

A Guide to our Business Charges



Business Club

All charges shown exclude VAT unless otherwise stated

Membership fee	£2.00
Late payment surcharge	1% of outstanding balance

Landline Phone Tariff

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 6p (free to 'EU' landline and mobile numbers) except where otherwise stated

Call charges	
Popular Call Types	Charge
Club members (01, 02 UW landlines)	FREE
UK local/national numbers (01, 02 and 03)	1.5p
UK mobile numbers (07)	8p
08, 09, 118 access charge (excludes 0800 / 0808)	10p + service charge
Directory Enquiries	
118 383 single enquiry	42p per call
118 338 multiple enquiries	59p per call
118 830	£1.29 per minute
Call set-up fee	16.8p per call
Popular International destinations	
• EU (landline and mobile numbers)	15.83p
• USA	6.67p
• Canada	6.67p
• Japan	6.67p
• Hong Kong	6.67p

Landline Phone Tariff

Line Rental (monthly)

Business PSTN Single Line (NTE or NTTP)	£13.50
Business Multiline Aux (NTW or NTTP)	£13.50
ISDN 2e Standard (excludes DDI's)	£31.03
ISDN 2 System (excludes DDI's)	£15.52
ISDN 30e or DASS with quota of DDI numbers per channel (min 8 channels)	£17.37
ISDN 30e or DASS without quota of DDI numbers per channel (min 8 channels)	£15.21
Line rental surcharge (where CPS is not in place)	£3.00

Call charges

Call setup charge	6p
Local national	1.5p per min
UK mobiles	8p per min
0845	3.8p
0870	6.2p

Popular International destinations

EU (landline and mobile numbers)	15.83p
USA	6.67p
Canada	6.67p
Japan	6.67p
Hong Kong	6.67p
Minimum call charge	6.67p

Automatic Volume Discounts

£100 - £249	10%
£250 - £499	20%
£500 - £999	30%
£1000 or more	40%

Landline Phone Tariff

Inclusive Call Bundles

500 Anynet	£15.00
1000 Anynet	£25.00
2000 Anynet	£40.00

Office Phone Call Bundles

(available on our older tariffs)

1,000 minutes (Bundle 1)	£9.99
1,500 minutes (Bundle 2)	£14.99
2,000 minutes (Bundle 3)	£19.99
2,500 minutes (Bundle 4)	£24.99
3,000 minutes (Bundle 5)	£29.99
3,500 minutes (Bundle 6)	£34.99

Landline Calling Features

Single Line PSTN	
1471 Extra	£1.75
Anonymous Call Rejection	£4.00
Call Barring	£2.00
Call Diversion	£2.00
Call Minder	£2.45
Call Sign	£2.00
Call Waiting	£2.00
Called Party Answer	£2.44
Caller Display	£2.00
Caller Redirect - CNI	£9.00 (subject to £15 setup fee)
Choose to Refuse	£3.35
Meter Pulse Facility	£2.44
OCB Premium Rate Services and International Calls	£2.00

Single Line PSTN	
Premium Rate Services Call Barring	£2.00
Presentation Number	£2.57
Prompt Care Analogue	£1.20
Reminder Call	£2.00
Remote Call Forwarding	£21.66 (subject to £50 setup fee)
Ring Back	£2.00
Smart Divert	£4.50
Smart Divert and Bypass Number	£7.00
Three-way calling	£2.00
Total Care Analogue	£3.30
Total Care Premium	£4.40 (per line)
Wholesale 1571	£0.85

Landline Calling Features

Multiline PSTN	
Call Barring	£2.00
Call Diversion	£2.00
Call Waiting	£2.00
Caller Display	£2.00
Caller Redirect (CNI)	£9.00 (subject to £15 setup fee)
Choose to Refuse	£3.35
Number Withheld	£2.00
OCB Premium Rate Services and International Calls	£2.00
Premium Rate Services Call Barring	£2.00
Presentation Number	£2.00
Remote Call Forwarding	£21.66 (subject to £50 setup fee)
Ring Back	£2.00
Smart Divert	£2.00
Smart Divert + Bypass number	£7.00

