

# A guide to our business charges



# Important information

- ✓ Prices in this Tariff Guide are effective from the date of publication.
- ✓ This Tariff Guide should be read in conjunction with our Terms and Conditions; taken together, these contain full details of all the costs and benefits associated with being a UW customer and the various services we provide, and you can find them on our website at [uw.co.uk/legal/tariffs-charges](http://uw.co.uk/legal/tariffs-charges). 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 Tariff Guide exclude VAT 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

	Standard (LLU network)	Standard (off network)	Ultra	Ultra+
Average speed	11 Mbps	11 Mbps	38 Mbps	67 Mbps
Inclusive data	Unlimited	Unlimited	Unlimited	Unlimited
Monthly charge	£26	£36	£31	£36
Connection charge	Free	Free	Free	Free
Minimum contract	None	None	18 months	18 months

# Equipment

	Monthly charge	Non return charge (within 24 months)	Non return charge (after 24 months)
Value router	Free	£30	£15
Premium router	£1	£60	£30
Super router	£2	£90	£45

- a. The monthly charges for Broadband standard and Ultra tariffs includes line rental.
- b. See our terms and conditions for the rules about returning equipment or ending services within contract.
- c. You must have a working compatible fixed telephone line on which the line rental is being billed by us to use our fixed line broadband services; we are unable to supply broadband on multi-line phone services.

# Broadband — other charges

	Standard	Ultra tariffs
Disconnection fee	£10	£10
Early termination fee	None	Remaining monthly charges capped at £150
Change of package fee	£10	£10

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

Engineer charges	
Missed appointment	£50
Engineer visit (non network related fault)	£50

# Landline phone

Line rental monthly charges	
Single analogue line	£16
Multiline (per line)	£16
ISDN 2e Standard per channel (excluding DDI's)	£15.27
ISDN30e or DASS per channel with quota of DDI numbers per channel (min. 8 channels)	£17.10
ISDN30e or DASS per channel without quota of DDI numbers per channel (min. 8 channels)	£14.97
Line rental surcharge (where CPS is not in place)	£3

Call bundle monthly charges	
Inclusive minutes for calls to UK numbers beginning 01, 02, 03 and to any UK mobile	
500 Anynet	£15
1000 Anynet	£25
2000 Anynet	£40

# Landline phone

Care packages monthly charges	Analogue line	ISDN2 (per channel)	ISDN30 (per channel)
Standard Care	Free	Free	N/A
Prompt Care	£1.20	N/A	Free
Total Care	£3.30	£3.30	£2.10
Total Care Premium	£4.40	£4.40	£2.40

Installation charges	Charge	Minimum contract	Early termination fee
Single line on main LLU network	£24	12 months	Monthly line rental charges up to the expiry of the contract
Single line on extended BT network	£106	None	None
Multiline - Main Line	£106	None	None
Multiline - Aux line	£99	None	None

# Landline phone

## Engineer charges

Missed appointment	£50
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Engineer visit (non network related fault)	£50
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Single line to multiline conversion (per line)	£99
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Multiline NTE socket to single line conversion	£15
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Multiline NTTP socket to single line conversion	£106
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Multiline removing an axillary line	£15
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Relocation of master telephone socket	£120
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## Other charges

Renumber	£15
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Temporary Call Diversion	£5
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# Landline calling features

Single line PSTN	
Call Barring	£2
Call Diversion	£2
Call Minder	£2
Call Sign	£2
Call Waiting	£2
Called Party Answer	£2
Caller Display	Free
Caller Redirect - CNI*	£9 (subject to £15 setup fee)
Choose to Refuse	£3.35
Meter Pulse Facility	£2.44
OCB Premium Rate Services and International Calls	£2
Premium Rate Services Call Barring	£2
Presentation Number	£2.57
Prompt Care Analogue	£1.20
Reminder Call	£2

Single line PSTN	
Remote Call Forwarding*	£21.66 (subject to £50 setup fee)
Ring Back	£2
Smart Divert	£4.50
Smart Divert and Bypass Number	£7
Three-way calling	£2
Wholesale 1571	85p

\* Only available on our extended BT network.



