

Further Competition Order Form

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CALL-OFF REFERENCE: Acas17182 Teams Telephony

THE BUYER: Acas

BUYER ADDRESS 8th Floor, Windsor Hse, 50 Victoria Street,
Westminster, London SW1H 0TL

THE SUPPLIER: Gamma Telecom Limited

SUPPLIER ADDRESS: Kings House, Kings Road West, Newbury,
England, RG14 5BY

REGISTRATION NUMBER: **04340834**

DUNS NUMBER: **42-353-1354**

SID4GOV ID: **423531354**

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 06/10/2021. It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S):
Lot 3 and Lot 5

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing, we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM3808

3. The following Schedules in equal order of precedence:

- [Joint Schedules](#) for framework reference number RM3808
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
- [Call-Off Schedules](#) for Acas17182
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)]
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)

4. [CCS Core Terms](#) (version 3.0.5)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

None

CALL-OFF START DATE: 18TH October 2021

CALL-OFF EXPIRY DATE: 17th October 2023

CALL-OFF INITIAL PERIOD: 2 years

CALL-OFF OPTIONAL EXTENSION PERIOD: 24 months (on the annual basis 1+1)

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

NA

CALL-OFF DELIVERABLES

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms. Clause 11.2 of the Core Terms shall apply to the liability of the Supplier pursuant to Clause 14 of the Core Terms. The last bullet point of Clause 14.9 of the Core Terms shall not apply to this Call-Off Contract.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£33,000**

CALL-OFF CHARGES

Option B: See details in Call-Off Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4 and 5 in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices.

REIMBURSABLE EXPENSES

Not recoverable

PAYMENT METHOD

BACS

BUYER'S INVOICE ADDRESS:

[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Head of Infrastructure

[REDACTED]

8th Floor, Windsor Hse, 50 Victoria Street, Westminster, London SW1H 0TL

BUYER'S CONTRACT MANAGER

[REDACTED]

Head of Strategic Supplier Management

[REDACTED]

8th Floor, Windsor Hse, 50 Victoria Street, Westminster, London SW1H 0TL

BUYER'S ENVIRONMENTAL POLICY

Not applicable

ADDITIONAL INSURANCES

Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

Not applicable

STAFF TRANSFER

(No Staff Transfer On Start Date)

QUALITY PLAN

Not Applicable

MAINTENANCE OF ICT ENVIRONMENT

The Supplier must provide a Maintenance Schedule to the Buyer for Approval within 10 Working Days

BUSINESS CONTINUITY AND DISASTER RECOVERY

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A, the Supplier's BCDR Plan at Annex 1 will apply

SECURITY REQUIREMENTS

In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) applies

BUYER'S SECURITY POLICY

Not Applicable

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

Not Applicable

CLUSTERING

Not Applicable

SERVICE LEVELS AND SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 Part A (Short Form Service Levels and Service Credits)

The required Service Maintenance Level is Level 4= Monday – Sunday (including Bank Holidays); 00:00-23:59 (24 hours per day, 7 days per week)

The Service Credit Cap is in accordance with Call-Off Schedule 14 (Service Levels) Part B.

The Service Period is one (1) Month

PERFORMANCE MONITORING

Additional performance monitoring required:
Not Applicable

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Head of Public Sector

[REDACTED]

Holland House, 4 Bury St, London, EC3A 5AW

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

Business Development Manager

[REDACTED]

Gamma, Kings House, Kings Rd W, Newbury RG14 5BY

PROGRESS REPORT FREQUENCY

As defined within SOR 6.5 On the first Working Day of each calendar month

PROGRESS MEETING FREQUENCY

As defined within SOR 6.5 - Quarterly on the first Working Day of each quarter

OPERATIONAL BOARD

Not Applicable

KEY STAFF

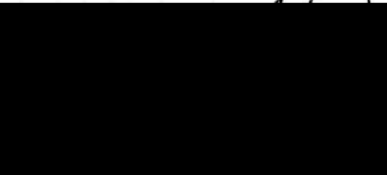
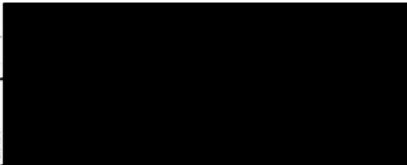
Not Applicable

KEY SUBCONTRACTOR(S)

Not applicable

COMMERCIALLY SENSITIVE INFORMATION

As set out in Joint Schedule 4

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:	COMMERCIAL DIRECTOR	Role:	DDaT Director
Date:	12 OCT 2021	Date:	Oct 14, 2021

Call-Off Schedule 5 (Pricing Details)

TEAMS Telephony Price Schedule (Whole Life Cost) Year 1

Source Reference	
Source Document Title	
Bidder Name	Gamma Telecom Limited

Bidder Guidance

1. The pricing schedule below has split the direct call plan charges between calls and licenses, if your price schedule incorporates all costs as a bundle please put this figure in the Direct call plan charges section and identify other irrelevant sections as N/A.

2. Please note there are 5 spreadsheet tab for you to complete, one for each year of the contract and one for Additional Service Options which is for additional service options should you wish to propose any or similar but is not included in the Total Life cost and will not form part of the Commercial assessment

3. All yellow shaded sections on all tabs must be completed, failure to do so may result in your bid not being fully evaluated.

4. All prices are to remain fixed and firm for the full duration of the contract including optional extensions and exclusive of VAT.

5.. Any generic prices stated within the comment section will be deemed waived.

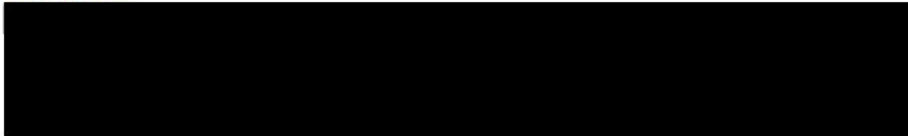
6.. Please note cell J12 on the Total tab will be used for evaluation purposes.

