

A Guide to our Tariffs

2018



Home Phone and Broadband charges

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 19.2p except where otherwise stated

Prices shown start from 1 October 2018. Different charges apply for services provided before 30 September 2018.

Fixed Monthly Charges

Standard residential line rental	£18
----------------------------------	-----

UK Calls

Call Types

Club members (landlines or mobiles)	FREE
UK local/national numbers (01, 02 and 03)	10p
UK mobile numbers	10p
<p>(i) Calls to UK non-mobile numbers beginning '07' are charged at between 1p and 50p per minute depending on the time of call and type of service. For full details of our prices for all other call types and destinations, please refer to our website.</p> <p>(ii) Calls to service numbers beginning 08, 09 or 118 (excluding 0800/0808) are subject to an access charge of 9p per minute; this replaces our standard call set-up fee of 19.2p for these calls.</p> <p>(iii) Free calls are subject to a maximum duration of 75 minutes (1.5p per minute thereafter).</p> <p>(iv) Calls to the Channel Islands and the Isle of Man are charged at 6.5p per minute between 7am and 7pm on weekdays, 3.5p per minute at all other times, and are not included in any free or inclusive call allowances.</p>	

Calls to Directory Enquiry numbers

The cheapest directory enquiry service available is **118 383** which costs just 50p per call. If you have multiple enquiries, **118 338** is just 70p per call, and for international enquiries, **118 830** is £1.55 per minute. All calls to 118 numbers are subject to an additional access charge set by your phone provider (ours is 9p per minute). Other directory enquiry services are likely to cost significantly more; the latest pricing is shown on our website.

Call Discount Options (per month)

Off Peak Saver	£3
Provides unlimited calls to UK landline numbers (beginning 01, 02 and 03) and UK mobiles, on weekdays from 7pm to 7am and on weekends.	
Peak Saver	£9
Provides unlimited calls to UK landline numbers (beginning 01, 02, 03) and UK mobile numbers, at any time.	
International Boost	£5
Includes an allowance of 1,000 minutes every month (in total) to 50 top international destinations.	

Broadband

	Minimum contract	Monthly charge	Speed (Average)	Inclusive data
Standard (main LLU network)	None	£27.99	11 Mbps	Unlimited
Ultra	18 months	£32.99	35 Mbps	Unlimited
Ultra+	18 months	£37.99	63 Mbps	Unlimited

- (i) All broadband prices shown above are inclusive of £18 Home Phone line rental.
- (ii) Our fibre broadband service (Ultra or Ultra+) is currently available to around 85% of UK households; you will need a fibre compatible router to use this service.
- (iii) A choice of routers is available with no upfront payment, but subject to a postage and packing charge of £5.99. All routers supplied by us remain our property at all times unless you have purchased it from us. A monthly rental charge is payable on routers we supply as follows: Value Router - £0; Premium Router - £1; Super Router - £2. If the router develops a fault at any time it will be replaced by us without charge, although you must return the faulty router to us or pay us for it. You can also upgrade your router at any time. If the broadband service we are supplying to you is terminated for any reason, you must either return the router to us at your expense, or pay us for the router. The purchase price varies between £30 and £90, including VAT, depending on the router you have chosen, but the price you have to pay will be reduced by 50% after two years.
- (iv) A termination fee of £10 is payable if your broadband service is disconnected from our service at any time. This is in addition to any early termination charges payable for the cancellation of Ultra or Ultra+ during the minimum contract term or any charges relating to non-return of the router.

Value Calling Features (per month)

Caller Display Shows the telephone number of the person calling you	FREE
Call Waiting Lets you know if someone is holding for you	£2
Call Diversion Diverts incoming calls to another number	£2
Choose to Refuse Prevents unwanted callers from getting through	£2
Ring Back Automatically connects you to engaged numbers when they finish their call	£2
Reminder Call Lets you use your phone as an alarm clock	£2
3-Way Calling Allows three people to take part in the same call	£2
Call Minder Our standard voicemail service (similar to BT 1571)	£2
Call Minder Plus Our enhanced voicemail service with remote access and the ability to record a personalised message	£2.75

*Additional call charges apply when using these services.

