

A Guide to our Tariffs

2019



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 21p except where otherwise stated

Fixed Monthly Charges

Standard residential line rental	£18
Standard residential line rental (from 1 April 2020)	£19

UK Calls

Call Types

Club members (landlines or mobiles)	FREE
UK local/national numbers (01, 02 and 03)	13p
UK mobile numbers	13p

(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.

(ii) Calls to service numbers beginning 08, 09 or 118 (excluding 0800/0808) are subject to an access charge of 10p per minute; this replaces our standard call set-up fee of 21p for these calls.

(iii) Free calls are subject to a maximum duration of 75 minutes (1.5p per minute thereafter).

(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.

Calls to Directory Enquiry numbers

The cheapest directory enquiry service available is **118 333** which costs just 50p per call. If you have multiple enquiries, **118 333** 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 10p 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	38 Mbps	Unlimited
Ultra+	18 months	£37.99	67 Mbps	Unlimited

- (i) All broadband prices shown above are inclusive of standard residential line rental. Our Standard LLU broadband price will, therefore, increase to **£28.99** from 1 April 2020; prices for Ultra and Ultra+ broadband remain unchanged at **£32.99** and **£37.99** respectively.
- (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.

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 (EU countries)	6p	6p	6p	6p	6p
Non-UK mobiles (rest of the world)	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
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

Cheap International Calls

Calls from the UK to any international destination using your Utility Warehouse Mobile are charged at the same low rates that apply to landline calls using our Home Phone service.

Roam Like Home

Inclusive calls, texts and data on all our mobile price plans can be used for roaming in most 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) Call set-up fee does not apply for UK calls to EU countries (landlines and mobile); calls to other international destinations are subject to the same set-up fee as apply when using our Home Phone Service. (iv) For details of roaming costs, and all other charges, please refer to our website.

Click to see a detailed tariff for [Value450](#), [Value900](#), [Value1800](#), [Value3000](#), [ValuePrime](#)

Home Phone and Mobile – International call charges

Prices shown (except for 'EU' countries) are subject to a call set-up fee of 21p

Country	PENCE PER MINUTE
Andorra	20p
Anguilla	30p
Argentina	20p
Ascension Islands	65p
Australia	10p
Austria (EU)	19p
Bahamas	25p
Bahrain	60p
Bangladesh	24p
Barbados	20p
Belgium (EU)	19p
Bermuda	20p
Bosnia-Herzegovina	29p
Botswana	30p
Brazil	25p
Brunei	45p
Bulgaria (EU)	19p
Cameroon	60p
Canada	8p
Canary Islands (EU)	19p
Cayman Islands	35p
Chile	20p
China	15p
Colombia	30p
Croatia (EU)	19p
Cuba	55p
Cyprus (EU)	19p
Czech Republic (EU)	19p
Denmark (EU)	19p

Country	PENCE PER MINUTE
Ecuador	32p
Egypt	60p
Estonia (EU)	19p
Ethiopia	70p
Finland (EU)	19p
France (EU)	19p
Gambia	45p
Germany (EU)	19p
Ghana	40p
Gibraltar (EU)	19p
Greece (EU)	19p
Grenada	20p
Guyana	65p
Honduras	50p
Hong Kong	8p
Hungary (EU)	19p
Iceland (EU)	19p
India	16p
Indonesia	50p
Iran	70p
Iraq	70p
Ireland (EU)	19p
Israel	10p
Italy (EU)	19p
Jamaica	20p
Japan	8p
Jordan	65p
Kenya	60p
Korea (South)	25p

Country	PENCE PER MINUTE
Latvia (EU)	19p
Lebanon	60p
Liechtenstein (EU)	19p
Lithuania (EU)	19p
Luxembourg (EU)	19p
Madeira (EU)	19p
Malawi	50p
Malaysia	20p
Malta (EU)	19p
Mauritius	60p
Mexico	20p
Monaco	16p
Morocco	32p
Nepal	8p
Netherlands (EU)	19p
New Zealand	10p
Nicaragua	60p
Nigeria	60p
Norway (EU)	19p
Oman	65p
Pakistan	20p
Peru	40p
Philippines	30p
Poland (EU)	19p
Portugal (EU)	19p
Puerto Rico	12p
Qatar	60p
Romania (EU)	19p
Russia	25p