7. Please state within the notes & comments section whether licences if required are to be provided based on a named or concurrent users. Please provide supporting assumptions in the notes and comments section

Title	Description				
Direct Call Plan Charges	Please provide a fully transparent outline of the MS TEAMS direct call plan charges along with discounts and notes on assumptions	Anticipated Number of Monthly Calls	Monthly Charge	Total Annual Cost	Notes and comments
	1 Incoming calls from PSTN and Contact Centre	770			
	2 Outgoing calls From ACAS estate	150			
	3 International calls incoming - outgoing (Europe)	10			
	TOTAL				
Service delivery	Please provide a fully transparent outline of all service delivery charges along with any notes on assumptions.	Number of			
	1 Core Telephony Service Account management	11			
	2 Core Telephony Service Support	11			
	TOTAL				
Licences	Please provide a fully transparent outline of any licences charges along with discounts and notes on assumptions	1100 ACAS			
	1 Direct Routing as a service per user, inc DDI and Free calls allowance	11			
	2				
Implementation	Please provide a fully transparent outline of all implementation costs along with any notes on assumptions				
	1 Core Telephony service design				
	2 Core Telephony setup (SBC - SIP Trunks etc..)				
	3 Contact Centre integration solution				
	4 Migration of Skype DDIs to TEAMS service (1500 DDIs)				
	5 Transision of knowledge to ACAS teams				
	6 Project Management				
	TOTAL				
	TOTAL Year 1 Cost				

Please see attached with Gamma's response 'RM3808 Direct Routing Tariff' for out of bundle costs.

Information



RM3808 Terms & Conditions

Clause 11.2 shall apply to the liability of the Supplier pursuant to Clause 14 of the Core Terms. The last bullet point of Clause 14.9 of the Core Terms shall not apply to this Call-Off Contract.

TEAMS Telephony Price Schedule (Whole Life Cost) Year 2	
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97	97
98	98
99	99
100	100

Source Reference	
Source Document Title	
Bidder Name	Gamma Telecom Limited

Bidder Guidance

1. The pricing schedule below has split direct call plan charges between calls and licenses, if your price schedule incorporates all costs as a bundle please put this figure in the call plan charges section and identify other sections as N/A.
2. Please note there are 5 spreadsheet tabs for you to complete, one for each year of the contract and one for Additional Service Options which is for additional service options should you wish to propose any or similar but is not included in the Total Life cost and will not form part of the Commercial assessment
3. All yellow shaded sections on all tabs must be completed, failure to do so may result in your bid not being fully evaluated.
4. All prices are to remain fixed and firm for the full duration of the contract including optional extensions and exclusive of VAT.
5. Any generic prices stated within the comment section will be deemed waived.
6. Please note cell J12 on the Total tab will be used for evaluation purposes.
7. Please state within the notes & comments section whether licences if required are to be provided

Title	Description				
Direct Call plan Charges	Please provide a fully transparent outline of call charges along with discounts and notes on assumptions	Anticipated Number of Monthly Calls	List Monthly Charge	Total Annual Cost	Notes and comments
	1 Incoming calls from PSTN and Contact Centre	77000			
	2 Outgoing calls From ACAS estate	15000			
	3 International Calls - Incoming and Outgoing (Europe)	100			
	TOTAL				
Service delivery	Please provide a fully transparent outline of all service delivery charges along with any notes on assumptions	Number of ACAS S			
	1 Core Telephony Service Account management	1100			
	2 Core Telephony Service Support	1100			
	TOTAL				
Licences	Please provide a fully transparent outline of any licences charges along with discounts and notes on assumptions	1100 ACAS Staff			
	1 Direct Routing as a service per user, inc DDI and Free calls allowance	1100			
	2				
	TOTAL				
	TOTAL Year 2 Cost				

Please see attached with Gamma's response 'RM3808 Direct Routing Tariff' for out of bundle costs.

Information

TEAMS Telephony Price Schedule (Whole Life Cost) Optional Year 3

Source Reference	
Source Document Title	
Bidder Name	Gamma Telecom Limited

Bidder Guidance

1. The pricing schedule below has split direct call plan charges between calls and licenses, if your price schedule incorporates all costs as a bundle please put this figure in the Direct call plan charges section and identify other irrelevant sections as N/A.

2. Please note there are 5 spreadsheet tab for you to complete, one for each year of the contract and one for Additional Service Options which is for additional service options should you wish to propose any or similar but is not included in the Total Life cost and will not form part of the Commercial assessment

3. All yellow shaded sections on all tabs must be completed, failure to do so may result in your bid not being fully evaluated.

4. All prices are to remain fixed and firm for the full duration of the contract including optional extensions and exclusive of VAT.

5. Any generic prices stated within the comment section will be deemed waived.

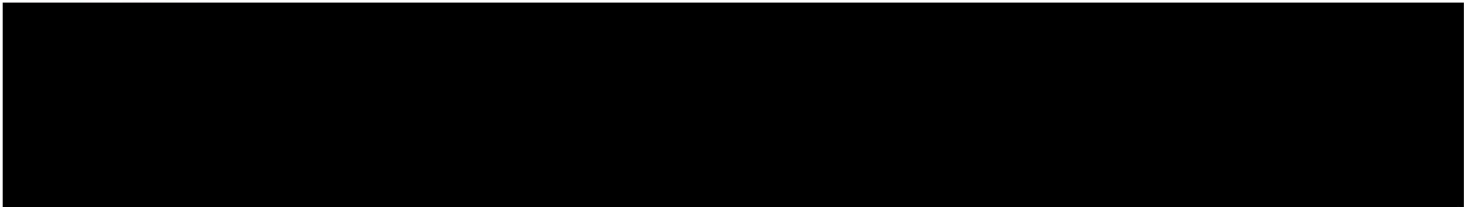
6. Please note cell J12 on the Total tab will be used for evaluation purposes.

