New Zealand - Mobile	20p
New Zealand Chatham Island	6.3p
Nicaragua	49p
Niger	49p
Nigeria	49p
Niue	100p
Norfolk Island	100p
North Mariana Islands	37p
Norway	6.3p
Norway - Mobile	20p
Oman	44p

Sure Business Fixed Line Price List

International calls

Destination	Call charge, all periods
Pakistan	49p
Palau	100p
Palestine	20p
Palestine - Mobile	29p
Panama	49p
Papua New Guinea	100p
Paraguay	49p
Peru	49p
Philippines	29p
Poland	3p
Poland - Mobile	29p
Portugal	3p
Portugal - Mobile	29p
Puerto Rico	20p
Qatar	44p
Reunion Island	49p
Rodriguez Islands	49p
Romania	29p
Russia	12.5p
Rwanda	49p
Samoa US	100p
Samoa Western	100p
San Marino	12.5p
Sao Tome & Principe	49p
Saudi Arabia	37p
Senegal	49p
Serbia	29p
Seychelles	49p
Sierra Leone	49p
Singapore	6.3p
Singapore - Mobile	12.5p
Slovakia	20p
Slovakia - Mobile	29p
Slovenia	20p

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International calls

Destination	Call charge, all periods
Slovenia - Mobile	29p
Solomon Islands	100p
Solomon Islands - Audiotext/Premium	175p
Somalia	49p
South Africa	9.9p
South Africa - Mobile	29p
Spain	5.5p
Spain - Mobile	29p
Sri Lanka	49p
St Helena	49p
St Kitts & Nevis	37p
St Lucia	37p
St Pierre & Miquelon	37p
St Vincent & The Grenadines	37p
Sudan	49p
Surinam	49p
Swaziland	49p
Sweden	6.3p
Sweden - Mobile	20p
Switzerland	5.5p
Switzerland - Mobile	20p
Syria	44p
Taiwan	8p
Taiwan - Mobile	29p
Tajikistan	49p
Tanzania	49p
Thailand	20p
Thailand - Mobile	37p
Togo	49p
Tokelau	100p
Tonga	100p
Trinidad & Tobago	37p
Tunisia	29p
Turkey	29p

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International calls

Destination	Call charge, all periods
Turkey Northern Cyprus	29p
Turkmenistan	49p
Turks & Caicos Islands	37p
Turks & Caicos Islands - Audiotext/Premium	37p
Tuvalu	100p
Uganda	49p
Ukraine	29p
United Arab Emirates	29p
Uruguay	49p
US Virgin Islands	20p
USA	5p
Uzbekistan	44p
Vanuatu	49p
Vatican City	6.3p
Venezuela	49p
Venezuela - Audiotext/Premium	130p
Vietnam	100p
Yemen	44p
Zambia	49p
Zimbabwe	44p

Information services

Call destination	Dial code	Charge
Bailiwick weather forecast	12080	10p per call
Channel Island Shipping forecast	0900 665 0022	42.9p
Guernsey Met Office Info line	0906 713 0111	50p
Various local information services	120xx	10p per call
Speaking clock	123	20p per call
Various customer controlled info services	120xx	10p per call
Reminder Call	*55*time*	10p per call

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Operator services

Call destination	Charge period	Charge
Jersey via the operator	Peak	7p
	Off Peak	4p
United Kingdom via the operator	Peak	19p
	Off Peak	11p
Republic of Ireland via the operator	Peak	39p
	Off Peak	19p
Local reverse charges	All times	20p

All calls are subject to a minimum call charge of 6p per chargeable call.

Peak - 8am to 6pm Monday to Friday. Off Peak - All other times Monday to Friday, and all day Saturday and Sunday.

Service	Fixed Charge Per Call	Plus Per Minute Charge
118113	35.64p	FREE
118118	66.5p	190.8p*
118161	183.5	3.94p
118163	33.3p	3.94p
118200	204.3p	10.21p
118212	38p	1.59p*
118247	150p	170p
118500	120p	209p
118505	264p	366p
118535	48p	FREE
118661	99p	299p*
118695	35.64p	10.21p
118811	50p	FREE
118888	29p	169p*
All other numbers starting with 118	100p	100p

* Minimum charge 60 seconds.

As '118' Directory Enquiry charges can change frequently you may wish to refer to this pricing table before making calls to these UK based directory enquiries services.

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Satellite calls

Destination	Charge
Inmarsat A	450p
Inmarsat A (Iridium)	265p
Inmarsat B	265p
Inmarsat B (Iridium)	265p
Inmarsat M	265p
Inmarsat MOBIL	215p

Isle of Man 01624 692222

Atlantic House, 4-8 Circular Road, Douglas, Isle of Man IM1 1AG

Guernsey 01481 757757

Centenary House, La Vrangue, St Peter Port, Guernsey GY1 2EY

Jersey 01534 888291

The Powerhouse, Queens Road, St Helier, Jersey JE2 3AP

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