

A guide to our residential charges



Account administration

Final bill late payment - 14 days (Gas and Electricity only)	5% over Barclays Bank Base Rate from the day the payment was due
Administration charge (DD rejection or late payment)	£6
Administration charge (DD cancellation)	£6
Cheque issue (for refunds - admin charge)	£6
Paper bill fee	£1.50
E-Billing fee	Free

Cashback card (Mastercard)

Card application fee	£10 (£9.99 prior to 17/03/13)	Minimum 'floor level'	£20
Monthly fee	£1 per month (per card)	Card redemption fee (taking money back off the card)	£5
UK Transaction fee	Free	Using overseas	4% of the transaction amount
ATM withdrawal	£1 (per withdrawal) - plus any fees taken by the ATM	Using in an ATM overseas	£1.40 per transaction plus any fees taken by the ATM (+ 4% of transaction amount)
Daily withdrawal limit	£250 per account	Daily withdrawal limit (overseas)	£250
Replacement card (lost/stolen/damaged)	£5	Overseas declined payments	20p
Debit card top-up	35p	Disputed transaction (found to be genuine)	£10 administration fee
Top-ups	£20 minimum	Maximum timeline to raise a dispute	13 months after the invoice date
Maximum top-up	£1,000		
Maximum balance available on the card	£5,000		

Cashback card (Visa)

Card application fee	£5, payable on next bill
Monthly fee	£2 per month (per card account)
UK Transaction fee	Free
ATM withdrawal	80p (per withdrawal) - plus any fees taken by the ATM
Daily withdrawal limit	£250 per account
Replacement card (lost/stolen/damaged)	£5
Debit card top-up	Free for five top-ups per month, 35p per top-up thereafter
Top-ups	£20 minimum
Maximum top-up	£3,000
Maximum balance available on the card	£5,000

Card redemption fee (taking money back off the card)	£5
Using overseas	2.5% of the transaction amount
Using in an ATM overseas	£1 per withdrawal plus any fees taken by the ATM (+ 2.5% of transaction amount)
Daily withdrawal limit (overseas)	£250
Overseas declined payments	20p
Disputed transaction (found to be genuine)	£10 administration fee
Maximum timeline to raise a dispute	13 months after the invoice date

Broadband

Broadband Standard

Standard monthly charge (includes line rental)	£28.99
Off network monthly charge (includes line rental)	£35.99
Discount (for Double Gold / Gold Talk members)	10% of monthly charge
Disconnection fee	£10
Wireless router (one-off P&P)	£5.99
Charge for wireless router if Broadband service is cancelled within 12 months (for members who applied between 18 March 2013 and 9 September 2018)	£20
Non return of wireless router charge (within 2 years of being supplied router), from 10 September 2018	Value Router: £30. Premium Router: £60. Super Router: £90.
Non return of wireless router charge (after 2 years of being supplied router), from 10 September 2018	Value Router: £15. Premium Router: £30. Super Router: £45.
Wireless router rental (monthly), from 10 September 2018	Value Router: Free. Premium Router: £1 per month. Super Router: £2 per month.
Micro-filter	£5 per filter (first one supplied free)
Unlimited data option (monthly)	Included
Additional data (off network)	25p per GB (maximum charge £25 per calendar month)
Surcharge (non-LLU without HPLR)	£3

Broadband

Broadband Ultra/Ultra+

Ultra monthly charge (includes line rental)	£32.99
Ultra+ monthly charge (includes line rental)	£37.99
Discount (for Double Gold / Gold Talk members)	10% of monthly charge
Contract	18 months
Wireless router (one-off P&P)	£5.99
Non return of wireless router charge (within 2 years of being supplied router), from 10 September 2018	Value Router: £30. Premium Router: £60. Super Router: £90.
Non return of wireless router charge (after 2 years of being supplied router), from 10 September 2018	Value Router: £15. Premium Router: £30. Super Router: £45.
Wireless router rental (monthly), from 10 September 2018	Value Router: Free. Premium Router: £1 per month. Super Router: £2 per month.
Charge for wireless router if Broadband service is cancelled within 12 months (for members who applied between 18 March 2013 and 9 September 2018)	£20
Micro-filter	£5 per filter (first one supplied free)
Disconnection fee	£10
Early termination fee	Charge equal to the remaining monthly charges (maximum charge of £150)
Surcharge (non-LLU without HPLR)	£3

All charges shown include VAT unless otherwise stated.