# Landline calling features

Multiline PSTN	
Call Barring	£2
Call Diversion	£2
Call Waiting	£2
Caller Display	£2
Caller Redirect (CNI)	£9 (subject to £15 setup fee)
Choose to Refuse	£3
Number Withheld	£2
OCB Premium Rate Services and International Calls	£2
Premium Rate Services Call Barring	£2
Presentation Number	£2
Remote Call Forwarding	£21.66 (subject to £50 setup fee)
Ring Back	£2
Smart Divert	£2
Smart Divert + Bypass number	£7

# Landline calling features

ISDN2e digital system	
2 Number MSN	72p
3 Number MSN - 10 Number MSN	£7
Anonymous Call Rejection	£4
Call Deflection	£2
Caller Redirect (CNI)	£9 (subject to £15 setup fee)
Calling Line Identity Presentation	£3
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 (subject to £40 setup fee)
Selective Outgoing Call barring - (Socb) All Calls	£2.50

ISDN2e digital system	
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
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 (subject to £15 setup fee)
Calling Line Identity Presentation	£3
Connected Line Identity Presentation	£3
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

ISDN2e digital system	
Presentation Number	£2.57 (subject to £40 setup fee)
Selective Outgoing Call barring - (Socb) All Calls	£2.50
Single Number Ddi (Per Channel)	36p
Socb - International & premium rate calls	£2.50
Socb - International operator & premium rate call	£2.50
Socb - National & international calls	£2.50
Socb - Operator calls	£2.50
Sub Addressing (20 Octet)	£2.15
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 (subject to £15 setup fee)
Calling Line Identity presentation	£3
Connected Line Identity Presentation	£3
Customer Controlled Call Forwarding Unconditional All Calls	£2
Customer Controlled Call Forwarding Unconditional On Busy	£2.15
Customer 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 (subject to £40 setup fee)

ISDN30e digital system	
Selective Outgoing Call barring - (Socb) All Calls	£2.10
Single Number Ddi (Per Channel)	36p
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

# Landline phone usage charges

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 8p except where otherwise stated.

UK calls	Weekdays (7am-7pm)	All other times
UK local/national numbers (01, 02 and 03)	1.5p	1.5p
UK mobile numbers	5p	5p
UW customers (landlines)	Free	Free
Access charge for 084, 087, 09 and 118 numbers (replaces the call set-up fee)	10p	10p
Channel Islands and Isle of Man	5.42p	2.92p
Personal numbers (070)	1-50p	1-50p

Directory enquiries	
118 383 single enquiry	42p per call
118 338 multiple enquiries	59p per call
118 830	£1.29 per minute

Automatic volume discounts	
Monthly call spend	Discount
£100-£249	-10%
£250-£499	-20%
£500-£999	-30%
£1000 or more	-40%

Monthly spend is based on total value of eligible calls made using our Landline Phone service.

# Landline phone calls — additional information

- a. To benefit from free calls to other UW customers, the call must be made from a landline being supplied by us to the landline number(s) of any other UW customer, provided we are supplying the other UW customer with a fixed line telephony service on that landline number. The maximum duration of each free call is 75 minutes, after which standard call charges apply. Free member to member calls are in addition to any Call Bundle calls.
- b. Calls to numbers beginning 08, 09 or 118 (excluding 0800 and 0808) made using our Landline 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. The access charge replaces our standard call set up fee for these calls.
- c. With the exception of calls to numbers beginning 08, 09 and 118, all chargeable calls are billed per second, rounded up to the nearest whole penny and the call set-up fee of 8p is then added.
- d. Only calls to UK numbers (beginning 01, 02, 03) and UK mobiles (beginning with 07) are included in the call bundles available on this service – the duration of each of these calls is rounded up to the nearest whole minute and deducted from your allowance and any unused inclusive minutes remaining at the end of the month are lost. 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 call allowance for the following billing period.
- e. In calculating your total call spend for Volume Discount purposes, calls to premium rate numbers (eg. 09XXX), Directory Enquiry services and the Speaking Clock are excluded; in addition, Volume Discounts are not applied to any calls of this type.
- f. Prices for calls to non-geographic and premium rate numbers not shown in this booklet are available on request.
- g. Calls to the Channel Islands and the Isle of Man are not included in any free or inclusive call allowances.

