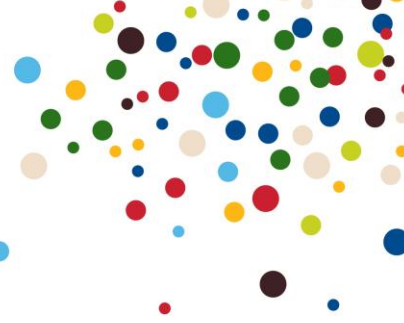


Vital Business User

(No Longer Available For New Supply)



This tariff is designed for intensive users and is recommended for between 2 and 10 users.

Connection And Subscription Charges

01/01/2010	Connection Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard	£0.00		£63.83	£76.60
Sim Only	£0.00		£63.83	£76.60

Call Charges

Free Minutes

A total of 1,000 free minutes per month are available to UK geographic numbers, mobile numbers, WAP services, message and fax retrieval and standard calls. These minutes may be used at any time of day. Any un-used minutes from this allowance are lost; they cannot be carried forward to the next month.

Calls in excess of this 1,000 minute limit and to all other number ranges are charged at the rates detailed below.

Standard Call Charges

Calls made to all UK numbers for which no other charge is shown in this Part of the Price Manual are charged at the following rates per minute:

01/01/10	Peak		Off-Peak		Weekend	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard Calls	3.40p	4.08p	1.70p	2.04p	1.70p	2.04p

All calls are charged per second with a minimum charge of 1.70p Exc. VAT (**2.04p** Inc. VAT). The above rates are shown as pence per minute.

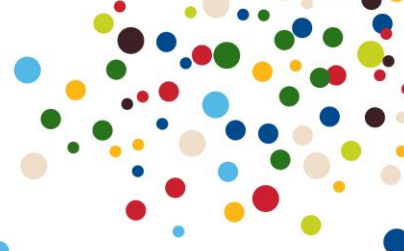
See [below](#) for time bands.

Mobile to Mobile Call Charges

01/01/10	At All Times	
	Ex VAT	Inc. VAT
Calls to KC / O ₂ mobile phone numbers	2.55p	3.06p
Calls to non- KC / O ₂ mobile phone numbers	25.53p	30.636p

Vital Business User

(No Longer Available For New Supply)



All calls are charged per second with a minimum charge of 1.70p Exc. VAT (2.04p Inc VAT). The above rates are shown as pence per minute. Calls to numbers which have been ported to KC / O₂ will be charged at the KC / O₂ rate.

070 Numbers

Calls to numbers prefixed with 070 will be charged as follows:

01/01/10	At All Times	
	Ex VAT	Inc. VAT
070 numbers	42.55	51.06

These calls are excluded from the monthly call allowance. There is no minimum charge associated with this call type.

Premium Rate Service calls

Please refer to the [Premium Rates](#) section.

International calls

Customers will be charged the [International Traveller Service](#) rates as detailed in that section of the Price Manual. Alternatively customers can receive lower rates at an additional charge by subscribing to the [Country Calling Plan](#).

Roaming calls

Customers will be charged the [International Traveller Service](#) rates as detailed in that section of the Price Manual.

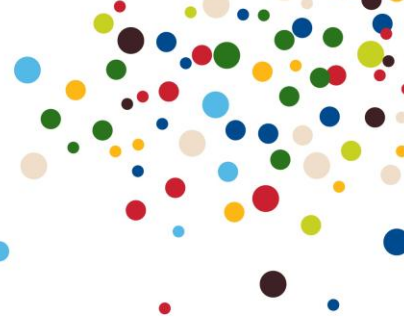
Message and Fax Retrieval Calls

Calls to 901 are charged at the following rates.

01/01/10	At All Times	
	Ex VAT	Inc. VAT
901 service	0.00p	

Vital Business User

(No Longer Available For New Supply)



Text Messaging

50 text messages per month are free of charge. Any un-used text messages from this allowance are lost; they cannot be carried forward to the next month.

Thereafter each text message is chargeable at the rate below. Text Messaging to international numbers from the UK is not included in the free allowance.

01/01/10	Per Message	
	Ex VAT	Inc. VAT
Text Messaging	10.21p	12.252p

See the [international roaming](#) section for the charges for text messages sent while abroad.

Multimedia Messaging

01/01/10	Per Message	
	Ex VAT	Inc. VAT
Standard Multimedia Messaging	21.277p	25.532p
Multimedia Messaging to international numbers from the UK	21.277p	25.532p

Calls to the WAP (Wireless Application Protocol) Service

Calls made to short code 915000 or +447712927927 are charged at the following rate per minute:

01/01/10	At Any Time	
	Ex VAT	Inc. VAT
WAP	8.51p	10.212p

All calls are charged per minute with a minimum charge of 3.40p Exc. VAT (**4.08p** Inc. VAT). The above rates are shown as pence per minute.

Directory Enquiries and International Directory Enquiries

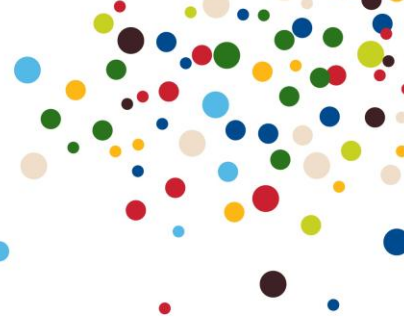
Please refer to the [Directory Enquiries](#) section of the Price Manual.

Value Added Services

Please refer to the [Value Added Services](#) section of the Price Manual.



Vital Business User (No Longer Available For New Supply)



Billing

Itemised billing is provided free of charge with this service.

Additional Network Features

The following features are available free of charge:

- Divert on busy
- Divert on no answer
- Divert on not reachable
- Divert all calls
- Customer controlled call barring
- Call hold
- Call waiting

Cancellation Charges

Customers will be required to provide notice of cancellation of these services in writing a minimum of 90 days prior to cessation. Any correspondence should clearly state all the mobile numbers requiring disconnection. A final invoice detailing all outstanding charges will be sent in due course.

Time Bands

Peak: Monday - Friday, 7am - 7pm

Off-Peak: Monday - Friday, 7pm - 7am

Weekend: All day Saturday & Sunday