7. Please state within the notes & comments section whether licences if required are to be provided based on a named or concurrent users. Please provide supporting assumptions in the notes and comments section

Title	Description				
Direct Call plan Charges	Please provide a fully transparent outline of call charges along with discounts and notes on assumptions	Anticipated Number of Monthly Calls	List Monthly Charge	Total Annual Cost	Notes and comments
	1 Incoming calls from PSTN and Contact Centre	77000			
	2 Outgoing calls From ACAS estate	15000			
	3 International Calls - Incoming and Outgoing (Europe)	100			
	TOTAL				
Service delivery	Please provide a fully transparent outline of all service delivery charges along with any notes on assumptions	Number of ACAS Staff	List		
	1 Core Telephony Service Account management	1100			
	2 Core Telephony Service Support	1100			
	TOTAL				
Licences	Please provide a fully transparent outline of any licences charges along with discounts and notes on assumptions	1100 ACAS Staff	List		
	1 Direct Routing as a service per user, inc DDI and Free calls allowance	1100	£		
	2				
	TOTAL				
	TOTAL Year 3 cost				

Please see attached with Gamma's response 'RM3808 Direct Routing Tariff' for out of bundle costs.

Information



TEAMS Telephony Price Schedule (Whole Life Cost) Optional Year 4	
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Source Reference	
Source Document Title	
Bidder Name	Gamma Telecom Limited

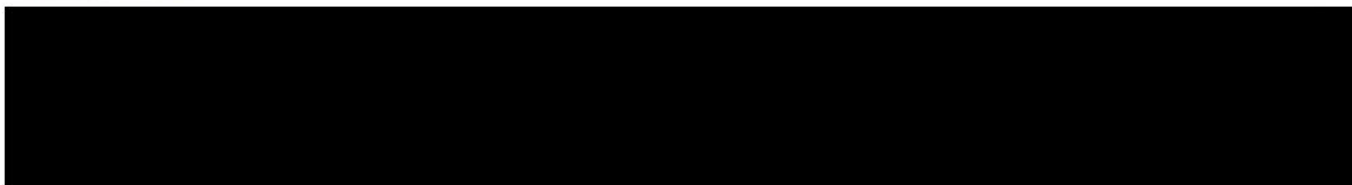
Bidder Guidance	
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1. The pricing schedule below has split direct call plan charges between calls and licenses, if your price schedule incorporates all costs as a bundle please put this figure in the Direct call plan charges section and identify other irrelevant sections as N/A.
2. Please note there are 5 spreadsheet tabs for you to complete, one for each year of the contract and one for Additional Service Options which is for additional service options should you wish to propose any or similar but is not included in the Total Life cost and will not form part of the Commercial assessment
3. All yellow shaded sections on all tabs must be completed, failure to do so may result in your bid not being fully evaluated.
4. All prices are to remain fixed and firm for the full duration of the contract including optional extensions and exclusive of VAT.
5. Any generic prices stated within the comment section will be deemed waived.
6. Please note cell J12 on the Total tab will be used for evaluation purposes.
7. Please state within the notes & comments section whether licences if required are to be provided based on a named or concurrent users. Please provide supporting assumptions in the notes and comments section

Title	Description				
Direct Call plan Charges	Please provide a fully transparent outline of call charges along with discounts and notes on assumptions	Anticipated Number of Monthly Calls	List Monthly Charge	Total Annual Cost	Notes and comments
1	Incoming calls from PSTN and Contact Centre	77000			
2	Outgoing calls From ACAS estate	15000			
3	International Calls - Incoming and Outgoing (Europe)	100			
	TOTAL				
Service delivery	Please provide a fully transparent outline of all service delivery charges along with any notes on assumptions	Number of ACAS St			
1	Core Telephony Service Account management	1100			
2	Core Telephony Service Support	1100			
	TOTAL				
Licences	Please provide a fully transparent outline of any licences charges along with discounts and notes on assumptions	1100 ACAS Staff			
1	Direct Routing as a service per user, inc DDI and Free calls allowance	1100			
2					
	TOTAL				
	TOTAL Year 4 Cost				

Please see attached with Gamma's response 'RM3808 Direct Routing Tariff' for out of bundle costs.

Information



ACAS TEAMS Telephony Price Schedule (Whole Life Cost) Additional Service options

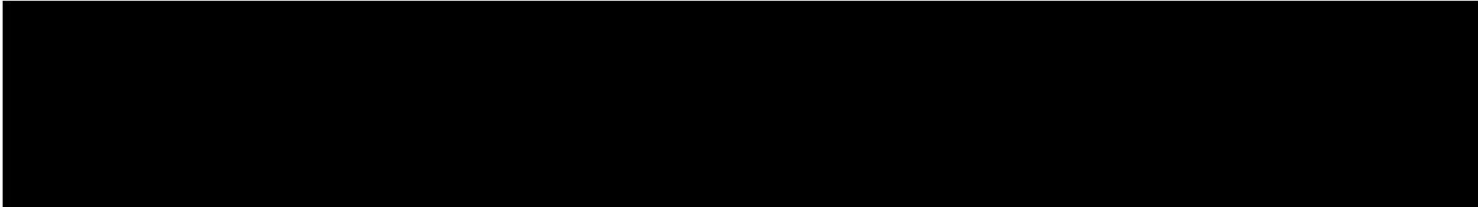
Source Reference	
Source Document Title	
Bidder Name	Gamma Telecom Limited

1. This section is for suppliers to give details of additional service options, their related costs and any additional costs that may be incurred to the standard service delivery.
2. ACAS is aware that suppliers can provide additional features and service options to the TEAMS platform and are asking suppliers to provide this information and best endeavours to associated costs in the customer services platform section below.
3. With regard to these optional services could suppliers please identify between setup costs and ongoing monthly and annual charges. These can be explained in the Notes and comments sections.
4. Please state within the notes & comments section whether licences if required are to be provided based on a named or concurrent users.
5. ACAS would be grateful if suppliers could provide their standard rate card charges in the SFIA section below.
6. Information from the Additional Service Options Tab is not included in the Total Life cost and will not form part of the commercial assessment.