# Landline phone and mobile - international call charges

Country	p/min
Andorra	16.66p
Anguilla	25p
Argentina	16.67p
Ascension Islands	54.17p
Australia	8.33p
Austria (EU)	15.83p
Bahamas	20.83p
Bahrain	50p
Bangladesh	20p
Barbados	16.67p
Belgium (EU)	15.83p
Bermuda	16.67p
Bosnia-Herzegovina	24.17p
Botswana	25p
Brazil	20.83p
Brunei	37.5p
Bulgaria (EU)	15.83p
Cameroon	50p
Canada	6.67p
Canary Islands (EU)	15.83p
Cayman Islands	29.17p
Chile	16.67p
China	12.5p
Colombia	25p
Croatia (EU)	15.83p
Cuba	45.83p
Cyprus (EU)	15.83p

Country	p/min
Czech Republic (EU)	15.83p
Denmark (EU)	15.83p
Ecuador	26.67p
Egypt	50p
Estonia (EU)	15.83p
Ethiopia	58.33p
Finland (EU)	15.83p
France (EU)	15.83p
Gambia	37.50p
Germany (EU)	15.83p
Ghana	33.33p
Gibraltar (EU)	15.83p
Greece (EU)	15.83p
Grenada	16.67p
Guyana	54.17p
Honduras	41.67p
Hong Kong	6.67p
Hungary (EU)	15.83p
Iceland (EU)	15.83p
India	13.33p
Indonesia	41.67p
Iran	58.33p
Iraq	58.33p
Ireland (EU)	15.83p
Israel	8.33p
Italy (EU)	15.83p
Jamaica	16.67p

Country	p/min
Japan	6.67p
Jordan	54.17p
Kenya	50p
Korea (South)	20.83p
Latvia (EU)	15.83p
Lebanon	50p
Liechtenstein (EU)	15.83p
Lithuania (EU)	15.83p
Luxembourg (EU)	15.83p
Madeira (EU)	15.83p
Malawi	41.67p
Malaysia	16.67p
Malta (EU)	15.83p
Mauritius	50p
Mexico	16.67p
Monaco	13.33p
Morocco	26.67p
Nepal	6.67p
Netherlands (EU)	15.83p
New Zealand	8.33p
Nicaragua	50p
Nigeria	50p
Norway (EU)	15.83p
Oman	54.17p
Pakistan	16.67p
Peru	33.33p
Philippines	25p

Country	p/min
Poland (EU)	15.83p
Portugal (EU)	15.83p
Puerto Rico	10p
Qatar	50p
Romania (EU)	15.83p
Russia	20.83p
Saudi Arabia	45.83p
Serbia	26.67p
Sierra Leone	62.50p
Singapore	13.33p
Slovakia (EU)	15.83p
Slovenia (EU)	15.83p
South Africa	20.83p
Spain (EU)	15.58p
Spain - Balearics (EU)	15.58p
Sri Lanka	54.17p
St Lucia	16.67p
Sweden (EU)	15.83p
Switzerland	6.67p
Syria	50p
Taiwan	16.67p
Tanzania	50p
Thailand	29.17p
Trinidad & Tobago	16.67p
Tunisia	29.17p
Turkey	15p

Country	p/min
Uganda	37.50p
Ukraine	37.50p
UAE	37.50p
Uruguay	45.83p
USA	6.67p
Venezuela	16.67p
Vietnam	70.83p
Zambia	45.83p
Zimbabwe	37.50p

# International call charges — additional information

- a. Prices shown (except for 'EU' countries) are subject to a call set-up fee of 8p for Landline Phone and 4.17p for mobile
- b. Calls to countries not marked 'EU' are billed per second on Landline Phone but per minute on mobile. Calls billed per second are rounded up to the nearest whole penny and the call set-up fee is then added.
- c. Calls to countries marked 'EU' are billed per minute on both Landline Phone and mobile. No call set-up fee applies to these calls.
- d. Where calls are billed per minute, the duration of the call is rounded up to the nearest whole minute and charged at the 'per minute' rate.
- e. 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 30p per minute.
- f. Calls to international ISDN data, international premium rate or audiotext numbers may be charged at higher rates than the standard international call charge.
- g. Prices for calls to other international destinations not shown in this guide are available on request.