Country	PENCE PER MINUTE
Saudi Arabia	55p
Serbia	32p
Sierra Leone	75p
Singapore	16p
Slovakia (EU)	19p
Slovenia (EU)	19p
South Africa	25p
Spain (EU)	19p
Spain - Balearics (EU)	19p
Sri Lanka	65p
St Lucia	20p
Sweden (EU)	19p
Switzerland	8p
Syria	60p
Taiwan	20p
Tanzania	60p
Thailand	35p
Trinidad & Tobago	20p
Tunisia	35p
Turkey	18p
Uganda	45p
Ukraine	45p
UAE	45p
Uruguay	55p
USA	8p
Venezuela	20p
Vietnam	85p
Zambia	55p
Zimbabwe	45p

Calls to non-UK mobile numbers (excluding USA, Canada and those countries marked 'EU' above) will be charged at the appropriate international rate plus a surcharge of 36p per minute.

Our International Boost option at £5 per month includes 1,000 minutes each month to landline numbers in the countries printed in red above; no set-up fee applies to these calls. Customers with an International Boost who exceed their free monthly allowance will pay 1p per minute (plus any applicable call set-up charges and/or mobile surcharge) to our top 50 countries shown in red above; calls to other destinations will be charged at the rates shown above and are subject to our standard call set-up fee.

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

The Small Print (applies to all members)

Utility Warehouse is a discount club offering savings on a wide range of essential household services. Membership is free of charge to domestic customers using our services, and provides a wide range of benefits. Prices charged may vary depending on which (and how many) of our services you are using, and your choice of payment methods; our Gold Talk benefits and cheapest energy prices on each tariff are only available to customers who are paying by direct debit. All telephony charges within this booklet are shown in pence per minute unless otherwise stated; minimum call, access and set-up charges do not apply to 'free' or fixed-price calls, except where stated. Certain benefits (where stated) are only available to homeowners. If we have not received payment of your monthly bill by the last working day of the month in which your bill is produced (or your agreed direct debit collection date if later), a late payment or direct debit rejection fee of £6 will be charged on your next monthly bill. We reserve the right to waive any charges at our sole discretion at any time.

- a) This booklet is a quick reference guide only. For full, accurate and up-to-date details, read our Membership Booklet and Terms and Conditions; taken together, these contain full details of all the costs and benefits associated with membership and the various services we provide, and you can find them on our website at www.utilitywarehouse.co.uk. In the event of any discrepancy between the pricing on our website, and any other published price information, the web pricing will take precedence. Prices in this brochure start from 1 August 2019 and include VAT at the prevailing rate except where stated. VAT is applied to the ex VAT total of all charges for each service and is mathematically rounded to the nearest penny.
- b) To benefit from free calls to other Club members on their landline or mobile numbers, a member must be making the call using our Home Phone service (includes Internet Phone), and the number being called must be connected to us.

Home Phone (and landline telephony provided using Internet Phone)

