

HIVE Telecom

Tariff Guide

Call rates for HIVE UK residential customers with HIVE Line Rental

Prices effective 1st June 2019



Time Period

Daytime – Monday to Friday 7am to 7 pm

Evening and Weekend – Monday to Friday before 7am and after 7pm and all day Saturday and Sunday

Weekend – From midnight on Friday to midnight on Sunday

Call Setup Fees

Call setup fee is payable in addition to any pence per minute rates and applies to most calls as below.

They apply to the following calls

- All chargeable geographic calls (01 / 02)
- Calls from Northern Ireland to Irish Republic
- Calls to Channel Islands
- 03xx numbers
- 08xx numbers (except 0800 and 0808)
- 09xx numbers (excluding fixed fee premium rate numbers)
- 07xx numbers
- International calls

A call setup fee is not applicable to the below call types or unless otherwise stated.

- Inclusive free calls (01 / 02 / 03 / 0845 / 0870, depending on your package)
- Fixed fee calls
- Calls charged by time duration which start with a fixed fee

Calls to NGCS Ranges

- All calls to NGCS ranges (084, 087, 09, and 118) will be charged at 15 ppm + Service Charge

Duration Rounding

- The duration of all call types will be rounded up to the next whole second or whole minute depending on the increment value.

Call Charge Rounding

- Each call charge will be rounded up to the next penny with the exception of calls to fixed fee only numbers.

Bill Total Rounding

- Your total charges are rounded up to the nearest whole penny.

Call prices for Line Rental Customers

Standard Numbers (60 Sec Increment)				
CallClassification	Daytime	Evening	Weekend	Connection Fee
UK Geographic (01 / 02) and 03 Numbers	10	6	0	15
UK Standard Mobile (EE, O2, Vodafone, Three)	15	15	15	15
UK Premium Mobile	20	20	20	15
UK Wifi Services	20	20	20	15

Personal Numbers and others (60 Sec Increment)				
CallClassification	Daytime	Evening	Weekend	Connection Fee
c rate	12.71	7.37	3.88	15
f rate	10.48	5.23	3.95	15
Personal Numbering - d	16.05	9.45	9.45	15
Personal Numbering - e	4.74	4.74	4.74	15
Personal Numbering - f	28.81	19.21	19.21	15
Personal Numbering - j	30.73	21.13	21.13	15
Personal Numbering - k	36.02	24.01	24.01	15
Personal Numbering - pn1	23.05	15.36	15.36	15
Personal Numbering - pn2	49.74	50.90	51.00	15
Personal Numbering - pn3	49.36	40.09	40.46	15
Personal Numbering - pn4	24.98	24.98	24.98	15
Personal Numbering - pn5	16.33	16.88	17.24	15
Personal Numbering - pn6	19.21	20.07	20.42	15
Personal Numbering - pn7	3.99	1.01	1.01	15
Personal Numbering - pn8	21.72	20.09	20.27	15
Personal Numbering - pn9	22.57	22.57	22.57	15
Personal Numbering - pn10	33.62	34.68	35.17	15
Personal Numbering - pn11	37.47	28.45	28.94	15
Personal Numbering - pn12	25.94	25.94	25.94	15
Personal Numbering - pn13	37.46	37.62	37.96	15
Personal Numbering - pn14	28.33	28.33	28.33	15
Personal Numbering - pn15	13.14	14.59	14.54	15
Personal Numbering - pn16	14.16	18.33	18.28	15
Personal Numbering - pn17	15.17	15.17	15.17	15
Personal Numbering - pn18	16.18	16.18	16.18	15
Personal Numbering - pn19	13.44	13.17	13.12	15
Personal Numbering - pn20	23.05	24.00	24.43	15
Personal Numbering - pn21	39.50	39.50	39.63	15
Personal Numbering - pn22	10.11	7.08	6.07	15
Premium Rate Services - p47	63	63	63	63
Premium Rate Services - p50	115	115	115	115