# Mobile

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

	Value	Unlimited	Additional Unlimited
<b>Fixed monthly charges</b>			
• Price plan (per month)	£10	£20	£13
<b>Inclusive monthly allowance</b>			
• Anynet minutes (inc. voicemail)	450	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited
• Smartphone Data	1GB	Unlimited	Unlimited
<b>Call charges outside bundle</b>			
• Local/National (01, 02, 03)	15p	Free	Free
• UK mobile numbers	15p	Free	Free
• Voicemail retrieval – per call	15p	Free	Free
<b>Texts (SMS)</b>			
• Non-UK mobiles (EU countries)	6p	6p	6p
• Non-UK mobiles (rest of the world)	24p	24p	24p
• Picture messages to UK mobiles	30p	30p	30p
<b>Other charges</b>			
• Customer Services (150) – per call	Free	Free	Free
• Freephone (e.g. 0800/0808)	Free	Free	Free
• Mobile internet (dial-up WAP)	15p	15p	15p
• Data (per MB) in the UK	2p	Free	Free
• Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	30p	30p	30p
• UK non-mobile numbers beginning 07	1–50p	1–50p	1–50p
• International calls to EU numbers	19p	19p	19p

Calls from the UK to any international destination are charged at the same rates that apply to landline calls using our Landline Phone service. See the Landline Phone and mobile international call charges section above. You can see the listing for all usage charges [here](#).

# Mobile — additional information

- a. A maximum of 3 additional Unlimited SIMs per account can be taken. See the Terms and Conditions on our website at [uw.co.uk/legal/terms-conditions](http://uw.co.uk/legal/terms-conditions) for full details.
- b. Inclusive monthly allowances apply to usage within the UK and EU only. Anynet minutes apply to standard UK local/national numbers (01, 02 and 03), UK mobiles and voicemail. Anynet texts apply to standard text messages to UK mobile numbers.
- c. You will not be charged for calls diverted to your voicemail, or to set up or cancel the call divert facility, except while roaming.
- d. Call set-up fee does not apply to calls from the UK to EU countries (landlines and mobile).
- e. 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.
- f. 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.
- g. While roaming, calls to our '150' customer service number are charged at standard roaming rates for the country you are in.
- h. Calls using a Textphone have a 30% discount applied for deaf/speech impaired members using services such as Relay UK.
- i. Budget Control is not available on BlackBerry handsets.
- j. 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.
- k. 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.
- l. A call ends when: 1. you end the call on your device; or 2. 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 3. you do not end the call on your device, up to 16 hours after the last third party you were connected to has ended their call.
- m. 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.
- n. 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.
- o. Data usage is measured in bytes. There are 1024 bytes in a kilobyte (KB), 1024KB in a Megabyte (MB) and 1024MB in a Gigabyte (GB). You are billed for the total amount of data you use, both upstream (data sent by your device such as sending an email) and downstream (data received by your device such as viewing a webpage or receiving an email). This includes the data required by the network to control the session (such as source and destination network addresses and error detection codes), any data that is re-sent (if you refresh a webpage for example) and may differ from the data your device consumes and records. The total amount of data you use per session is recorded in bytes which are then converted to kilobytes, mathematically rounded to 2 decimal places and passed to us for billing. We combine your data sessions into a single daily total for data used (in KB) and deduct this from your inclusive data allowance. If you exceed your allowance, we charge you for the daily total amount of data used (in KB) at our published rate for your tariff rounded up to the nearest whole penny.

# Mobile charges

Mobile additional charges	
Number Change	£20
Replacement SIM	£5
Texts (where sent to more than 200 different numbers)	4p per message
Calls (where made to more than 200 different numbers)	2p per message
Calls (where call duration is over 75 minutes if you have an unlimited allowance)	2p per message
Refund of prepaid credit (when requested upon termination of your service)	£5 charge

## Switching mobile providers?

For full information please see our switching guidance at [uw.link/mobile-switching](http://uw.link/mobile-switching)

We'll always try and switch your service (including number porting, where requested) the next working day. If this process is delayed because of us, you may be entitled to compensation. To discuss a claim, please [contact us](#).