Title	Description			
Supplier Platform Customer Service Options	Suppliers need to note their service bundle options below if applicable or present the standard service with details in the notes and comments section.	Please indicate how costing is based (Per user - per service etc.)	Monthly Cost	Notes and comments
	Bundle 1: e.g. Call performance monitoring and reporting			
	Bundle 2 e.g. Call functionality (not provided by TEAMS)			
	Bundle 3: e.g. Failover, DR and resiliency to TEAMS service			
	Bundle 4: e.g. All of the above			
SFIA Rate Card	Job Role			
	Prince 2 project manager			
	Solutions consultant for Inbound routing design			

Please see attached with Gamma's response 'RM3808 Direct Routing Tariff' for out of bundle costs.

Information



TEAMS Telephony Price Schedule (Whole Life Cost) Totals

Source Reference	
Source Document Title	
Bidder Name	Gamma Telecom Limited

Bidder Guidance

1. Cell J12 of this tab shall be used for evaluation purposes, other tabs shall directly feed into this one using formulae to ensure the values correlate.

2. ACAS have based this price scheulde on anticipated number of incoming and outgoing calls and possible required licence and service managememt costs, there is no commitment to any mimimum or maximum number of calls or licneces.

3. All prices are to remain fixed and firm for the full duration of the contract including optional extensions and exclusive of VAT.

4. Any generic prices stated within the comment sections will be deemed waived."

5. Information from the Additional Service Options Tab is not included in the Total Life cost and will not form part of the commercial assessment.

Objective	Description				
	Year 1	Year 2	Opt Year 3	Opt year 4	Total life Cost
Yearly Validation					£132,000.00

Please see attached with Gamma's response 'RM3808 Direct Routing Tariff' for out of bundle costs.

Information



RM3808 Direct Routing Tariff

SIP UK Inc IP Call Rates

UK and UK Mobile	Pence per Minute
Local	
National	
UK Mobile O2	
UK Mobile T Mobil	
UK Mobile Orange	
UK Mobile Vodafone	
UK Mobile Hutchison 3G	
UK Mobile Own Mobile (Gamma)	
UK Mobile Other	

SIP UK IP Call Rates (Out of Bundle)

UK and UK Mobile	Pence per Minute
Local	
National	
UK Mobile O2	
UK Mobile T Mobile	
UK Mobile Orange	
UK Mobile Vodafone	
UK Mobile Hutchison 3G	
UK Mobile Own Mobile (Gamma)	
UK Mobile Other	

International IP Call Rates

Continent	Country	Pence per Minute
Asia	Afghanistan	
Asia	Afghanistan Mobile	
Europe	Albania	
Europe	Albania Mobile	
Africa	Algeria	
Africa	Algeria Mobile	
Africa	Algeria Mobile Other	
Oceania	American Samoa	
Europe	Andorra	
Europe	Andorra Mobile	
Africa	Angola	
Africa	Angola Mobile	
North America	Anguilla	
North America	Anguilla Mobile	
Antartica	Antarctic	
North America	Antigua & Barbuda	
North America	Antigua & Barbuda Mobile	
South America	Argentina	
South America	Argentina Major Cities	
South America	Argentina Mobile	
Europe	Armenia	
Europe	Armenia Mobile	
South America	Aruba	
South America	Aruba Mobile	
Africa	Ascension Island	
Oceania	Australia	
Oceania	Australia Mobile	
Oceania	Australia Special Services	

Oceania	Australia Satellite	
Europe	Austria	
Europe	Austria Mobile	
Europe	Austria Mobile Other	
Europe	Austria Premium	
Europe	Azerbaijan	
Europe	Azerbaijan Mobile	
North America	Bahamas	
North America	Bahamas Mobile	
Asia	Bahrain	
Asia	Bahrain Mobile	
Asia	Bangladesh	
Asia	Bangladesh Mobile	
North America	Barbados	
North America	Barbados Mobile	
Europe	Belarus	
Europe	Belarus Mobile	
Europe	Belarus Other	
Europe	Belgium	
Europe	Belgium Mobile	
Europe	Belgium Mobistar Mobile	
Europe	Belgium Proximus Mobile	
Europe	Belgium Special Service	
Europe	Belgium Premium	
North America	Belize	
North America	Belize Mobile	
Africa	Benin	
Africa	Benin Mobile	
North America	Bermuda	
Asia	Bhutan	
South America	Bolivia	

South America	Bolivia Mobile	
Europe	Bosnia Herzegovina	
Europe	Bosnia Herzegovina Mobile	
Africa	Botswana	
Africa	Botswana Mobile	
South America	Brazil	
South America	Brazil Mobile	
North America	British Virgin Islands	
Asia	Brunei	
Asia	Brunei Mobile	
Europe	Bulgaria	
Europe	Bulgaria Mobile	
Europe	Bulgaria Mobile Other	
Europe	Bulgaria Special Services	
Africa	Burkina Faso	
Africa	Burkina Faso Mobile	
Africa	Burundi	
Asia	Cambodia	
Asia	Cambodia Mobile	
Africa	Cameroon	
Africa	Cameroon Mobile	
Africa	Cameroon Special Services	
North America	Canada	
North America	Canada Other	
Africa	Cape Verde Islands	
Africa	Cape Verde Mobile	
North America	Cayman Islands	
North America	Cayman Islands Mobile	

Africa	Central African Republic
Africa	Central African Republic Special Services
Africa	Chad
Africa	Chad Mobile
South America	Chile
South America	Chile Mobile
South America	Chile Rural
South America	Chile Santiago
Asia	China
Asia	China Mobile
South America	Colombia
South America	Colombia Mobile
South America	Colombia Bogota
South America	Colombia Cali
South America	Colombia Medellin
Africa	Comoros
Africa	Congo
Africa	Congo Democratic Republic
Africa	Congo Democratic Republic (Premium)
Africa	Congo Democratic Republic Mobile
Africa	Congo Democratic Republic Mobile Other
Africa	Congo Mobile
Africa	Congo Mobile Other
Oceania	Cook Islands
North America	Costa Rica
North America	Costa Rica Mobile

