

A guide to our legacy tariffs



Important information



These tariffs are no longer available to customers.



Prices in this Tariff Guide 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.



All call charges 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.



If you would like a copy of this Tariff Guide in an alternative format (e.g. braille or large print) please contact customer services.

Broadband

Old Broadband Standard (from October 2004 to March 2012)	
Monthly charge	£15.98
Discount (for Double Gold / Gold Talk members)	10% of monthly charge
Disconnection fee	£10
Wireless router (monthly)	£1.25
Micro-filter	£5 per filter (first one supplied free)
Unlimited data option (monthly)	Included

Broadband Laptop (from October 2007 to March 2009)	
On network monthly charge	£15.98
Off network monthly charge	£22.99
Discount for Double Gold / Gold Talk members	10% of monthly charge
Disconnection fee	£10

Full Fibre 300 (to Feb 16 2022)	
Monthly Charge	£50

Equipment				
	Value Router (to September 2021)	Premium Router (to September 2021)	Premium Router (September 2021 to January 2022)	Super Router (to January 2022)
Monthly Charge	Free	£1	Free	£2
Non return charge (within 24 months)	£30	£60	£60	£90
Non return charge (after 24 months)	£15	£30	£30	£45

The monthly charges for the Broadband Standard and Laptop tariffs exclude standard residential line rental

Home phone

Old home phone (up to 18 March 2017)

Monthly line rental	£20.99
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Monthly service fee (where we are not providing line rental)	£3
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Line rental surcharge (where CPS is not in place)	£3
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Monthly minimum call spend (non-line rental member)	£4
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WLR installation	£99
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LLU installation	£24
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Line restart	£24
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Early termination fee where we have installed the line - 12 month contract	£3 for each remaining month (or part thereof)
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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
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Old call bundles monthly charges (up to 18 March 2017)

Peak Saver

Provides unlimited calls to UK landline numbers (beginning 01, 02, 03) and UK mobile numbers, at any time.	£8.50
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International Saver

Includes an allowance of 250 minutes every month (in total) to 25 top international destinations: Australia, Belgium, Canada, China, Denmark, France, Germany, Greece, Hong Kong, India, Ireland, Israel, Italy, Japan, Korea (South), Netherlands, New Zealand, Poland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, USA.	£2.50
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Call charges

Subject to our current prices and terms. [Click here](#) for further details.

Value calling features monthly charges

Reminder call	£2.50
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Remote call forwarding	£22
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Ring back	£2.50
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Call minder premier (5)	£4
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Mobile - older tariffs (from September 2020 to September 2021)

	Value	Unlimited	Additional Unlimited
Fixed monthly charges			
• Price plan (per month)	£10	£20	£13
Inclusive monthly allowance			
• Anynet minutes (incl. voicemail)	450	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited
• Smartphone Data	1GB	Unlimited	Unlimited
Call charges outside bundle			
• Local/National (01, 02, 03)	15p	Free	Free
• UK mobile numbers	15p	Free	Free
• Voicemail retrieval – per call	15p	Free	Free

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

You can see the listing for all usage charges [here](#).

Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile - older tariffs (from March 2018 to December 2020)

	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	40GB
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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Mobile - older tariffs (From March 2016 to February 2018)

	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	1000	1500	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
• Smartphone Data	100MB	1GB	2GB	3GB	4GB/10GB
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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Mobile - older tariffs (from June 2012 to February 2016)

	Value300	Value600	Value1200	ValueMax
Fixed monthly charges				
• Price plan (per month)	£7.50	£10	£12.50	£17.50
• (Add on) Smartphone data (£2.50 per month)	250MB	500MB	1GB	2GB/4GB
• (Add on) BlackBerry data (£5 per month)	250MB	500MB	1GB	2GB/4GB
Inclusive monthly allowance				
• Anynet minutes (incl. voicemail)	300	600	1200	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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Mobile - older tariffs (before 2013)

	Mobile Plus	Mobile Xtra	Valuepay
Fixed monthly charges	£10	£0	£0
• Price plan (per month)	£8 after 1 year £6 after 2 years	£4 minimum monthly spend	Pay as you go
Call charges			
• Local/National (01, 02, 03)	8p	10p	7p
• UK mobile numbers	5p/35p	10p/35p	7p
• Voicemail retrieval – per call	8p	10p	12p
Texts (SMS)			
• UK mobiles	6p/10.8p	12p	4p
• Non-UK mobiles	24p	24p	35p
• EU mobiles	6p	6p	6p
• Picture messages to UK mobiles	30p	30p	30p

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

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 signal booster (to 30 April 2022)

Monthly rental	£2
Damaged or lost signal booster	£60
Non-return of signal booster	£60

Mobile phone protection scheme (for handsets provided after 17 March 2013 to 20 March 2022)

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 shown above. For more information please refer to our Terms and Conditions.

If the phone is or was on our Value, Value250, Value300 or Value450 price plan, the excess will be double.

Additional services

FreeCall (until January 2015)	
Monthly Rental	£0
Calls are charged at the same rates as our current Home Phone service.	

Internet phone (until January 2015)	
Monthly Rental	£2 (Home Phone and Broadband members) £4 (non Home Phone and Broadband members)
Connection Charge (for up to two numbers)	£50
Calls are charged at the same rates as our current Home Phone service.	

i. For full pricing please visit <https://pricebooks.utilitywarehouse.co.uk>.

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