Home Phone - International call charges

Prices shown are in pence per minute and subject to a call set-up fee of 19.2p

Prices shown start from 1 October 2018.

Country	INTERNATIONAL BOOST/SAVER	HOME PHONE SERVICE
Andorra	Free/1p	25p
Anguilla	25p	42p
Argentina	Free/1p	25p
Ascension Islands	59p	67p
Australia	Free/1p	12p
Austria	Free/1p	10p
Bahamas	5p	25p
Bahrain	55p	63p
Bangladesh	5p	24p
Barbados	20p	22p
Belgium	Free/1p	10p
Bermuda	18p	22p
Bosnia-Herzegovina	25p	29p
Botswana	25p	30p
Brazil	Free/1p	30p
Brunei	Free/1p	47p
Bulgaria	Free/1p	34p
Cameroon	55p	65p
Canada	Free/1p	9p
Canary Islands	12p	19p
Cayman Islands	22p	38p
Chile	Free/1p	20p
China	Free/1p	20p
Colombia	Free/1p	40p
Croatia	Free/1p	31p
Cuba	55p	58p
Cyprus	5p	20p
Czech Republic	5p	20p
Denmark	Free/1p	9p

Country	INTERNATIONAL BOOST/SAVER	HOME PHONE SERVICE
Ecuador	29p	35p
Egypt	58p	63p
Estonia	Free/1p	27p
Ethiopia	65p	75p
Finland	Free/1p	10p
France	Free/1p	8p
Gambia	40p	50p
Germany	Free/1p	10p
Ghana	38p	45p
Gibraltar	Free/1p	19p
Greece	Free/1p	11p
Grenada	19p	20p
Guyana	60p	68p
Honduras	47p	54p
Hong Kong	Free/1p	9p
Hungary	Free/1p	20p
Iceland	Free/1p	27p
India	Free/2p	24p
Indonesia	32p	55p
Iran	25p	74p
Iraq	70p	75p
Ireland	Free/1p	10p
Israel	Free/1p	12p
Italy	Free/1p	10p
Jamaica	18p	22p
Japan	Free/1p	9p
Jordan	63p	70p
Kenya	59p	62p
Korea (South)	Free/1p	29p

Country	INTERNATIONAL BOOST/SAVER	HOME PHONE SERVICE
Latvia	33p	35p
Lebanon	45p	60p
Liechtenstein	11p	16p
Lithuania	25p	32p
Luxembourg	Free/1p	12p
Madeira	Free/1p	15p
Malawi	35p	56p
Malaysia	Free/1p	20p
Malta	10p	21p
Mauritius	30p	63p
Mexico	18p	22p
Monaco	Free/1p	18p
Morocco	34p	35p
Nepal	7p	8p
Netherlands	Free/1p	8p
New Zealand	Free/1p	13p
Nicaragua	50p	65p
Nigeria	60p	62p
Norway	Free/1p	10p
Oman	62p	65p
Pakistan	5p	24p
Peru	Free/1p	44p
Philippines	12p	35p
Poland	Free/1p	22p
Portugal	Free/1p	15p
Puerto Rico	Free/1p	12p
Qatar	30p	63p
Romania	20p	35p
Russia	Free/1p	30p

Country	INTERNATIONAL BOOST/SAVER	HOME PHONE SERVICE
Saudi Arabia	48p	59p
Serbia	29p	35p
Sierra Leone	62p	79p
Singapore	Free/1p	16p
Slovakia	Free/1p	22p
Slovenia	Free/1p	33p
South Africa	Free/2p	40p
Spain	Free/1p	10p
Spain - Balearics	9p	10p
Sri Lanka	55p	69p
St Lucia	19p	20p
Sweden	Free/1p	8p
Switzerland	Free/2p	8p
Syria	55p	65p
Taiwan	Free/1p	25p
Tanzania	45p	62p
Thailand	1p	38p
Trinidad & Tobago	20p	22p
Tunisia	35p	36p
Turkey	18p	20p
Uganda	35p	50p
Ukraine	35p	46p
UAE	39p	48p
Uruguay	49p	62p
USA	Free/1p	8p
Venezuela	1p	25p
Vietnam	82p	87p
Zambia	1p	62p
Zimbabwe	35p	51p

Calls to non-UK mobile numbers (excluding USA and Canada) will be charged at the appropriate international rate plus a surcharge of up to 36p per minute.

