

A Guide to our Residential Charges



Account Administration

All charges shown include VAT unless otherwise stated

Final bill late payment - 14 days (Gas and Electricity only)	5% over Barclays Bank Base Rate from the day the payment was due
Administration charge (DD rejection or late payment)	£6
Administration charge (DD cancellation)	£6
Cheque issue (for refunds - admin charge)	£6
Paper bill fee	£1.50
E-Billing fee	Free

CashBack card

All charges shown include VAT unless otherwise stated

Card application fee	£10 (£9.99 prior to 17 March 2013)
Monthly fee	£1 per month (per card)
UK Transaction fee	Free
ATM withdrawal	£1 (per withdrawal) - plus any fees taken by the ATM
Daily withdrawal limit	£250
Replacement card (lost/stolen/damaged)	£5
Debit card top-up	35p
Standing order top-up	35p
Credit card top-up	2% of top up (card issuer may also charge a fee)
Top-ups	£20 minimum
Maximum top-up	£1,000
Maximum balance available on the card	£5,000

Minimum 'floor level'	£20
Card redemption fee (taking money back off the card)	£5
Using overseas	4% of the transaction amount
Using in an ATM overseas	£1.40 per transaction plus any fees taken by the ATM (+ 4% of transaction amount)
Daily withdrawal limit (overseas)	£250
Overseas declined payments	20p
Disputed transaction (found to be genuine)	£10 administration fee (CashBack given will also be deducted from the card)
Maximum timeline to raise a dispute	28 days after the invoice date
Data inspection	£10
Credit balance (where DD not in place) minimum withdrawal	£50

Broadband

All charges shown include VAT unless otherwise stated

Broadband Standard	
Standard monthly charge	£9.99
Off network monthly charge	£16.99
Disconnection fee	£10
Wireless router (one-off P&P)	£5.99
Wireless router (monthly) for members who applied prior to 17 March 2013	£1.25 (free of charge after 17 March 2013)
Wireless router if Broadband cancelled within 12 months (for members who applied prior to 18 March 2013)	£20
Micro-filter	£5 per filter (first one supplied free)
Unlimited data option (monthly)	Included (100GB limit for off network connections)
Additional data (off network)	25p per GB (maximum charge £25 per calendar month)
Surcharge (non-LLU without HPLR)	£3

Broadband Ultra/Ultra+	
Ultra monthly charge	£14.99
Ultra+ monthly charge	£19.99
Connection fee	£30
Contract	18 months
Wireless router (one-off P&P)	£5.99
Wireless router (monthly) (for members who applied prior to 17 March 2013)	£1.25 (free of charge after 17 March 2013)
Charge for wireless router if Broadband service is cancelled within 12 months (for members who applied after 18 March 2013)	£20
Micro-filter	£5 per filter (first one supplied free)
Disconnection fee	£10
Early termination fee	Charge equal to the remaining monthly charges (maximum charge of £150)

Broadband

All charges shown include VAT unless otherwise stated

Old Broadband Standard (up to 18 March 2017)	
Standard monthly charge	£9.99
Off network monthly charge	£16.99
Disconnection fee	£10
Wireless router (one-off p&p)	£5.99
Wireless router (monthly) for members who applied prior to 17 March 2013	£1.25 (free of charge after 17 March 2013)
Wireless router if Broadband cancelled within 12 months (for members who applied after 18 March 2013)	£20
Micro-filter	£5 per filter (first one supplied free)
Unlimited data option (monthly)	Included (100GB limit for off-network connections)
Additional data (off network)	25p per GB (maximum charge £25 per calendar month)
Surcharge (non-LLU without HPLR)	£3

Old Broadband Lite (up to April 2012)	
Monthly charge	£14.99
Disconnection fee	£10
Wireless/Fixed router (monthly)	£1.25
USB adapters (monthly)	£1
Micro-filter	£5 per filter (first one supplied free)
Additional data	50p per GB (subject to a maximum charge of £25 per calendar month)

Broadband

All charges shown include VAT unless otherwise stated

Old Broadband Standard (up to April 2012)

Monthly charge	£17.99
Disconnection fee	£10
Wireless/Fixed router (monthly)	£1.25
USB adapters (monthly)	£1
Micro-filter	£5 per filter (first one supplied free)
Additional data	50p per GB (maximum charge of £25 per calendar month)

Old Broadband Max (up to April 2012)

