

TESCO

home phone

A brief guide to your Tesco home phone service

Helping you spend less on home phone calls

Tesco home phone

Where talking is more rewarding

Welcome to the home phone service that gives you Clubcard Points just for talking.

- **INCLUSIVE** calls to 118 321 Tesco home phone Directory Enquiries at no extra cost
- **INCLUSIVE** calls to other Tesco home phone customers
- UK based Customer Care team on **0845 300 7080**
- **1 Clubcard Point for every £1 you spend** on your total bill
- **INCLUSIVE** standard voicemail (if you opt for it)
- **Great international call rates** to our top destinations
- **Low cost call rates** to UK mobiles

Our Customer Care team is available from 8am to 8pm Monday to Saturday and 10am to 4pm Sunday and Bank Holidays.
Calls to 0845 numbers cost up to 4ppm from BT landlines, other providers vary. Calls may be recorded.

Great value Talk Plans tailored to you

Tesco home phone offers monthly line rental and a choice of 3 simple Talk Plans.

Choose a plan that's right for you	Talk 1 Weekends	Talk 2 Evening and Weekends	Talk 3 Anytime
Monthly Talk Plan Charge	£0	£2	£7
Monthly Line Rental* (with online billing - otherwise £11 per month)	£10.45	£10.45	£10.45
Total Per Month	£10.45	£12.45	£17.45

*Promotional rates may apply

Take a closer look at our call charges

You'll find below any additional costs to your monthly line rental and Talk Plans.

		Talk 1 Weekends	Talk 2 Evening and Weekends	Talk 3 Anytime
		Inclusive calls: DON'T FORGET TO RE-DIAL BEFORE 70 MINUTES		
Total Per Month (Talk Plan charge and line rental with online billing)		£10.45	£12.45	£17.45
Local/National Calls Calls to numbers starting 01, 02 and 03 (tup to 70 mins, 3p per min thereafter)	Daytime (6am-6pm Mon-Fri)	3p (per minute)	3p (per minute)	INCLUSIVE[†]
	Evening (6pm-6am Mon-Fri)	4.25p[†] per call	INCLUSIVE[†]	INCLUSIVE[†]
	Weekend (Midnight Fri to midnight Sun)	INCLUSIVE[†]	INCLUSIVE[†]	INCLUSIVE[†]

A 6p connection charge per call applies to all calls except for inclusive calls that are part of a Tesco home phone Talk 1, Talk 2 or Talk 3 package or weekend calls to local/national geographic numbers for Talk 1 customers.

Our rates to UK mobiles, 0845 and 0870

		Talk 1 Weekends	Talk 2 Evening and Weekends	Talk 3 Anytime
Mobile Calls	Daytime (per minute) (6am-6pm)	12p	12p	8.5p
	Evening (per minute) (6pm-6am)	7p	7p	4.5p
0845	Daytime (per minute) (6am-6pm)	2p	2p	2p
	Evening (per minute) (6pm-6am)	0.5p	0.5p	0.5p
0870	Daytime (per minute) (6am-6pm)	6p	6p	6p
	Evening (per minute) (6pm-6am)	1.5p	1.5p	1.5p

Calls to our top 15 international standard landline destinations

Australia, Belgium, Canada, Denmark, France, Germany, Ireland, Italy, Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland, USA

4p
per min anytime

Enjoy great value line features

Line features are a great way of getting the most from your home phone, so you'll receive an automatic 'like-for-like' transfer of your line features from your previous provider (if applicable). Once you've 'gone live', if you want to add, remove or change any you can do so easily over the phone by calling **0845 300 7080**.

Service	Description	Per month	Per use
Call diversion	Divert your calls to another number • Diverting your calls: *code*phone number to divert to# (code 21 to divert all calls, code 61 to divert unanswered calls, code 67 to divert when engaged)	£1.75	–
Caller display	See the number that's calling you.	£1.75	–
Call waiting	Tells you when other callers are trying to get through. • Turn on: *43# • Speaking to your 2nd caller: RECALL • Returning to your 1st caller: RECALL • Switching off: #43#	£1.75	–
Reminder call	Set your phone to ring at the time you choose. • Set a call *55*24 hour# • Use 24 hour clock – e.g. 7.30am is 0730. • Cancel: #55# • Check: *#55#	£1.75	£0.20
Ring back	Calls you to let you know when an engaged number becomes free. • Set up: 5 on hearing an engaged tone wait for confirmation message	£1.75	£0.15
3-way calling	Quick and easy conference calling between 3 people. • Set up: RECALL, wait for dial tone • Dial second phone number, wait for answer press RECALL 3 • Ending the first call only: RECALL wait for dial tone 5 • Ending the second call only: RECALL wait for dial tone 7	£1.75	£0.50

Discount bundles

You can also save money by bundling up any of our favourite line features listed above (excludes voicemail or privacy features).

Bundles	Per month
2 features	£3.00
3 features	£3.50
4 features	£3.50
5 features	£4.00
6 features	£4.50

Voicemail features

Service	Description	Per month
Standard Voicemail	1571 – The messaging service that's always on. Just call us to activate	INCLUDED
Voicemail Plus	Lets you record a personal greeting, store 30 messages and allows you access to your messages from any phone.	£2.50

Privacy features

Service	Description	Per month
Anonymous caller reject	You can stop calls from people who have withheld their number.	£4.00
Choose to refuse	Stop unwanted or nuisance calls.	£3.35

Stay in control with online billing

Why wait for your bill to arrive through the post when you can view it online anytime to see just how much time and money you're spending on the phone?

Going online gives you access to a complete record of your calls – when they were made, to whom, for how long and, ultimately, how much they cost. And if you currently manage your account online, you'll also save a little on your line rental too.

If you're interested in online billing, call our Customer Care team on **0845 300 7080** and they'll be happy to set it up for you. Then simply follow these steps to access your bill.

Viewing your bills online

STEP 1 Visit www.tesco.com/tescotalk.

STEP 2 Go to **Browse home phone** section and click on **My home phone account**. Enter your **email address** or **customer number** and **password** and click on **log in**.

Collect Clubcard Points just for talking

For every **£1 that you spend** on your line rental, tariff and calls with Tesco home phone we'll give you **1 Clubcard Point**. So simply by speaking to friends and family you can save money on your shopping or even help pay for your next holiday.

Spending your Clubcard vouchers

- **Clubcard Deals – 4 times more value**

Your Clubcard vouchers are worth an amazing 4 times the value when you exchange them for Clubcard Deals.

And there are loads of Deals to choose from – like holidays, great days out, family fun and magazines – ensuring big savings for you and the family.

- **AirMiles**

Convert your Clubcard vouchers into AirMiles and you could shortly be taking a trip overseas. So you could talk yourself all the way to Paris!

For more information, pick up a leaflet in store or visit www.tesco.com

Any more questions? We're always here to help

If you ever need any help, it's quick and easy to call or email our Customer Care team. They're on hand every day to guide you effortlessly through our range of services. Alternatively, you can visit us online to find out more about any aspect of our service, including tariffs and call charges.

For any further information, please visit

www.tesco.com/tescotalk

or call our Customer Care team on:

0845 300 7080

Mon – Sat 8am – 8pm Sun & Bank Holidays 10am – 4pm.
Calls cost up to 4ppm from BT landlines, other providers vary.

or email:

support@tescohomephone.com