International Boosts include 250 minutes each month to landline numbers in the countries printed in red above for members who are paying the £2.50 additional monthly charge for their International Boost, or 1,000 minutes each month to landline numbers in the countries printed in green and red above for members who are paying the £5 additional monthly charge for their International Boost; no set-up fee applies to these calls. If customers with an International Boost exceed their free monthly allowance, or make calls to destinations not included, these will be charged at the International Saver rates shown above (from 1p per minute) and are subject to our standard call set-up fee.

You can see our detailed Home Phone tariff [here](#).

Mobile charges

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

	Value450	Value900	Value1800	Value3000	ValuePrime
Fixed monthly charges					
Price plan (per month)	£10	£12.50	£15	£20	£25
Inclusive monthly allowance					
- Anynet minutes (incl. voicemail)	450	900	1800	3000	Unlimited
- Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
- Smartphone Data	1GB	2.5GB	5GB	10GB	20GB
Call charges outside bundle					
Local/National (01, 02, 03)	15p	15p	15p	15p	Free
UK mobile numbers	15p	15p	15p	15p	Free
Voicemail retrieval - per call	15p	15p	15p	15p	Free
Texts (SMS)					
Non-UK mobiles	24p	24p	24p	24p	24p
Picture messages to UK mobiles	30p	30p	30p	30p	30p
Other charges					
Customer Services (150) - per call	Free	Free	Free	Free	Free
Top 50 International destinations	15p	15p	15p	15p	15p
Freephone (eg. 0800/0808)	Free	Free	Free	Free	Free
Mobile internet (dial-up WAP)	15p	15p	15p	15p	15p
Data (per MB) in the UK	2p	2p	2p	2p	2p
Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	30p	30p	30p	30p	30p

Top 50 International Destinations

Andorra	Denmark	Japan
Argentina	Estonia	Korea (South)
Australia	Finland	Luxembourg
Austria	France	Madeira
Belgium	Germany	Malaysia
Brazil	Gibraltar	Monaco
Brunei	Greece	Netherlands
Bulgaria	Hong Kong	New Zealand
Canada	Hungary	Norway
Chile	Iceland	Peru
China	Ireland	Poland
Colombia	Israel	Portugal
Croatia	Italy	Puerto Rico

Roam Like Home

Inclusive calls, texts and data on all our mobile price plans can be used for roaming in some European countries at no extra cost. If your price plan includes over 10GB of data, certain restrictions apply. For more information, see uwdc.co.uk/roamlikehome.

Mobile Broadband (up to 7.2 Mbps)

	Monthly charge	Inclusive monthly data
Standard		
- SIM only	£9	1GB
- with Pocket Wireless Router	£13	1GB
Max		
- SIM only	£12	3GB
- with Pocket Wireless Router	£16	3GB

(i) 'Anynet' means calls to any UK mobile network or UK landline number (starting 01, 02, 03) and includes voicemail retrieval. (ii) Where we have supplied you with a handset, you will need to pay a monthly handset charge (as shown in our mobile handset guide) for the duration of your minimum contract term, in addition to the charge for your chosen price plan as shown above; thereafter your monthly payment will automatically reduce to the cost of your underlying chosen price plan. (iii) For details of other International call prices, roaming costs, and all other charges, please refer to our website.

Click to see a detailed tariff for Value450, Value900, Value1800, Value3000, ValuePrime

Utility Warehouse Ltd. Reg office: Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.

For general insurance purposes Utility Warehouse Ltd is an Appointed Representative of Insurance Tailors Ltd. Insurance Tailors Ltd is authorised and regulated by the Financial Conduct Authority under firm reference number 475691.

WTG-0918