Broadband

Old Broadband Standard (up to 18 March 2017)

Standard monthly charge (includes line rental)	£29.98
Off network monthly charge (includes line rental)	£36.98
Discount (for Double Gold / Gold Talk members)	10% of monthly charge
Disconnection fee	£10
Wireless router (one-off p&p)	£5.99
Wireless router (monthly) for members who applied prior to 17 March 2013	£1.25 (free of charge after 17 March 2013)
Wireless router if Broadband cancelled within 12 months (for members who applied after 18 March 2013)	£20
Micro-filter	£5 per filter (first one supplied free)
Unlimited data option (monthly)	Included
Additional data (off network)	25p per GB (maximum charge £25 per calendar month)
Surcharge (non-LLU without HPLR)	£3

Old Broadband Lite (up to April 2012)

Monthly charge	£14.99
Disconnection fee	£10
Wireless/Fixed router (monthly)	£1.25
USB adapters (monthly)	£1
Micro-filter	£5 per filter (first one supplied free)
Additional data	50p per GB (subject to a maximum charge of £25 per calendar month)

Broadband

Old Broadband Standard (up to April 2012)

Monthly charge	£17.99
Disconnection fee	£10
Wireless/Fixed router (monthly)	£1.25
USB adapters (monthly)	£1
Micro-filter	£5 per filter (first one supplied free)
Additional data	50p per GB (subject to a maximum charge of £25 per calendar month)

Old Broadband Max (up to April 2012)

Monthly charge	£22.99
Disconnection fee	£10
Wireless/Fixed router (monthly)	£1.25
USB adapters (monthly)	£1
Micro-filter	£5 per filter (first one supplied free)
Broadband moving home charge (for Broadband services less than 12 months old)	£15

Broadband Engineer Charges

Engineer visit	
• no fault is found	
• internal wiring	£50
• internal equipment	
• member / third party damage	
Missed appointment	£50

Home Phone

Current Home Phone	
Monthly line rental	£19
Peak Saver	£9
Off Peak Saver	£3
International Boost	£5
Monthly service fee (where we aren't providing line rental)	£3
Line rental surcharge (where CPS isn't in place)	£3
Monthly minimum call spend (non-line rental member)	£4
LLU installation	£18
Line restart	£18
Early termination fee where we've installed the line - 18 month contract	£3 for each remaining month (or part thereof) plus the balance of any connection charges

Old Home Phone (up to 18 March 2017)	
Monthly line rental	£20.99
Peak Saver	£6.50
International Saver	£2.50
Monthly service fee (where we are not providing line rental)	£3
Line rental surcharge (where CPS is not in place)	£3
Monthly minimum call spend (non-line rental member)	£4
WLR installation	£99
LLU installation	£24
Line restart	£24
Early termination fee where we have installed the line - 12 month contract	£3 for each remaining month (or part thereof)
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

Home Phone

Call charges

Popular Call Types

Club members (01, 02 UW landlines or 07 UW mobiles)	FREE
UK local/national numbers (01, 02 and 03)	13p
UK mobile numbers (07)	13p
08, 09, 118 access charge (excludes 0800 / 0808)	10p + service charge

Directory Enquiries

118 383 single enquiry	50p per call
118 338 multiple enquiries	70p per call
118 830	£1.55 per minute
Call set-up fee	21p per call. Free to EU numbers

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated.

(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.

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

(iii) 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.

(iv) For full details of our prices for all other call types and destinations, including international calls, please visit <https://pricebooks.utilitywarehouse.co.uk>

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

Home Phone

Call Bundles monthly charges

Off Peak Saver

Provides unlimited calls to UK landline numbers (beginning 01, 02 and 03) and UK mobiles, on weekdays from 7pm to 7am and on weekends.

£3

Peak Saver

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

£9

International Boost

Includes an allowance of 1,000 minutes every month (in total) to 50 top international destinations:

Andorra, Argentina, Australia, Austria, Belgium, Brazil, Brunei, Bulgaria, Canada, Chile, China, Colombia, Croatia, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Korea (South), Luxembourg, Madeira, Malaysia, Monaco, Netherlands, New Zealand, Norway, Peru, Poland, Portugal, Puerto Rico, Russia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, USA.

£5

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.

£6.50

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

Home Phone

Calling Features Monthly charges

Caller Display

Shows the telephone number of the person calling you

FREE

Caller 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

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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated.

*Additional call charges apply when using these services.

Special number call charges: For full details of our prices for calls to 03, 05, 07, 08, 09, 118 and other special numbers please visit <https://pricebooks.utilitywarehouse.co.uk>

Home Phone

Home Phone Engineer Charges

Engineer visit

• no fault is found	£50
• internal wiring	
• internal equipment	
• member / third party damage	

Missed appointment	£50
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Provision

New line installation (LLU line / no engineer visit required)	£18
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Missed appointment (per installation appointment)	£50
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Renumber	£15
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Mobile - available to new customers from September 2020

	Value	Unlimited	Additional Unlimited
Fixed monthly charges			
• Price plan (per month)	£10	£20	£10
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
Texts (SMS)			
• Non-UK mobiles	24p	24p	24p
• EU mobiles	6p	6p	6p
• Picture messages to UK mobiles	30p	30p	30p
Other charges			
• Customer Services (150) - per call	Free	Free	Free
• Top 50 International destinations	15p	15p	15p
• Roam Like Home destinations	19p	19p	19p
• Freephone (eg. 0800/0808)	Free	Free	Free
• Mobile internet (dial-up WAP)	15p	15p	15p
• Data (per MB) in the UK	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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated.