Fixed Feese Services				
CallClassification	Daytime	Evening	Weekend	Connection Fee
TimeLine				38.65
Fixed Fee Services - ff0				38.1
Fixed Fee Services - ff1				32.7
Fixed Fee Services - ff2				57.9
Fixed Fee Services - ff3				33.06
Fixed Fee Services - ff6				38.22
Fixed Fee Services - ff8				26.46
Fixed Fee Services - ff9				50.94
Fixed Fee Services - ff10				33.54
Fixed Fee Services - ff11				68.82
Fixed Fee Services - ff12				84.18
Fixed Fee Services - ff13				109.74
Fixed Fee Services - ff14				99.42
Fixed Fee Services - ff15				13.62
Fixed Fee Services - ff16				22.74
Fixed Fee Services - ff17				27.9
Fixed Fee Services - ff18				43.14
Fixed Fee Services - ff19				48.3
Fixed Fee Services - ff20				53.34
Fixed Fee Services - ff21				160.74
Fixed Fee Services - ff24				89.22
Fixed Fee Services - ff25				130.14
Fixed Fee Services - ff26				135.18
Fixed Fee Services - ff27				140.34
Fixed Fee Services - ff28				17.7
Fixed Fee Services - ff29				12.54
Fixed Fee Services - ff30				73.86
Fixed Fee Services - ff31				17.7
Fixed Fee Services - ff32				94.26
Fixed Fee Services - ff33				43.5
Fixed Fee Services - ff34				108.3
Fixed Fee Services - ff35				157.5
Fixed Fee Services - ff36				57.9
Fixed Fee Services - ff37				67.5
Fixed Fee Services - ff38				78.3
Fixed Fee Services - ff39				117.9
Fixed Fee Services - ff40				138.3
Fixed Fee Services - ff41				147.9
Fixed Fee Services - ff42				49.5
Fixed Fee Services - ff43				37.5
Fixed Fee Services - ff44				87.9

International (60 Sec Increment)				
CallClassification	Daytime	Evening	Weekend	Connection Fee
Afghanistan	134.48	128.25	129.25	15
Albania	51.55	46.34	47.34	15
Algeria	51.55	46.34	46.34	15
Andorra	44.81	36.93	35.93	15
Angola	102.60	97.00	98.00	15
Anguilla	78.72	68.18	68.18	15
Antarctica	160.11	153.27	153.27	15
Antigua and Barbuda	27.76	25.20	26.20	15
Antilles	77.09	62.48	63.48	15
Argentina	99.02	79.74	79.74	15
Armenia	101.60	83.42	84.42	15
Aruba	78.09	63.48	63.48	15
Ascension Island	101.60	98.00	97.00	15
Australia	22.84	9.73	9.73	15
Austria	33.25	29.78	28.78	15
Azerbaijan	62.46	56.23	55.23	15
Azores	28.78	25.39	24.39	15
Bahamas	78.72	67.18	68.18	15
Bahrain	102.60	84.42	84.42	15
Bangladesh	29.60	27.02	26.02	15
Barbados	28.76	26.20	26.20	15
Belarus	61.46	56.23	56.23	15
Belgium	15.24	14.79	14.79	15
Belize	102.60	83.42	83.42	15
Benin	98.02	79.74	79.74	15
Bermuda	28.76	26.20	25.20	15
Bhutan	82.78	77.09	77.09	15
Bolivia	101.60	98.00	98.00	15
Bosnia and Herzegovina	52.55	47.34	46.34	15
Botswana	98.02	80.74	79.74	15
Brazil	98.02	80.74	80.74	15
Brunei Darussalam	81.78	77.09	78.09	15
Bulgaria	51.55	47.34	47.34	15
Burkina Faso	101.60	97.00	98.00	15
Burundi	101.60	98.00	98.00	15
Cambodia	233.63	226.91	226.91	15
Cameroon	98.02	80.74	80.74	15
Canada	22.23	19.18	19.18	15
Canary Islands	28.78	24.39	24.39	15
Cape Verde	102.60	98.00	97.00	15
Cayman Islands	78.72	68.18	67.18	15
Central African Republic	158.46	150.72	150.72	15