Landline Calling Features

ISDN2e Digital Standard	
2 Number MSN	£0.72
3 Number MSN - 10 Number MSN	£7.20
Anonymous Call Rejection	£4.00
Call Deflection	£2.15
Caller Redirect - Cni	£9.00 (subject to £15 setup fee)
Calling Line Identity Presentation	£2.50
Connected Line Identity Presentation	£2.50
Customer Controlled Call Forwarding	£2.50
On Engaged	£2.50
On No Reply	£2.50
Permanent Incoming Call Barring	£2.50
Permanent Outgoing Call Barring	£2.50
Presentation Number	£2.70 (+ £40 set up, ex VAT)
Selective Outgoing Call barring - (Socb) All Calls	£2.50

ISDN2e Digital Standard	
Socb - International & premium rate calls	£2.50
Socb - International operator & premium rate calls	£2.50
Socb - National & international calls	£2.50
Socb - Operator calls	£2.50
Sub Addressing (20 Octet)	£2.15
Total Care ISDN 2e	£3.30
Total Care Premium	£4.40 (per channel)
Wholesale Presentation Number	£2.57

Landline Calling Features

ISDN2e Digital System	
3 Number MSN - 10 Number MSN	£7.20
Additional DDI Ranges (Block of 10 Channels)	£3.60
Call Deflection	£2.15
Caller Redirect - Cni	£9.00 (subject to £15 setup fee)
Calling Line Identity Presentation	£2.50
Connected Line Identity Presentation	£2.50
Customer Controlled Call Forwarding	£2.50
ISDN2 Digital System Aux	£16.82
On Engaged	£2.50
On No Reply	£2.50
Permanent Incoming Call Barring	£2.15
Permanent Outgoing Call Barring	£2.15
Presentation Number	£2.57 (+ £40 set up, ex VAT)
Selective Outgoing Call barring - (SoCb) All Calls	£2.50

ISDN2e Digital Standard	
Single Number Ddi (Per Channel)	£0.36
SoCb - International & premium rate calls	£2.50
SoCb - International operator & premium rate calls	£2.50
SoCb - National & international calls	£2.50
SoCb - Operator calls	£2.50
Sub Addressing (20 Octet)	£2.15
Total Care ISDN 2e	£3.30
Total Care Premium	£4.40 (per channel)
Wholesale Presentation Number	£2.70

Landline Calling Features

ISDN30e Digital System	
Additional DDI Ranges (Block of 10 Channels)	£3.60
Call Deflection	£2.15
Caller Redirect - Cni	£9.00 (subject to £15 setup fee)
Calling Line Identity presentation	£2.50
Connected Line Identity Presentation	£2.50
Cust Controlled Call Forwarding Unconditional All Calls	£2.15
Cust Controlled Call Forwarding Unconditional On Busy	£2.15
Cust Controlled Call Forwarding Unconditional On No Reply	£2.15
Ddi - Per Ddi Number Outside Quota - Block of 10	£3.60
Permanent Incoming Call Barring	£2.15
Permanent Outgoing Call Barring	£2.15
Presentation Number	£2.70 (+ £40 set up, ex VAT)

ISDN30e Digital System	
Selective Outgoing Call barring - (Socb) All Calls	£2.15
Single Number Ddi (Per Channel)	£0.36
Socb - International & premium rate calls	£2.15
Socb - International operator & premium rate calls	£2.15
Socb - National & international calls	£2.15
Socb - Operator calls	£2.15
Sub Addressing (20 Octet)	£2.15
Total Care ISDN 30e	£2.10
Total Care Premium	£2.40 (per channel)