Europe	Croatia
Europe	Croatia Mobile
Europe	Croatia Special Services

North America	Cuba
Europe	Cyprus
Europe	Cyprus Mobile
Europe	Cyprus Mobile One
Europe	Czech Republic
Europe	Czech Republic Mobile
Europe	Czech Republic Mobile Other
Europe	Czech Republic Special Services
Europe	Denmark
Europe	Denmark Mobile
Europe	Denmark Mobile Other
Africa	Diego Garcia
Africa	Djibouti
Africa	Djibouti Mobile
North America	Dominica
North America	Dominica Mobile
North America	Dominican Republic
North America	Dominican Republic Mobile
Asia	East Timor
South America	Ecuador
South America	Ecuador Mobile
Africa	Egypt
Africa	Egypt Mobile
North America	El Salvador
North America	El Salvador Mobile

Satellite	Emsat Satellite System
Africa	Equatorial Guinea
Africa	Eritrea
Europe	Estonia
Europe	Estonia (PERSONAL NUMBER)
Europe	Estonia Mobile
Europe	Estonia Mobile Other
Africa	Ethiopia
Africa	Ethiopia Mobile
South America	Falkland Islands
Europe	Faroe Islands
Europe	Faroe Islands Mobile
Oceania	Fiji
Oceania	Fiji Mobile
Europe	Finland
Europe	Finland (PREMIUM)
Europe	Finland Mobile
Europe	France
Europe	France Mobile
Europe	France Mobile One
Europe	France Mobile Other
Europe	France Special Services
South America	French Guyana
South America	French Guyana Mobile
Oceania	French Polynesia
Africa	Gabon
Africa	Gabon Mobile
Africa	Gambia
Africa	Gambia Mobile

Africa	Gambia Mobile Other
Europe	Georgia
Europe	Georgia Mobile
Europe	Germany
Europe	Germany Mobile
Europe	Germany Mobile Other
Europe	Germany Personal Numbers
Africa	Ghana
Africa	Ghana Mobile
Europe	Gibraltar
Europe	Gibraltar Mobile
Europe	Greece
Europe	Greece Mobile
Europe	Greece Mobile Other
North America	Greenland
North America	Grenada
North America	Grenada Mobile
North America	Guadeloupe
North America	Guadeloupe Mobile
Oceania	Guam
North America	Guatemala
North America	Guatemala Mobile
Africa	Guinea
Africa	Guinea Bissau
Africa	Guinea Bissau Mobile
Africa	Guinea Mobile
South America	Guyana
South America	Guyana Mobile
North America	Haiti
North America	Haiti Mobile

North America	Honduras
North America	Honduras Mobile
Asia	Hong Kong
Asia	Hong Kong Mobile
Europe	Hungary
Europe	Hungary Mobile
Europe	Iceland
Europe	Iceland Mobile
Asia	India
Asia	India Mobile
Asia	Indonesia
Asia	Indonesia Mobile
Satellite	Inmarsat aero
Satellite	Inmarsat b
Satellite	Inmarsat hsd
Satellite	Inmarsat m
Satellite	Inmarsat m4
Asia	Iran
Asia	Iran Mobile
Asia	Iraq
Asia	Iraq Baghdad
Asia	Iraq Mobile
Europe	Ireland
Europe	Ireland Mobile
Europe	Ireland Mobile One
Europe	Ireland Mobile Other
Europe	Ireland Personal Numbering
Europe	Ireland Premium
Satellite	Iridium Satellite System
Asia	Israel
Asia	Israel Mobile
Asia	Israel Palestine

Europe	Italy
Europe	Italy Hutchison 3G Mobile
Europe	Italy Mobile
Europe	Italy Tim Mobile
Europe	Italy Vodafone Mobile
Africa	Ivory Coast
Africa	Ivory Coast Mobile
Africa	Ivory Coast Mobile Other
Africa	Ivory Coast Other
North America	Jamaica
North America	Jamaica Mobile
Asia	Japan
Asia	Japan Mobile
Africa	Jordan
Africa	Jordan Mobile
Asia	Kazakhstan
Asia	Kazakhstan Mobile
Asia	Kazakhstan Other
Africa	Kenya
Africa	Kenya Mobile
Africa	Kenya Mobile Other
Oceania	Kiribati
Europe	Kosovo
Asia	Kuwait
Asia	Kuwait Mobile
Asia	Kyrgyzstan
Asia	Kyrgyzstan Mobile
Asia	Laos
Europe	Latvia
Europe	Latvia Mobile

Europe	Latvia Mobile One
Europe	Latvia Mobile Other
Europe	Latvia Riga
Asia	Lebanon
Asia	Lebanon Mobile
Africa	Lesotho
Africa	Lesotho Mobile
Africa	Liberia
Africa	Liberia Mobile
Africa	Libya
Africa	Libya Mobile
Europe	Liechtenstein
Europe	Liechtenstein Mobile
Europe	Lithuania
Europe	Lithuania (PERSONAL NUMBERS)
Europe	Lithuania Mobile
Europe	Lithuania Mobile Other
Europe	Luxembourg
Europe	Luxembourg Mobile
Europe	Luxembourg Other
Asia	Macau
Europe	Macedonia
Europe	Macedonia Mobile
Africa	Madagascar
Africa	Madagascar Mobile
Africa	Malawi
Africa	Malawi Mobile
Asia	Malaysia
Asia	Malaysia Mobile

Asia	Maldives
Asia	Maldives Mobile
Africa	Mali
Africa	Mali Mobile
Europe	Malta
Europe	Malta Mobile
Oceania	Marshall Islands
North America	Martinique
North America	Martinique Mobile
Africa	Mauritania
Africa	Mauritania Mobile
Africa	Mauritius
Africa	Mauritius Mobile
Africa	Mayotte
Africa	Mayotte Mobile
North America	Mexico
North America	Mexico Mobile
Oceania	Micronesia
Europe	Moldova
Europe	Moldova Mobile
Europe	Monaco
Europe	Monaco Mobile
Asia	Mongolia
Asia	Mongolia Mobile
Europe	Montenegro
Europe	Montenegro Mobile
North America	Montserrat
Africa	Morocco
Africa	Morocco Mobile
Africa	Morocco Mobile Other
Africa	Mozambique
Africa	Mozambique Mobile