- a) Calls to mobile numbers are charged at the same price irrespective of which network originally allocated the number dialled.
- b) International prices are flat rate and apply anytime, any day. Calls to international ISDN data, international Premium rate or Audiotext numbers may be charged at higher rates than the standard international call charge.
- c) Calls to numbers beginning 08, 09 or 118 (excluding 0800 and 0808) made using our Home Phone service (eg. 0845/0870/09XXX) will be charged by adding the service charge set by the organisation you are calling, to our published access charge for these types of calls. The access charge will be calculated on a 'per second' basis subject to a minimum of one minute per call, rounded up to the nearest whole penny.
- d) Chargeable calls with a duration of less than three seconds are subject to a minimum call charge of 4.8p; with the exception of calls to numbers beginning 08, 09 and 118, the duration of other chargeable calls is rounded up to the nearest whole minute, charged at the 'per minute' rate for that type of call, the call set-up fee of 21p is then added, and then the ex VAT price of each call is rounded up to the nearest whole penny.
- e) 'Free Calls to other members' and our Call Discount Options are not available to business users and are subject to a maximum of 200 different numbers being called in any calendar month; any excess will be charged at 8p per minute. If we have reason to believe a customer is using any Call Discount Option or inclusive call allowance, partly or wholly for business purposes, for accessing the internet or a data service, we reserve the right to withdraw this benefit from the customer. Any individual free call (except 0500/0800/0808) is subject to a maximum duration of 75 minutes, after which a charge of 1.5p per minute will apply.
- f) 'Peak Saver' and 'Off Peak Saver' do not include any calls made to local rate (eg: 0844/0845), national rate (eg: 0870), personal (eg: 070XX) or premium rate (eg: 09XXX) numbers.
- g) If your line rental service is transferred to us from BT, you will be charged at our published rates for any Value Calling Features we provide, whether previously provided by BT as a Select Service or specifically requested from us; these will be invoiced by us on your monthly bill in accordance with our published tariff.
- h) A monthly service fee of £3 and a minimum monthly call spend of £4 applies to each landline number connected to our Home Phone service (excludes Internet Phone numbers) unless we are billing the line rental to you.
- i) All Call Discount Options and Value Calling Features are charged per line.
- j) For our International Boost option, the duration of calls to eligible destinations is rounded up to the nearest whole minute and deducted from the inclusive call allowance; the balance of any inclusive allowance remaining at the end of a month is lost and does not 'roll over' to the subsequent month. Occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be deducted from your inclusive calls allowance for the following billing period.
- k) Any non-standard residential fixed telephone lines will be charged at BT standard retail prices less a 5% discount.

More Small Print (applies to each service as shown)

Energy

- a) We have a range of tariffs available to domestic customers; availability of these is dependent on your payment method and which other services we are supplying to you. If you cease to pay by direct debit, or cancel any of the services required to be on our Gold or Double Gold energy tariffs, the price you pay for your energy will increase. Full details of our current tariffs are available on our website.
- b) If you are on one of our variable tariffs, you may transfer to any available fixed price tariff at any time, subject to you meeting the eligibility requirements of that tariff.
- c) Our Fixed Energy tariffs (where available) are subject to an exit fee, which will apply if you transfer any of your energy services to another supplier, or if it is transferred to an alternative energy tariff available from us, for any reason.
- d) If you have a prepayment meter, it will always be charged on our Value prepayment tariff irrespective of which other services you are taking from us.
- e) For gas customers, the regional gas price which applies is determined by the electricity region in which your home is situated.
- f) Our domestic tariffs are not available to any property where the proportion of business use exceeds 50%; such properties will be supplied on one of our applicable business tariffs, and will be charged Climate Change Levy and VAT at the prevailing business rate.

Mobile (includes Mobile Broadband)

- a) If we have supplied you with a handset on any of our price plans it will be subject to a 24 month minimum contract term, and you will have to pay an early termination fee if, before the expiry of the minimum contract term:
 - i) the service is disconnected for any reason; or
 - ii) you ask us to port your number to an alternative provider; or
 - iii) you lose the handset we have provided and wish to terminate the service rather than sourcing an alternative handset to use in its placePlease refer to our Terms and Conditions for details on how early termination fees are calculated.
- b) Any mobile handsets supplied may be locked to our network and are subject to credit checking and availability.
- c) There is no charge for switching between price plans, although you may only request one price plan change in any consecutive six-monthly period. If we agree to transfer you to a different price plan, then the new price plan will become effective on the 1st of the month following the date on which we process your request, or at your option if you are moving to a price plan with a higher fixed monthly charge, the 1st of the month preceding the date on which we process your request. If you are on Budget Control, all price plan changes will become effective on the 1st of the month following the date on which we process your request.
- d) Except where explicitly stated, our charges and inclusive allowances exclude calls made or texts sent: (i) to non-UK numbers; (ii) to premium rate numbers in the UK (eg. 09xxx); (iii) while roaming outside the EU; and (iv) to Call Access numbers. Any calls or texts which use data (eg: WhatsApp) will be charged at the applicable data rate.
- e) You will not be charged for calls diverted to your voicemail, or to set up or cancel the call divert facility, except while roaming.
- f) With the exception of calls to numbers beginning 08, 09 or 118, the duration of each call is rounded up to the nearest whole minute and deducted from any inclusive call allowance or charged at the 'per minute' rate for that type of call, as applicable, then the ex VAT price of each chargeable call is subject to a set-up fee of 5p and rounded up to the nearest whole penny.
- g) Any inclusive allowance remaining at the end of a month is lost and does not 'roll over' to the subsequent month; occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be included in your inclusive calls allowance for the following billing period.
- h) International calls from the UK are subject to the same call set-up charge of 21p which applies on our Home Phone service; in addition, calls to non-UK mobile numbers are subject to a surcharge of up to 36p per minute on our international landline prices.
- i) Inclusive free texts only applies to text messages sent while you are within the UK to other UK mobiles and is subject to you not sending text messages to more than 200 different numbers during any calendar month; if you exceed this limit we reserve the right to charge individually for each text you have sent at a price of 4p per text message.
- j) While roaming, calls to our '150' customer service number are charged at standard roaming rates for the country you are in.
- k) For customers who have selected our Budget Control option, international calls will be charged on your monthly bill.
- l) All SIM cards are supplied with an international and roaming call bar for your protection which can be lifted on request, however we reserve the right not to lift the international and/or roaming bar at our sole discretion, and/or to require a deposit where you have not yet established a satisfactory payment history with us.
- m) Budget Control is not available on BlackBerry handsets.
- n) While roaming inside the EU, calls, text messages and data usage will be deducted from your inclusive allowance or charged at the applicable out of bundle cost for your price plan; details of our EU roaming surcharges (and any fair use policy which applies) are shown on our website.
- o) While roaming outside the EU, calls made (or received) and text messages sent are chargeable at international call and SMS rates; these vary depending on the country you are in,