Broadband

All charges shown exclude VAT

Broadband Standard	
Standard monthly charge	£7.00
Off-network monthly surcharge	£10.00
Disconnection charges (fixed line broadband - paid in addition to the ETF)	£10.00
Wireless router P&P	£5.99
Micro-filter	£5.00 per filter (first one supplied free)
Non-OPLR (extended network) surcharge	£1.00
Charge if wireless router not returned under 24 months (for members who applied or upgraded their router from 10 September 2018)	Value Router: £30 Premium Router: £60 Super Router: £90
Charge if wireless router not returned over 24 months (for members who applied or upgraded their router from 10 September 2018)	Value Router: £15 Premium Router: £30 Super Router: £45
Charge if renting a wireless router (for members who applied or upgraded their router from 10 September 2018)	Value Router: Free. Premium Router: £1 per month. Super Router: £2 per month.
Charge for wireless router if disconnected within 12 months (for members who applied prior to 10 September 2018)	£20.00

Broadband Ultra	
Ultra monthly charge	£15.00
Ultra+ monthly charge	£20.00
Disconnection charges (fixed line broadband - paid in addition to the ETF)	£10.00
Wireless router P&P	£5.99
Micro-filter	£5.00 per filter (first one supplied free)
Charge if wireless router not returned under 24 months (for members who applied or upgraded their router from 10 September 2018)	Value Router: £30 Premium Router: £60 Super Router: £90
Charge if wireless router not returned over 24 months (for members who applied or upgraded their router from 10 September 2018)	Value Router: £15 Premium Router: £30 Super Router: £45
Charge if renting a wireless router (for members who applied or upgraded their router from 10 September 2018)	Value Router: Free. Premium Router: £1 per month. Super Router: £2 per month.
Charge for wireless router if disconnected within 12 months (for members who applied prior to 10 September 2018)	£20.00

Broadband

All charges shown exclude VAT

Static IP (Standard or Ultra broadband)

Single IP	Free
Block of 4 (2 useable)	Free
Block of 8 (6 useable)	£5 per month
Block of 16 (14 useable)	£10 per month

Mobile Broadband

Standard (1GB)	£9.00
Premium (3GB)	£12.00
Pocket Wireless Router (24 month contract)	£4.00 per month
Excess usage	1.5p per MB

Mobile

Call prices are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p (free to 'EU' landline and mobile numbers) except where otherwise stated.

Prices shown include VAT.

	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	1,800	3,000	Unlimited
- Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
- Smartphone Data	1GB	2.5GB	5GB	10GB	40GB
UK 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
International calls to EU numbers	19p	19p	19p	19p	19p
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

Mobile - older tariffs (before March 2018)

Call prices are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p (free to 'EU' landline and mobile numbers) except where otherwise stated.

Prices shown include VAT.

	Value250	Value500	Value1000	Value1500	ValueMax+
Fixed monthly charges					
Price plan (per month)	£8	£11	£14	£17	£22
Optional extra data bundles (per GB)					£2.50
Inclusive monthly allowance					
- Anynet minutes (incl. voicemail)	250	500	1,000	1,500	Unlimited
- Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
- Smartphone Data	100MB	1GB	2GB	3GB	4GB / 10GB
UK call charges outside bundle					
Local/National (01, 02, 03)	30p	24p	18p	12p	Free
UK mobile numbers	30p	24p	18p	12p	Free
Voicemail retrieval - per call	12p	12p	12p	12p	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
International calls to EU numbers	19p	19p	19p	19p	19p
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

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 (free to 'EU' landline and mobile numbers) except where otherwise stated.

Prices shown include VAT.

	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
UK 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 ('EU' countries)	6p	6p	6p	6p
Non-UK mobiles (rest of the world)	24p	24p	24p	24p
Picture messages to UK mobiles	24p	24p	24p	24p
Other charges				
Customer Services (150) - per call	Free	Free	Free	Free
International calls to EU numbers	19p	19p	19p	19p
Freephone (eg. 0800/0808)	Free	Free	Free	Free
Mobile internet (dial-up WAP)	15p	15p	15p	15p
Data (per MB) in the UK	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)	20p	20p	20p	20p

Mobile Handset charges

Mobile handsets are supplied on a 24 month contract with monthly handset charges starting from £1 per month.