Mobile - available to existing customers until January 2021

	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
Texts (SMS)					
• Non-UK mobiles	24p	24p	24p	24p	24p
• EU mobiles	6p	6p	6p	6p	6p
• 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
• Roam Like Home destinations	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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile - older tariffs (before March 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	900	1800	3000	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
Texts (SMS)					
• Non-UK mobiles	24p	24p	24p	24p	24p
• EU mobiles	6p	6p	6p	6p	6p
• 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
• Roam Like Home destinations	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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile - older tariffs (before January 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
Texts (SMS)				
• Non-UK mobiles	24p	24p	24p	24p
• EU mobiles	6p	6p	6p	6p
• Picture messages to UK mobiles	24p	24p	24p	24p
Other charges				
• Customer Services (150) - per call	Free	Free	Free	Free
• Top 50 International destinations	15p	15p	15p	15p
• Roam Like Home destinations	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)	30p	30p	30p	30p

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

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
Other charges			
• Customer Services (150) - per call	Free	Free	Free
• Top 50 International destinations	15p	15p	15p
• Roam Like Home destinations	19p	19p	19p
• Freephone (eg. 0800/0808)	Free	Free	Free
• Mobile internet (dial-up WAP)	15p	15p	15p
• Data (per MB) in the UK	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

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 21p (free to EU numbers) except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile Handset charges

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 128GB	£15	£360
iPhone X 64GB	£42	£1,008
Motorola Moto C	£4	£96
Motorola Moto G5	£7	£168

Mobile handsets are supplied on a 24 month contract with monthly handset charges starting from £1 per month. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile Handset charges

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

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

*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.utilitywarehouse.co.uk/services/mobile/handsets>

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 from 15p* per minute and 24p* per text.• International mobile calls up to 36p* per minute (charged in addition to the international landline rate) For full details of our prices to all international destinations by country, please visit https://pricebooks.utilitywarehouse.co.uk
Out of bundle charges	Out of bundle charges vary by tariff and can cost from: <ul style="list-style-type: none">• 12p per minute• 24p per text• 2p per mb For full pricing by tariff please visit https://pricebooks.utilitywarehouse.co.uk
Replacement SIM card	£5
Roaming charges	See below
Texts (where sent to more than 200 different numbers)	4p per text

*As of 15 May 2019 texts are capped at 6p and calls are capped at 19p per minute, including call set-up fees, to all Roam Like Home destinations when calling or texting within 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

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

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>
Please see the table to the right for the following 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 <https://www.utilitywarehouse.co.uk/clubhouse/Mobile/roaming>

Mobile

Mobile Replacement Phone Cover (for handsets provided to members prior to 17 March 2013)

Replacement Phone Cover claim	£15 (per claim)
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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 Phone Protection Scheme (for handsets provided to members after 17 March 2013)

Excess Charges

Handset monthly payment	Excess
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Below £8	£25
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Between £8-£14	£50
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£15 or higher	£75
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Each claim is subject to an excess based on the handset monthly payment as show 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

Mobile Broadband

Standard

Monthly rental	£9 (SIM only) or £13 (with Pocket Wireless Router)
Inclusive monthly data	1GB

Max

Monthly rental	£12 (SIM only) or £16 (with Pocket Wireless Router)
Inclusive monthly data	3GB

General Charges

Additional data	1.5p per MB
Overseas data (from)	£1.20 per MB
Early termination fee (where we've supplied a Pocket Wireless Router)	£4 per month (for every full month remaining on the contract)
Disconnection fee	£10

Mobile Signal Booster

Monthly Rental	£2
Damaged or Lost Signal Booster fee	£60
Non-return of Signal Booster fee	£60

Additional Services

Freephone - CallMe (0800)

Monthly Rental	£3
Peak (7am to 7pm Monday to Friday)	9p
Evenings (7pm to 7am Monday to Friday)	7.8p
Weekends (7pm Friday to 7am Monday)	7.8p
Minimum call charge	2.4p
Freephone Port (out)	Free
Freephone Port (in)	£25 (plus VAT)

Volume Discounts

£100 - £249	5%
£250 - £499	10%
£500 - £999	15%
£1000+	20%

Additional Services

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 (Home Phone and Broadband members) £4 (non Home 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

Bill Protector*

Accident, Illness, Redundancy and £10,000 Accidental Death Cover (Replaced Online Membership – will increased to Level 1 in July 2014)	£1.50
Level 1: Accident, Illness, Redundancy and £10,000 Accidental Death Cover	£2
Level 2: Accident, Illness, Redundancy and £30,000 Accidental Death Cover	£3
Level 3: Accident, Illness, Redundancy and £50,000 Accidental Death Cover	£5
Level 4: Accident, Illness, Redundancy and £75,000 Accidental Death Cover	£7
Level 5: Accident, Illness, Redundancy and £100,000 Accidental Death Cover	£9

*Terms and Conditions apply

All charges shown include VAT unless otherwise stated

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.
For general insurance purposes Utility Warehouse Limited is authorised and regulated by the Financial Conduct Authority under firm reference number 475691.

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