More Small Print (continued)

duration, type of call/text, and destination (where applicable). Picture messages are chargeable at higher rates. Any data used while roaming outside the EU will cost from 50p per MB dependent on the country in which it is being used, rounded up to the nearest whole MB.

- p) Calls to numbers beginning 08 (but excluding 0800 and 0808), 09 or 118 made using our mobile service (eg: 0845, 0870, 09XXX) will be charged by adding the service charge set by the organisation you are calling to our published mobile service access charge for these types of calls. The access charge is calculated on a 'per second' basis subject to a minimum of one minute per call, rounded up to the nearest whole penny.
- q) You will be charged for each call on the network that provided the service, even if this was not your intended Communications Provider; to prevent this from happening, you should turn off 'automatic network selection' on your handset and manually select the preferred network – this is particularly important in areas close to national borders (where calls may be charged as if you were roaming) and when travelling outside the UK.
- r) A call ends when:
 - i) you end the call on your device; or
 - ii) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
 - iii) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- s) Text messages that are over 160 characters in length may be split by your mobile device into smaller messages and recombined by the recipient's mobile device. In this event, each individual message is deducted from any inclusive allowance or charged at the appropriate rate for the text message, including the roaming rate, if you are abroad.
- t) Some Smart Phone Applications (Apps) send text messages to the App Developer when first used or activated, and/or subsequently, and you may not be aware that such text messages have been sent. Any such messages will be deducted from any inclusive allowance or charged at the appropriate rate for the text message.
- u) Replacement SIM cards (if required) will be charged at £5 each.
- v) All claims under our Mobile Phone Protection Scheme are subject to an excess; for full details please refer to our Terms and Conditions booklet.
- w) Our Mobile service is subject to 30 days' notice, in addition to the minimum contract term which applies where we have supplied a handset; if you give us notice and subsequently port your number to another provider, then you will need to pay us your fixed monthly charges until the date your number ports to your new provider.
- x) On our Mobile Broadband tariffs:
 - i) early termination fees apply if we have provided a Pocket Wireless Router, calculated in the same way as for mobile handsets supplied by us; the monthly charge for a Pocket Wireless Router is £4;
 - ii) any data used in excess of your inclusive allowance will be charged at 1.5p per MB within the UK; any overseas data used will cost from 50p per MB dependent on the country in which it is being used, rounded up to the nearest whole MB (see website for details)

Broadband

- a) Only one free Value wireless router, but excluding replacement of faulty routers, will be provided to any fixed line broadband customer. If it develops a fault you must return the faulty router to us. If you then ask us to supply a Premium or Super router, and we agree, then you must return any other router(s) we have previously given. All routers supplied by us remain our property at all times and must be returned by you, at your expense, if your broadband service is terminated for any reason.

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

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