Handset Make / Model	Monthly Charge	Replacement Price*
Alcatel 1066G	£1	£24
Alcatel 3C	£5	£120
BlackBerry KEYone	£15	£360
Cat S41	£14	£336
Doro 5030	£2	£48
Doro 6530	£4	£96
Doro 8035	£7	£168
Google Pixel 2 128GB	£31	£744
Google Pixel 2 64GB	£27	£648
Google Pixel 2 XL 128GB	£34	£816
Google Pixel 2 XL 64GB	£30	£720
Honor 7X	£11	£264
Honor 9	£15	£360
HTC U11 Life	£14	£336
iPhone 6s 128GB	£24	£576

Handset Make / Model	Monthly Charge	Replacement Price*
iPhone 6s 32GB	£20	£480
iPhone 6s Plus 128GB	£28	£672
iPhone 6s Plus 32GB	£24	£576
iPhone 7 128GB	£28	£672
iPhone 7 32GB	£24	£576
iPhone 7 Plus 128GB	£33	£792
iPhone 7 Plus 32GB	£29	£696
iPhone 8 256GB	£36	£864
iPhone 8 64GB	£30	£720
iPhone 8 Plus 64GB	£34	£816
iPhone SE 128GB	£20	£480
iPhone SE 32GB	£15	£360
iPhone X 64GB	£42	£1,008
Motorola Moto C	£4	£96
Motorola Moto G5	£7	£168

*If the mobile is lost, stolen or damaged, the listed replacement charge will apply.

For the latest information on our mobile handset range and costs please visit <https://www.utilitywarehouseforbusiness.co.uk/>

Mobile Handset charges

Mobile handsets are supplied on a 24 month contract with monthly handset charges starting from £1 per month.

Handset Make / Model	Monthly Charge	Replacement Price*
Nokia 3	£6	£144
Nokia 8	£14	£336
Samsung Galaxy A3 2017	£11	£264
Samsung Galaxy A5 2017	£12	£288
Samsung Galaxy J3 2017	£7	£168
Samsung Galaxy J5 2017	£8	£192
Samsung Galaxy Note 8	£32	£768
Samsung Galaxy S7	£16	£384
Samsung Galaxy S8	£23	£552
Samsung Galaxy S8+	£26	£624
Samsung Galaxy S9	£28	£672
Samsung Galaxy S9+	£33	£792
Samsung Galaxy Xcover 4	£9	£216
Sony Xperia L1	£6	£144

*If the mobile is lost, stolen or damaged, the listed replacement charge will apply.

For the latest information on our mobile handset range and costs please visit <https://www.utilitywarehouseforbusiness.co.uk/>

Mobile General Charges

Blackberry add-on	£5
Data add-on (Value 300, Value 600, Value 1200, ValueMax tariffs only)	£2.50
Early termination charges	If a mobile service supplied with a handset on a 24 month contract is cancelled before the contract end date, the remaining monthly handset charges will be payable.
Extra Data add-on (ValueMax+ tariff only)	£2.50 per GB (maximum 20GB)
International Charges	<ul style="list-style-type: none"> • International calls cost up to 19p* per minute and 24p* per text. • International mobile calls up to 40p* per minute (charged in addition to the international landline rate) <p>For full details of our prices to all international destinations by country, please visit https://pricebooks.utilitywarehouse.co.uk</p>
Out of bundle charges	<p>Out of bundle charges vary by tariff and can cost from:</p> <ul style="list-style-type: none"> • 12p per minute • 24p per text • 2p per mb <p>For full pricing by tariff please visit https://pricebooks.utilitywarehouse.co.uk</p>
Replacement SIM card	£5
Roaming charges	See below
Texts (where sent to more than 200 different numbers)	4p per text

*Excluding calls to EU landline or mobile numbers from the UK.