Monthly charge	£22.99
Disconnection fee	£10
Wireless/Fixed router (monthly)	£1.25
USB adapters (monthly)	£1
Micro-filter	£5 per filter (first one supplied free)
Broadband moving home charge (for Broadband services less than 12 months old)	£15

Broadband

All charges shown include VAT unless otherwise stated

Broadband Engineer Charges	
Repair	
Engineer visit <ul style="list-style-type: none">• no fault is found• internal wiring• internal equipment• member / third party damage	£50
Missed appointment	£50

Home Phone

All charges shown include VAT unless otherwise stated

Monthly line rental	£16.50
Peak Saver	£9
Off Peak Saver	£3
International Boost	£5
Monthly service fee (where we aren't providing line rental)	£3
Line rental surcharge (where CPS isn't in place)	£3
Monthly minimum call spend (non-line rental member)	£4
WLR installation	£99
LLU installation	£24
Line restart	£24
Early termination fee where we've installed the line - 12 month contract	£3 for each remaining month (or part thereof)
Early termination fee where we've installed the line - 24 month contract	£3 for each remaining month (or part thereof) plus the balance of any connection charges

Old Home Phone (up to 18 March 2017)

Monthly line rental	£18.99
Peak Saver	£6.50
International Saver	£2.50
Monthly service fee (where we are not providing line rental)	£3
Line rental surcharge (where CPS is not in place)	£3
Monthly minimum call spend (non-line rental member)	£4
WLR installation	£99
LLU installation	£24
Line restart	£24
Early termination fee where we have installed the line - 12 month contract	£3 for each remaining month (or part thereof)
Early termination fee where we have installed the line - 24 month contract	£3 for each remaining month (or part thereof) plus the balance of any connection charges

Home Phone

All charges shown include VAT unless otherwise stated

Home Phone Engineer Charges

Repair

Engineer visit <ul style="list-style-type: none">• no fault is found• internal wiring• internal equipment• member / third party damage	£50
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Missed appointment	£50
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Provision

New line installation (engineer visit required)	£99
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New line installation (LLU line / no engineer visit required)	£24
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Missed appointment (per installation appointment)	£50
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Renumber	£15
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Mobile

Call prices are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated

	Value250	Value500	Value1000	Value1500	ValueMax+
Fixed monthly charges Price plan (per month) Optional extra data bundles (per GB)	£8	£11	£14	£17	£22 £2.50
Inclusive monthly allowance - Anynet minutes (incl. voicemail) - Anynet texts - Smartphone Data	250 Unlimited 100MB	500 Unlimited 1GB	1,000 Unlimited 2GB	1,500 Unlimited 3GB	Unlimited Unlimited 4GB / 10GB
Call charges outside bundle Local/National (01, 02, 03) UK mobile numbers Voicemail retrieval - per call	30p 30p 12p	24p 24p 12p	18p 18p 12p	12p 12p 12p	Free Free Free
Texts (SMS) Non-UK mobiles Picture messages to UK mobiles	24p 30p	24p 30p	24p 30p	24p 30p	24p 30p
Other charges Customer Services (150) - per call Top 50 International destinations Freephone (eg. 0800/0808) Mobile internet (dial-up WAP) Data (per MB) in the UK Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	FREE 15p FREE 15p 5p 30p	FREE 15p FREE 15p 5p 30p	FREE 15p FREE 15p 5p 30p	FREE 15p FREE 15p 5p 30p	FREE 15p FREE 15p 2p 30p

Mobile - older tariffs (before January 2016)

Call prices are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated

	Value300	Value600	Value1200	ValueMax
Fixed monthly charges				
Price plan (per month)	£7.50	£10	£12.50	£17.50
Optional add-ons				
- Smartphone data (£2.50 per month)	250MB	500MB	1GB	2GB / 4GB
- BlackBerry data (£5 per month)	250MB	500MB	1GB	2GB / 4GB
Inclusive monthly allowance				
- Anynet minutes (incl. voicemail)	300	600	1,200	Unlimited
- Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited
Call charges outside bundle				
Local/National (01, 02, 03)	30p	18p	12p	Free
UK mobile numbers	30p	18p	12p	Free
Voicemail retrieval - per call	12p	12p	12p	Free
Texts (SMS)				
Non-UK mobiles	24p	24p	24p	24p
Picture messages to UK mobiles	24p	24p	24p	24p
Other charges				
Customer Services (150) - per call	FREE	FREE	FREE	FREE
Top 50 International destinations	15p	15p	15p	15p
Freephone (eg. 0800/0808)	FREE	FREE	FREE	FREE
Mobile internet (dial-up WAP)	15p	15p	15p	15p
Data (per MB) in the UK	5p/20p	5p/20p	5p/20p	5p/20p
Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	20p	20p	20p	20p