Chad	161.11	153.27	153.27	15
Chile	99.02	80.74	80.74	15
China	28.76	26.20	25.20	15
Colombia	101.60	98.00	97.00	15
Comoros	134.48	129.25	128.25	15
Congo	134.48	128.25	129.25	15
Cook Islands	161.11	153.27	154.27	15
Costa Rica	98.02	80.74	80.74	15
Cote d'Ivoire	130.27	105.27	105.27	15
Croatia	51.55	47.34	46.34	15
Cuba	135.48	128.25	128.25	15
Cyprus	28.78	25.39	24.39	15
Czech Republic	32.25	29.78	29.78	15
Democratic Republic of Congo	101.60	98.00	98.00	15
Denmark	23.88	12.64	12.64	15
Diego Garcia	206.97	201.25	200.25	15
Djibouti	101.60	97.00	98.00	15
Dominica	91.69	78.09	78.09	15
Dominican Republic	79.72	68.18	68.18	15
East timor	233.63	226.91	227.91	15
Ecuador	101.60	98.00	97.00	15
Egypt	97.39	84.42	84.42	15
El Salvador	130.27	105.27	105.27	15
Equatorial Guinea	134.48	128.25	128.25	15
Eritrea	130.27	105.27	105.27	15
Estonia	61.46	55.23	56.23	15
Ethiopia	130.27	105.27	105.27	15
Falkland Islands	101.60	98.00	98.00	15
Faroe Islands	44.81	35.93	36.93	15
Fiji	101.60	98.00	97.00	15
Finland	32.25	28.78	29.78	15
France	18.01	9.73	10.73	15
French Guiana	135.48	128.25	128.25	15
French Polynesia	205.97	201.25	200.25	15
Gabon	98.02	79.74	80.74	15
Gambia	99.02	80.74	79.74	15
Georgia	77.09	63.48	63.48	15
Germany	17.01	10.73	10.73	15
Ghana	98.02	79.74	80.74	15
Gibraltar	29.78	24.39	24.39	15
Greece	18.14	12.64	12.64	15
Greenland	102.60	98.00	98.00	15
Grenada	28.76	25.20	26.20	15
Guadeloupe	102.60	83.42	84.42	15
Guam	134.48	129.25	129.25	15

Guatemala	98.02	79.74	80.74	15
Guinea	102.60	98.00	98.00	15
Guinea Bissau	160.11	154.27	153.27	15
Guyana	129.27	105.27	106.27	15
Haiti	122.00	98.51	98.51	15
Honduras	99.02	80.74	80.74	15
Hong Kong	15.99	10.60	11.60	15
Hungary	32.25	29.78	29.78	15
Iceland	51.55	46.34	46.34	15
India	30.60	27.02	26.02	15
Indonesia	79.74	77.09	77.09	15
Iran	129.27	106.27	106.27	15
Iraq	129.27	105.27	105.27	15
Ireland	14.37	13.55	13.55	15
Israel	27.56	27.56	27.56	15
Italy	20.77	9.73	10.73	15
Jamaica	21.07	20.15	19.15	15
Japan	12.44	8.76	8.76	15
Jordan	126.21	108.95	108.95	15
Kazakhstan	80.74	75.04	75.04	15
Kenya	99.02	79.74	79.74	15
Kiribati	161.11	153.27	153.27	15
Korea North	160.11	153.27	153.27	15
Korea South	81.78	78.09	77.09	15
Kuwait	102.60	84.42	83.42	15
Kyrgyz	80.74	76.04	75.04	15
Laos	157.46	150.72	150.72	15
Latvia	62.46	55.23	55.23	15
Lebanon	126.21	108.95	108.95	15
Lesotho	98.02	79.74	80.74	15
Liberia	99.02	79.74	79.74	15
Libya	52.55	47.34	46.34	15
Liechtenstein	23.88	22.86	22.86	15
Lithuania	61.46	55.23	55.23	15
Luxembourg	24.88	23.34	22.34	15
Macao	82.78	78.09	78.09	15
Macedonia	51.55	47.34	47.34	15
Madagascar	102.60	98.00	98.00	15
Madeira	28.78	24.39	25.39	15
Malawi	99.02	79.74	80.74	15
Malaysia	50.51	47.34	46.34	15
Maldives	101.60	97.00	98.00	15
Mali	102.60	98.00	98.00	15
Malta	33.25	29.78	28.78	15
Marshall Islands	161.11	154.27	153.27	15