# 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

Surcharges	
Calls	3.31p per minute
Texts	1p per text
Data	0.36p per MB

- All Utility Warehouse mobiles can be used in Europe (EU) and The European Economic Area (EEA) at the same cost as the UK. 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.
- 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 [www.utilitywarehouse.co.uk/help/mobile/answer/fair-use-policy](http://www.utilitywarehouse.co.uk/help/mobile/answer/fair-use-policy)
- Please see the surcharges table for the surcharges we may apply if our Fair Use Policy is breached whilst roaming in the EU/ EEA. For full details of our roaming prices by country, please visit [www.utilitywarehouse.co.uk/clubhouse/Mobile/roaming](http://www.utilitywarehouse.co.uk/clubhouse/Mobile/roaming)

# Mobile Broadband

Mobile broadband	
Standard	
Monthly charge	£9 (SIM only) or £13 (with pocket wireless router)
Inclusive data	1GB
Max	
Monthly rental	£12 (SIM only) or £16 (with pocket wireless router)
Inclusive data	3GB
General charges	
Additional data	1.5p per MB
Overseas data (from)	£1.20 per MB
Where we've supplied a pocket wireless router	
Contract term	24 months
Early termination fee	£4 per month for the remaining contract term (rounded up to the next whole month)

a. Data usage is measured in bytes. There are 1024 bytes in a kilobyte (KB), 1024KB in a Megabyte (MB) and 1024MB in a Gigabyte (GB). You are billed for the total amount of data you use, both upstream (data sent by your device such as sending an email) and downstream (data received by your device such as viewing a webpage or receiving an email). This includes the data required by the network to control the session (such as source and destination network addresses and error detection codes), any data that is re-sent (if you refresh a webpage for example) and may differ from the data your device consumes and records. The total amount of data you use per session is recorded in bytes which are then converted to kilobytes, mathematically rounded to 2 decimal places and passed to us for billing. We combine your data sessions into a single daily total for data used (in KB) and deduct this from your inclusive data allowance. If you exceed your allowance, we charge you for the daily total amount of data used (in KB) at our published rate for your tariff rounded up to the nearest whole penny.

# Non-geographic numbers

	0800/0808	0844	0871
Monthly rental	£2	£2	£2
Retail rate (per min)	N/A	7p	13p

## Destination

• UK fixed numbers	4p	-1.5p	-2.5p
• UK mobile numbers	12p	8.5p	6p
• Overseas numbers (EU, USA, Canada, Japan and Hong Kong)	8p	5p	3p

0333		
	Option 1	Option 2
Monthly rental	£4.99	£39.99
Minutes (landline)	500	5000
Minutes (mobile)	100	1000
Out of bundle (landline)	1.5p	1.1p
Out of bundle (mobile)	6p	5p

Automatic Volume Discounts	
Minutes	Discount
2,000	0.25p/min
20,000	0.5p/min
100,000	0.75p/min
250,000	1p/min

On 0844 and 0871 calls being delivered to UK fixed numbers, we will increase our payments to you by the amounts shown in this table.

Special numbers		
	Silver	Gold
Connection charge	£500	£1,000
Minimum contract	12 months	12 months

**Early termination fee** Monthly rental that would have been payable during the remainder of the contract period

Other Charges	
Minimum call charge	
0800/0808	5p
0845	2p
Port-out charge	£25
Call care monthly licence fee	£4

# Non-geographic numbers — additional information

- a. All chargeable calls are billed per second, rounded up to the nearest whole penny and are subject to the minimum call charge.
- b. Calls to 0844 and 0871 are subject to an access charge set by the service provider in addition to our published rates.
- c. Call rebates on 0844 and 0871 numbers are paid on a per second basis and to the nearest tenth of a penny.
- d. Gold and Silver NGN set up charges are refundable on the first anniversary provided the total number of minutes generated during the first 12 months since the number was allocated to you has exceeded 600,000 (Gold) and 360,000 (Silver).

Utility Warehouse Limited is a wholly-owned subsidiary of Telecom Plus Plc. Registered office:  
Utility Warehouse Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.

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