Asia	Myanmar
Asia	Myanmar Mobile
Africa	Namibia
Africa	Namibia Mobile
Oceania	Nauru
Asia	Nepal
Asia	Nepal Mobile
Europe	Netherlands
Europe	Netherlands Antilles
Europe	Netherlands Antilles Mobile
Europe	Netherlands Mobile
Oceania	New Caledonia
Oceania	New Zealand
Oceania	New Zealand Mobile
North America	Nicaragua
North America	Nicaragua Mobile
Africa	Niger
Africa	Niger Mobile
Africa	Niger Premium Services
Africa	Nigeria
Africa	Nigeria Mobile
Africa	Nigeria Mobile Other
Africa	Nigeria Special Services
Oceania	Niue
Asia	North Korea
Oceania	Northern Marianas
Europe	Norway
Europe	Norway Mobile
Europe	Norway Mobile Other
Asia	Oman

Asia	Oman Mobile
Asia	Pakistan
Asia	Pakistan Mobile
Oceania	Palau
Asia	Palestine
Asia	Palestine Mobile
North America	Panama
North America	Panama Mobile
Oceania	Papua New Guinea
Oceania	Papua New Guinea Mobile
South America	Paraguay
South America	Paraguay Mobile
South America	Peru
South America	Peru Mobile
South America	Peru Rural
Asia	Philippines
Asia	Philippines Mobile
Europe	Poland
Europe	Poland Mobile
Europe	Poland Mobile Centernet
Europe	Poland Mobile Other
Europe	Portugal
Europe	Portugal Mobile
North America	Puerto Rico
Asia	Qatar
Asia	Qatar Mobile
Africa	Reunion
Africa	Reunion Mobile
Europe	Romania
Europe	Romania Mobile
Europe	Romania Other
Europe	Russia

Europe	Russia Major Cities
Europe	Russia Mobile
Europe	Russia Mobile One
Europe	Russia Mobile Other
Africa	Rwanda
Africa	Rwanda Mobile
Europe	San Marino
Europe	San Marino Mobile
Africa	Sao Tome & Principe
Satellite	Satellite
Satellite	Satellite Other
Asia	Saudi Arabia
Asia	Saudi Arabia Mobile
Asia	Saudi Arabia Mobile Other
Africa	Senegal
Africa	Senegal Mobile
Europe	Serbia
Europe	Serbia Mobile
Africa	Seychelles
Africa	Seychelles Special Services
Africa	Sierra Leone
Africa	Sierra Leone Mobile
Asia	Singapore
Asia	Singapore Mobile
Europe	Slovakia
Europe	Slovakia Mobile
Europe	Slovenia
Europe	Slovenia Mobile
Europe	Slovenia Mobile Other

Oceania	Solomon Islands
Africa	Somalia
Africa	Somalia Mobile
Africa	South Africa
Africa	South Africa Mobile
Africa	South Africa Mobile One
Africa	South Africa Mobile Other
Africa	South Africa Special Services
Asia	South Korea
Asia	South Korea Mobile
Asia	South Korea Seoul
Africa	South Sudan
Europe	Spain
Europe	Spain Mobile
Europe	Spain Mobile One
Europe	Spain Special Services
Asia	Sri Lanka
Asia	Sri Lanka Mobile
Africa	St. Helena
North America	St. Kitts & Nevis
North America	St. Kitts & Nevis Mobile
North America	St. Lucia
North America	St. Lucia Mobile
North America	St. Martin
North America	St. Pierre & Miquelon
North America	St. Pierre & Miquelon Mobile
North America	St. Vincent & Grenadines

North America	St. Vincent & Grenadines Mobile
Africa	Sudan
Africa	Sudan Mobile
South America	Suriname
South America	Suriname Mobile
Africa	Swaziland
Africa	Swaziland Mobile
Europe	Sweden
Europe	Sweden Mobile
Europe	Switzerland
Europe	Switzerland Mobile
Europe	Switzerland Mobile One
Europe	Switzerland Mobile Other
Europe	Switzerland Other
Europe	Switzerland Premium
Asia	Syria
Asia	Syria Mobile
Asia	Taiwan
Asia	Taiwan Mobile
Asia	Tajikistan
Asia	Tajikistan Mobile
Africa	Tanzania
Africa	Tanzania Mobile
Asia	Thailand
Asia	Thailand Mobile
Africa	Togo
Oceania	Tokelau
Oceania	Tonga
North America	Trinidad & Tobago
North America	Trinidad & Tobago Mobile

Africa	Tunisia
Africa	Tunisia Mobile
Asia	Turkey
Asia	Turkey Mobile
Asia	Turkey Mobile Other
Asia	Turkmenistan
North America	Turks & Caicos Island Mobile
North America	Turks & Caicos Islands
Oceania	Tuvalu
Africa	Uganda
Africa	Uganda Mobile
Universal	UIFS Universal International Freephone
Europe	Ukraine
Europe	Ukraine Mobile
Asia	United Arab Emirates
Asia	United Arab Emirates Mobile
South America	Uruguay
South America	Uruguay Mobile
North America	US Virgin Islands
North America	USA
North America	USA Alaska
North America	USA Hawaii
Asia	Uzbekistan
Asia	Uzbekistan Mobile
Oceania	Vanuatu
South America	Venezuela
South America	Venezuela Mobile
Asia	Vietnam
Asia	Vietnam Mobile
Oceania	Wallis & Futuna

Oceania	Western Samoa	
Asia	Yemen	
Asia	Yemen Mobile	
Africa	Zambia	
Africa	Zambia Mobile	
Africa	Zimbabwe	
Africa	Zimbabwe Mobile	