Martinique	102.60	83.42	84.42	15
Mauritania	134.48	128.25	129.25	15
Mauritius	129.27	105.27	106.27	15
Mayotte	129.27	105.27	106.27	15
Mexico	82.78	77.09	77.09	15
Micronesia	160.11	154.27	153.27	15
Moldova	77.09	62.48	63.48	15
Monaco	42.16	33.27	34.27	15
Mongolia	158.46	150.72	151.72	15
Montengro	51.55	46.34	47.34	15
Montserrat	91.69	77.09	77.09	15
Morocco	51.55	47.34	46.34	15
Mozambique	102.60	98.00	97.00	15
Myanmar	135.48	129.25	128.25	15
Namibia	98.02	80.74	79.74	15
Nauru	161.11	154.27	153.27	15
Nepal	82.78	78.09	77.09	15
Netherlands	23.34	12.64	12.64	15
New Caledonia	205.97	201.25	200.25	15
New Zealand	28.96	20.91	21.91	15
Nicaragua	130.27	105.27	105.27	15
Niger	102.60	97.00	97.00	15
Nigeria	80.74	76.04	75.04	15
Niue	157.46	150.72	151.72	15
Norfolk Island	135.48	129.25	129.25	15
Northern Mariana Islands	129.27	106.27	105.27	15
Norway	29.78	12.64	13.64	15
Oman	102.59	84.42	84.42	15
Pakistan	30.60	26.02	26.02	15
Palau	160.11	154.27	154.27	15
Palestinian Territory	61.46	55.23	55.23	15
Panama	99.02	79.74	79.74	15
New Guinea	102.60	97.00	98.00	15
Paraguay	99.02	79.74	79.74	15
Peru	99.02	80.74	80.74	15
Philippines	82.78	78.09	78.09	15
Poland	25.44	22.84	22.84	15
Portugal	28.76	24.37	23.37	15
Puerto Rico	60.93	51.55	51.55	15
Qatar	101.60	83.42	83.42	15
Reunion	101.60	98.00	97.00	15
Rodriguez Island	134.48	129.25	128.25	15
Romania	61.46	55.23	55.23	15
Ross Island	78.72	67.18	67.18	15
Russian Federation	62.46	56.23	55.23	15

Rwanda	102.60	97.00	97.00	15
American Samoa	160.11	154.27	154.27	15
Samoa	205.97	201.25	201.25	15
San Marino	52.55	46.34	47.34	15
Sao Tome and Principe	160.11	153.27	153.27	15
Saudi Arabia	78.09	63.48	63.48	15
Senegal	129.27	106.27	106.27	15
Serbia	52.55	46.34	46.34	15
Seychelles	129.27	105.27	106.27	15
Sierra Leone	99.02	80.74	79.74	15
Singapore	24.37	19.67	18.67	15
Slovakia	33.25	29.78	29.78	15
Slovenia	51.55	47.34	46.34	15
Solomon Islands	161.11	153.27	154.27	15
Somalia	160.11	154.27	154.27	15
South Africa	47.35	41.91	41.91	15
Spain	20.77	9.73	10.73	15
Sri Lanka	97.00	85.46	86.46	15
Saint Helena	158.46	151.72	150.72	15
Saint Kitts & Nevis	78.72	68.18	68.18	15
Saint Lucia	27.76	25.20	26.20	15
Saint Pierre and Miquelon	78.72	67.18	67.18	15
Saint Vincent and the Grenadines	78.72	67.18	68.18	15
Sudan	99.02	79.74	80.74	15
Suriname	153.76	123.53	123.53	15
Swaziland	99.02	80.74	80.74	15
Sweden	23.34	20.30	20.30	15
Switzerland	17.01	10.73	9.73	15
Syria	127.21	108.95	109.95	15
Taiwan	81.78	78.09	77.09	15
Tajikstan	101.60	97.00	97.00	15
Tanzania	99.02	80.74	79.74	15
Thailand	80.74	77.09	78.09	15
Togo Republic	129.27	105.27	106.27	15
Tokelau	205.97	200.25	201.25	15
Tonga	158.46	151.72	150.72	15
Trinidad and Tobago	28.76	25.20	26.20	15
Tristan da Cunha	233.63	226.91	226.91	15
Tunisia	51.55	47.34	46.34	15
Turkey	28.78	25.39	25.39	15
Turkmenistan	95.88	89.63	88.63	15
Turks and Caicos Islands	92.69	78.09	78.09	15
Tuvalu	161.11	153.27	154.27	15
Uganda	99.02	79.74	79.74	15
Ukraine	61.46	55.23	56.23	15

United Arab Emirates	77.09	62.48	62.48	15
Uruguay	98.02	79.74	79.74	15
United States of America	22.05	18.42	15.98	15
Uzbekistan	80.74	75.04	76.04	15
Vanuatu	160.11	154.27	154.27	15
Venezuela	99.02	80.74	79.74	15
Vietnam	157.46	150.72	151.72	15
British Virgin Islands	78.72	68.18	67.18	15
US Virgin Islands	79.72	67.18	68.18	15
Wallis and Fatuna	205.95	194.53	194.53	15
Yemen	130.27	106.27	106.27	15
Zambia	99.02	79.74	79.74	15
Zimbabwe	98.02	79.74	79.74	15

Calls to International Mobiles are 25ppm more than landlines.