Mobile - older tariffs (before 2013)

Call prices are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated

	Mobile Plus	Mobile Xtra	Valuepay
Fixed monthly charges Price plan (per month)	£10 £8 after 1 year £6 after 2 years	£0 £4 minimum monthly spend	£0 pay as you go
Call charges Local/National (01, 02, 03) UK mobile numbers Voicemail retrieval - per call	8p 5p / 35p 8p	10p 10p / 35p 10p	7p 7p 12p
Texts (SMS) UK mobiles Non-UK mobiles Picture messages to UK mobiles	6p / 10.8p 24p 30p	12p 24p 30p	4p 35p 30p
Other charges Customer Services (150) - per call Top 50 International destinations Freephone (eg. 0800/0808) Mobile internet (dial-up WAP) Data (per MB) in the UK Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	FREE 15p FREE 15p 20p 20p	FREE 15p FREE 15p 20p 20p	FREE 15p FREE 15p 20p 20p

Mobile

Call prices are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated

General	
SMS (where sent to more than 200 different numbers)	4p per message
BlackBerry add-on	£5
Other data (Value300, Value600, Value1200, ValueMax)	5p/20p (5p rate applies if you exceed your data bundle). 20p rate applies for the first 75MB where you've chosen not to take a data bundle; 5p rate applies in excess of first 75MB.
Overseas data	From 4p per MB (charges are country dependent)
International mobile surcharge	Up to 36p per minute (charged in addition to the international landline rate)
Replacement SIM card	£5

For full pricing, including international and roaming rates see our [price books](#)

Mobile

Mobile Replacement Phone Cover (for handsets provided to members prior to 17 March 2013)

Replacement Phone Cover claim	£15 (per claim)
Early termination fee (if RPC is taken, this figure will also include the unpaid proportion RPC costs)	Handset cost (taken from the most recent handset guide containing that handset), reduced on a pro-rated basis (reflecting the proportion of the contract not completed), less any handset contribution made by the member, plus an administration fee of £15)

Mobile Phone Protection Scheme (for handsets provided to members after 17 March 2013)

Excess Charges	
Handset monthly payment	Excess
Below £8	£25*
Between £8-£14	£50*
£15 or higher	£75*

Each claim is subject to an excess based on the handset monthly payment as show above. For more information please refer to our [Terms and Conditions](#).

*If the phone is or was on our Value250 or Value300 price plan, the excess will be double.

Additional Services

Mobile Broadband	
Standard	
Monthly rental	£9 (SIM only) or £13 (with Pocket Wireless Router)
Inclusive monthly data	1GB
Max	
Monthly rental	£12 (SIM only) or £16 (with Pocket Wireless Router)
Inclusive monthly data	3GB
General Charges	
Additional data	1.5p per MB
Overseas data (from)	£1.20 per MB
Early termination fee (where we've supplied a Pocket Wireless Router)	£4 per month (for every full month remaining on the contract)
Disconnection fee	£10

Mobile Signal Booster	
Monthly Rental	£2
Damaged or Lost Signal Booster fee	£60
Non-return of Signal Booster fee	£60

Additional Services

Freephone - CallMe(0800)	
Monthly Rental	£3
Minimum call charge	2p (ex vat)
Freephone Port (out)	Free
Freephone Port (in)	£25 (plus VAT)
Volume Discounts:	
£100 - £249	5%
£250 - £499	10%
£500 - £999	15%
£1000+	20%

Bill Protector*

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Accident, Illness, Redundancy and £10,000 Accidental Death Cover (Replaced Online Membership – will increased to Level 1 in July 2014)	£1.50
Level 1: Accident, Illness, Redundancy and £10,000 Accidental Death Cover	£2
Level 2: Accident, Illness, Redundancy and £30,000 Accidental Death Cover	£3
Level 3: Accident, Illness, Redundancy and £50,000 Accidental Death Cover	£5
Level 4: Accident, Illness, Redundancy and £75,000 Accidental Death Cover	£7
Level 5: Accident, Illness, Redundancy and £100,000 Accidental Death Cover	£9

*Terms and Conditions apply

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