



Directory Enquiries Call Charges

Please note that with the exception of 118 288, all of the following rates will be barred if premium rate call barring is activated on a customer's line.

Some of the charge bands indicated below offer international directory enquiries. These are not the responsibility of KCOM, and any queries you have should be directed to the relevant operating company.

For a list of number ranges associated with these Direct Enquiries charge bands, please see the number groups page

Pence per minute calls:

Chargeband	Pence Per Minute	
	At All Times	
	Ex VAT	Inc. VAT
DQ01	21.277	25.53
DQ02	29.787	35.74
DQ03	34.043	40.85
DQ04	38.298	45.96
DQ05	42.553	51.06
DQ06	46.809	56.17
DQ07	59.574	71.49
DQ08	68.085	81.70
DQ09	85.106	102.13
DQ10	102.128	122.55
DQ11	106.383	127.66
DQ12	127.66	153.19
DQ13	136.17	163.40
DQ39	63.830	76.60
DQ43	17.021	20.43
DQ61	62.979	75.58
DQ89	51.063	61.28
DQ101	0.000	0.00
DQ110	34.800	41.76

These calls charges are subject to a minimum charge of 5.5p exc. VAT (6.6p Inc. VAT)



Fixed Fee Calls:

Chargeband	Pence Per Call	
	At All Times	
	Ex VAT	Inc. VAT
DQ00	79.00	95.00
DQ14	22.900	27.48
DQ15	25.500	30.60
DQ16	29.700	35.64
DQ17	34.000	40.80
DQ18	119.100	142.92
DQ19	127.600	153.12
DQ20	128.500	154.20
DQ21	144.600	173.52
DQ22	170.200	204.24
DQ50	27.000	32.40
DQ57	20.000	24.00
DQ58	161.000	193.20
DQ59	166.000	199.20
DQ62	136.200	163.44
DQ66	24.700	29.64
DQ79	38.300	45.96
DQ88	85.100	102.12
DQ99	51.100	61.32
DQ123	41.700	50.04
DQ137	125.000	150.000
DQ142	83.300	99.960
DQ153	100.000	120.000



Calls Charged by Fixed Fee and Timed Duration (and where the fixed fee and the duration charge apply from the start of the call):

Chargeband	Fixed Fee		Pence Per Minute	
	At All Times		At All Times	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
DQ23	17.000	20.40	34.043	40.85
DQ24	17.000	20.40	106.383	127.66
DQ25	21.200	25.44	17.021	20.43
DQ26	21.200	25.44	25.532	30.64
DQ27	29.700	35.64	8.511	10.213
DQ28	41.700	50.04	7.660	9.19
DQ29	85.100	102.12	51.064	61.28
DQ30	127.600	153.12	25.532	30.64
DQ36	10.600	12.72	12.766	15.32
DQ37	21.200	25.44	15.319	18.38
DQ38	84.200	101.04	50.213	60.26
DQ41	34.000	40.80	68.085	81.70
DQ42	50.200	60.24	6.808	8.17
DQ44	25.500	30.60	25.532	30.64
DQ45	29.800	35.76	4.255	5.11
DQ46	33.200	39.84	7.660	9.19
DQ47	42.500	51.00	68.085	81.70
DQ52	24.700	29.64	24.681	29.62
DQ53	33.200	39.84	16.171	19.41
DQ54	25.500	30.60	4.255	5.11
DQ56	24.700	29.64	7.659	9.19
DQ60	17.000	20.40	17.021	20.4
DQ64	34.000	40.80	12.766	15.32
DQ65	170.300	204.36	8.511	10.21
DQ68	41.700	50.04	11.915	14.30
DQ69	127.600	153.12	63.830	76.60
DQ70	34.000	40.80	19.574	23.49
DQ71	34.000	40.80	11.914	14.30
DQ72	50.200	60.24	11.914	14.30
DQ73	50.200	60.24	19.574	23.49
DQ74	50.200	60.24	16.171	19.41
DQ75	41.700	50.04	20.425	24.51
DQ76*	63.800	76.56	127.660	153.19
DQ77	50.200	60.24	22.978	27.57
DQ78	50.200	60.24	26.383	31.66
DQ80	38.300	45.96	8.510	10.21
DQ81	38.300	45.96	10.213	12.26
DQ82	38.300	45.96	25.531	30.64
DQ83	68.000	81.60	68.085	81.70
DQ84	58.700	70.44	11.915	14.30
DQ85	127.600	153.12	102.128	122.55
DQ86	58.700	70.44	16.170	19.40
DQ87*	20.400	24.48	35.745	42.89