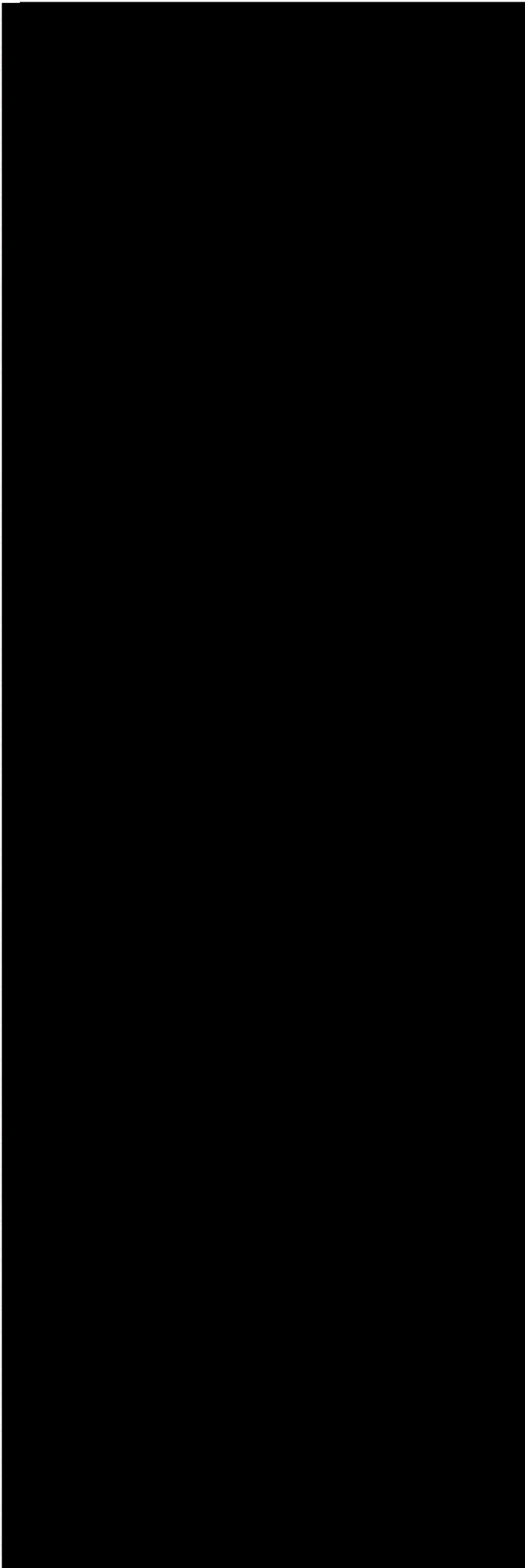
UK NGN Call Rates

Country Code	City Code	Description	Access Charge PPM	Service Charge Peak	Service Charge Off Peak	Service Charge Weekend	Service Charge Per Call	Service Charge Min Charge	PPM effective on second ¹
UKN	C Rate	UK Messaging Services C	n/a						
UKN	D Rate	UK Personal Numbering D	n/a						
UKN	E Rate	UK Personal Numbering E	n/a						
UKN	Emergency	UK Emergency Services	n/a						
UKN	F Rate	UK Personal Numbering F	n/a						
UKN	F10 Rate	UK Fixed Fee 0	n/a						
UKN	F11 Rate	UK Fixed Fee 1	n/a						
UKN	F10 Rate	UK Fixed Fee 10	n/a						
UKN	F12 Rate	UK Fixed Fee 2	n/a						
UKN	F13 Rate	UK Fixed Fee 3	n/a						
UKN	F31 Rate	UK Fixed Fee 31	n/a						
UKN	F16 Rate	UK Fixed Fee 6	n/a						
UKN	F18 Rate	UK Fixed Fee 8	n/a						
UKN	F19 Rate	UK Fixed Fee 9	n/a						
UKN	G21 Rate	UK Special Services g21	n/a						

UKN	G6 Rate	UK Premium Rate g6	n/a
UKN	J Rate	UK Personal Numbering j	n/a
UKN	K Rate	UK Personal Numbering k	n/a
UKN	M Rate	UK Premium Rate M	n/a
UKN	N Rate	UK Information Services	n/a
UKN	P0 Rate	UK Premium Rate P0	n/a
UKN	Pagers & Voice Messaging	UK Pagers & Voice Messaging	n/a
UKN	Pn1 Rate	UK Personal Numbering pn1	n/a
UKN	Pn10 Rate	UK Personal Numbering pn10	n/a
UKN	Pn11 Rate	UK Personal Numbering pn11	n/a

UKN	Pn12 Rate	UK Personal Numbering pn12	n/a
UKN	Pn13 Rate	UK Personal Numbering pn13	n/a
UKN	Pn14 Rate	UK Personal Numbering pn14	n/a
UKN	Pn15 Rate	UK Personal Numbering pn15	n/a
UKN	Pn16 Rate	UK Personal Numbering pn16	n/a
UKN	Pn17 Rate	UK Personal Numbering pn17	n/a
UKN	Pn18 Rate	UK Personal Numbering pn18	n/a
UKN	Pn19 Rate	UK Personal Numbering pn19	n/a
UKN	Pn2 Rate	UK Personal Numbering pn2	n/a
UKN	Pn20 Rate	UK Personal Numbering pn20	n/a
UKN	Pn21 Rate	UK Personal Numbering pn21	n/a
UKN	Pn22 Rate	UK Personal Numbering pn22	n/a
UKN	Pn3 Rate	UK Personal Numbering pn3	n/a
UKN	Pn4 Rate	UK Personal Numbering pn4	n/a
UKN	Pn5 Rate	UK Personal Numbering pn5	n/a
UKN	Pn6 Rate	UK Personal Numbering pn6	n/a
UKN	Pn7 Rate	UK Personal Numbering pn7	n/a
UKN	Pn8 Rate	UK Personal Numbering pn8	n/a
UKN	Pn9 Rate	UK Personal Numbering pn9	n/a
UKN	Timeline	UK Timeline	n/a
UKN	UK International Operator	UK International Operator	n/a
UKN	UK National Operator	UK National Operator	n/a
UKN	WiFi Services (fw1)	UK Wi Fi Services 1	n/a
UKN	WiFi Services (fw10)	UK Wi Fi Services 10	n/a
UKN	WiFi Services (fw12)	UK Wi Fi Services 12	n/a
UKN	WiFi Services (fw2)	UK Wi Fi Services 2	n/a
UKN	WiFi Services (fw3)	UK Wi Fi Services 3	n/a
UKN	WiFi Services (fw4)	UK Wi Fi Services 4	n/a
UKN	WiFi Services (fw5)	UK Wi Fi Services 5	n/a
UKN	WiFi Services (fw6)	UK Wi Fi Services 6	n/a
UKN	WiFi Services (fw7)	UK Wi Fi Services 7	n/a