Mobile Roaming charges whilst abroad

Zone	Make / Receive calls (per minute)	Send / Receive texts (per text)	Picture messages (per message)	Data (per mb)	Countries
EU / EEA	Roam like home	Roam like home	Roam like home	Roam like home	See below.
North America	£1	25p	45p	50p	Canada, USA.
Australia	85p	25p	45p	50p	Australia, New Zealand.
Rest of the world	£1.75	25p	45p	50p	All other countries.
Other Europe	£1	25p	45p	50p	Andorra, Faroe Islands.
Satellite	£7.80	25p	45p	£3	Aircraft, Ferries / Ships.

Roam like home

From June 2017, all Utility Warehouse mobiles can be used in Europe (EU) and The European Economic Area (EEA) at the same cost as the UK. The countries that this applies to are:

Austria, Belgium, Bulgaria, Canary Islands (Spain), Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, French Guiana (France), Germany, Gibraltar, Greece, Guadeloupe (France), Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique (France), Monaco, Netherlands, Norway, Poland, Portugal, Reunion (France), Romania, Saint Barthelemy (France), Saint Martin (France), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

All Tariffs are subject to our Fair Usage Policy which you can read by visiting <https://www.utilitywarehouse.co.uk/help/mobile/answer/fair-use-policy>. We may apply the following surcharges if our Fair Use Policy is breached whilst roaming in the EU/ EEA:

Calls	3.24p per minute
Texts	1p per text
Data	0.36p per MB

For full details of our roaming prices by country, please visit <https://www.utilitywarehouse.co.uk/clubhouse/Mobile/roaming>

03xx Option 1

Monthly charge	£4.99
Bundle minutes	
<ul style="list-style-type: none"> • Landline 500 • Mobile 100 	
Out of bundle charges	
<ul style="list-style-type: none"> • Landline 1.5p • Mobile 6p 	

03xx Option 2

Monthly charge	£39.99
Bundle Minutes	
<ul style="list-style-type: none"> • Landline 5000 • Mobile 1000 	
Out of bundle charges	
<ul style="list-style-type: none"> • Landline 1.1p • Mobile 5p 	
0800/0808	£2.00
0845	£2.00
0844	£2.00
0871	£2.00

Automatic Volume Discounts

2000 minutes	0.25 p/min
20,000 minutes	0.5 p/min
100,000 minutes	0.75 p/min
250,000 minutes	1.0 p/min

Call Care

Monthly license fee	£4.00
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Other Charges

Special Numbers (one-off connection charge)

Silver	£500
Gold	£1,000

Minimum call charge

0800/0808	5p
0845	2p
NGN port-out charge	£25.00

FreeCall/Internet Phone

FreeCall (until January 2015)

Monthly Rental	£0
UW FreeCall / Internet Phone numbers	5p
UK local/national numbers (01, 02 and 03)	10p
UK mobile numbers (07)	30p
08, 09, 118 access charge (excludes 0800 / 0808)	20p + service charge
Directory Enquiries 118 383 single enquiry 118 338 multiple enquiries 118 830	50p per call 70p per call £1.55 per minute
Minimum call charge	6p
Call set-up fee	16.8p per call

Internet Phone (until January 2015)

Monthly Rental	£2 (Office Phone and Broadband members) £4 (non Office Phone and Broadband members)
Connection Charge (for up to two numbers)	£50
UW FreeCall / Internet Phone numbers	5p
UK local/national numbers (01, 02 and 03)	10p
UK mobile numbers (07)	30p
08, 09, 118 access charge (excludes 0800 / 0808)	20p + service charge
Directory Enquiries 118 383 single enquiry 118 338 multiple enquiries 118 830	50p per call 70p per call £1.55 per minute
Minimum call charge	6p
Call set-up fee	16.8p per call

(i) Freecall / Internet Phone is not currently available for new connections.

(ii) For full pricing please visit <https://pricebooks.utilitywarehouse.co.uk>

Utility Warehouse Limited is a multi utility service provider supplying residential and business customers with fixed telephone, broadband, mobile, energy and insurance services.

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

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