KCOM

DQ90	20.400	24.48	35.745	42.89
DQ91	67.200	80.64	11.910	14.29
DQ92	67.200	80.64	16.170	19.40
DQ93	58.700	70.44	21.277	25.53
DQ94	67.200	80.64	21.277	25.53
DQ95*	24.700	29.64	41.702	50.04
DQ96	50.200	60.24	34.043	40.85
DQ97	158.300	190.000	320.00	384.00
DQ98	184.300	221.16	226.087	271.30
DQ100	127.600	153.12	153.192	183.83
DQ103*	19.500	23.40	54.468	65.36
DQ104	40.000	48.00	58.723	70.47
DQ106**	165.800	199.000	205.000	246.000
DQ107	88.30	105.96.	120.00	144.00
DQ108	86.100	103.32	42.609	51.13
DQ109	68.700	82.44	25.217	30.26
DQ111	156.500	187.80	156.522	187.83
DQ112	72.300	86.76	29.787	35.74
DQ113	34.000	40.80	84.255	101.11
DQ114	169.400	203.28	153.191	183.83
DQ115	109.800	131.76	33.191	39.83
DQ116	42.600	51.12	84.255	101.11
DQ117	42.600	51.12	42.600	51.12
DQ118	84.300	101.16	84.300	101.16
DQ119	211.100	253.32	251.060	301.27
DQ120	107.500	129.00	35.000	42.00
DQ121	45.800	54.96	82.500	99.00
DQ122	166.700	200.04	155.000	186.00
DQ124	49.200	59.04	107.500	129.00
DQ125	34.200	41.04	107.500	129.00
DQ127	82.50	99.00	40.83	49.00
DQ129	97.50	117.00	134.166	161.00
DQ139	58.30	70.00	50.00	60.00
DQ140*	225.000	270.000	225.000	270.000
DQ141*	262.500	315.000	357.5000	429.000
DQ147	225.00	270.00	18.00	21.60
DQ148	83.30	99.96	83.30	99.96
DQ150	248.30	297.96	199.67	239.00

* The duration based charge for this chargeband, applies to each minute of duration or part thereof.

** Please note that calls to this service attract a maximum charge of £20 (including VAT) irrespective of call duration.



Calls Charged by Fixed Fee and Timed Duration (where the fixed fee is the charge for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds)

Chargeband	Fixed Fee		Pence Per Minute	
	At All Times		At All Times	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
DQ31	29.700	35.64	8.511	10.21
DQ32	33.100	39.72	7.660	9.19
DQ33	41.700	50.04	17.021	20.43
DQ34	42.500	51.00	8.511	10.21
DQ35	51.000	61.20	8.511	10.21
DQ40	17.000	20.40	17.021	20.43
DQ48	42.500	51.00	17.021	20.43
DQ49	42.500	51.00	42.553	51.06
DQ51	127.700	153.24	127.660	153.19
DQ55	16.200	19.44	16.170	19.40
DQ67	34.000	40.80	34.043	40.85
DQ102	51.100	61.32	51.063	61.28
DQ105	58.700	70.44	24.681	29.62
DQ126	141.700	170.04	107.500	129.00
DQ128	156.7	188.00	107.50	129.00
DQ130	208.3	250.00	208.333	250.00
DQ131	164.2	197.00	132.50	159.00
DQ132	123.300	148.000	40.830	49.000
DQ134	65.800	79.000	65.833	79.000
DQ135	165.000	198.000	140.833	169.000
DQ136	331.700	398.000	249.167	299.000
DQ143	215.00	258.00	149.167	179.00
DQ144	215.00	258.00	165.833	199.00
DQ145	82.5	99.00	82.5	99.00
DQ146	298.3	358.00	165.833	199.00
DQ151	370.8	445.00	214.167	257.00

For a list of number ranges associated with these Direct Enquiries chargebands, please see the number groups page