UKN	WiFi Services (fw8)	UK FW8 Rate - Voice & Data
UKN	WiFi Services (fw9)	UK Wi Fi Services 9
UKN	UKNSC001	UK NGCS SC001
UKN	UKNSC002	UK NGCS SC002
UKN	UKNSC003	UK NGCS SC003
UKN	UKNSC004	UK NGCS SC004
UKN	UKNSC005	UK NGCS SC005
UKN	UKNSC006	UK NGCS SC006
UKN	UKNSC007	UK NGCS SC007
UKN	UKNSC008	UK NGCS SC008
UKN	UKNSC009	UK NGCS SC009
UKN	UKNSC010	UK NGCS SC010
UKN	UKNSC011	UK NGCS SC011
UKN	UKNSC012	UK NGCS SC012
UKN	UKNSC013	UK NGCS SC013
UKN	UKNSC014	UK NGCS SC014
UKN	UKNSC015	UK NGCS SC015
UKN	UKNSC016	UK NGCS SC016
UKN	UKNSC017	UK NGCS SC017
UKN	UKNSC018	UK NGCS SC018
UKN	UKNSC019	UK NGCS SC019
UKN	UKNSC020	UK NGCS SC020
UKN	UKNSC021	UK NGCS SC021
UKN	UKNSC022	UK NGCS SC022
UKN	UKNSC023	UK NGCS SC023
UKN	UKNSC024	UK NGCS SC024
UKN	UKNSC025	UK NGCS SC025
UKN	UKNSC026	UK NGCS SC026
UKN	UKNSC027	UK NGCS SC027
UKN	UKNSC028	UK NGCS SC028
UKN	UKNSC029	UK NGCS SC029
UKN	UKNSC030	UK NGCS SC030
UKN	UKNSC031	UK NGCS SC031
UKN	UKNSC032	UK NGCS SC032
UKN	UKNSC033	UK NGCS SC033
UKN	UKNSC034	UK NGCS SC034
UKN	UKNSC035	UK NGCS SC035
UKN	UKNSC036	UK NGCS SC036
UKN	UKNSC037	UK NGCS SC037
UKN	UKNSC038	UK NGCS SC038
UKN	UKNSC039	UK NGCS SC039
UKN	UKNSC040	UK NGCS SC040
UKN	UKNSC041	UK NGCS SC041
UKN	UKNSC042	UK NGCS SC042
UKN	UKNSC043	UK NGCS SC043
UKN	UKNSC044	UK NGCS SC044
UKN	UKNSC045	UK NGCS SC045
UKN	UKNSC046	UK NGCS SC046
UKN	UKNSC047	UK NGCS SC047
UKN	UKNSC048	UK NGCS SC048
UKN	UKNSC049	UK NGCS SC049
UKN	UKNSC050	UK NGCS SC050
UKN	UKNSC051	UK NGCS SC051
UKN	UKNSC052	UK NGCS SC052



UKN	UKNSC053	UK NGCS SC053
UKN	UKNSC054	UK NGCS SC054
UKN	UKNSC055	UK NGCS SC055
UKN	UKNSC056	UK NGCS SC056
UKN	UKNSC057	UK NGCS SC057
UKN	UKNSC058	UK NGCS SC058
UKN	UKNSC059	UK NGCS SC059
UKN	UKNSC060	UK NGCS SC060
UKN	UKNSC061	UK NGCS SC061
UKN	UKNSC062	UK NGCS SC062
UKN	UKNSC063	UK NGCS SC063
UKN	UKNSC064	UK NGCS SC064
UKN	UKNSC065	UK NGCS SC065
UKN	UKNSC066	UK NGCS SC066
UKN	UKNSC067	UK NGCS SC067
UKN	UKNSC068	UK NGCS SC068
UKN	UKNSC069	UK NGCS SC069
UKN	UKNSC070	UK NGCS SC070
UKN	UKNSC071	UK NGCS SC071
UKN	UKNSC072	UK NGCS SC072
UKN	UKNSC073	UK NGCS SC073
UKN	UKNSC074	UK NGCS SC074
UKN	UKNSC075	UK NGCS SC075
UKN	UKNSC076	UK NGCS SC076
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UKN	UKNSC078	UK NGCS SC078
UKN	UKNSC079	UK NGCS SC079
UKN	UKNSC081	UK NGCS SC081
UKN	UKNSC082	UK NGCS SC082
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UKN	UKNSC087	UK NGCS SC087
UKN	UKNSC088	UK NGCS SC088
UKN	UKNSC092	UK NGCS SC092
UKN	UKNSC093	UK NGCS SC093
UKN	UKNSC094	UK NGCS SC094
UKN	UKNSC095	UK NGCS SC095
UKN	UKNSC096	UK NGCS SC096
UKN	UKNSC097	UK NGCS SC097
UKN	UKNSC098	UK NGCS SC098
UKN	UKNSC099	UK NGCS SC099
UKN	UKNSC100	UK NGCS SC100

All rates apply to peak, off peak and weekend unless otherwise specified.

All rates exclude VAT.

For all UKNGCS call types, the cost of calls to numbers in these charge bands will be the Access Charge plus the Service Charge.

The above rates apply to all CPS and IP call tariffs.

* If the call types has both a PPM and a PPC rate, then where the duration is 1 second the PPM rate will apply from the start of the call in addition to the PPC rate.

Where the duration is 61 seconds the PPM rate will apply after the first 60 seconds in addition to the PPC rate.

Call costs will be rounded to 2 decimal places.

The above access charge is applicable when calling from a landline, a different access charge applies if calling from a mobile.

Call-Off Schedule 5 (Pricing Details)

Call-Off Ref:

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