



Changes to 08, 116 and 118 numbers

Why regulation change taking place?

Ofcom identified that customers did not understand how they were being billed to 08,116 and 118 calls. These changes will help simplify the charging of these calls.

Free calls to 080 and 116 numbers

Calls will be free to customers when calling 0800, 0808 and 116 numbers from a Lebara Mobile SIM.

Change to 084,087 and 118 numbers

Calls to these numbers will undergo a change in regards to charging. The charge will be split into two parts:

- Access Charge – How much Lebara will charge you
- Service Charge – The charge set by the company you are calling.

The sum of both charges will be the total charge of the call.

What is the Access Charge? The Access charge will be 25p/min to all 087, 084, 118 and 09 where applicable from the UK. (45p/min from September 1st 2015)

Ofcom have created a webpage to highlight the details of this change. Please visit <http://www.ukcalling.info/> for more details.