

# A guide to our tariffs

2020

# 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	£19
----------------------------------	-----

## UK Calls

### Call Types

Club members (landlines or mobiles)	<b>FREE</b>
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.

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

## Calls to Directory Enquiry numbers

The cheapest directory enquiry service available is **118 383** which costs just 50p per call. If you have multiple enquiries, **118 338** 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)

<b>Off Peak Saver</b> 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
<b>Peak Saver</b> Provides unlimited calls to UK landline numbers (beginning 01, 02, 03) and UK mobile numbers, at any time.	£9
<b>International Boost</b> Includes an allowance of 1,000 minutes every month (in total) to 50 top international destinations.	£5

## Broadband

	Minimum contract	Monthly charge	Speed (Average)	Inclusive data
Standard (main LLU network)	None	£28.99	11 Mbps	<b>Unlimited</b>
Ultra	18 months	£32.99	35 Mbps	<b>Unlimited</b>
Ultra+	18 months	£37.99	63 Mbps	<b>Unlimited</b>

- (i) All broadband prices shown above are inclusive of standard residential line rental.
- (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)

<b>Caller Display</b> Shows the telephone number of the person calling you	<b>FREE</b>
<b>Call Waiting</b> Lets you know if someone is holding for you	£2
<b>Call Diversion</b> Diverts incoming calls to another number	£2
<b>Choose to Refuse</b> Prevents unwanted callers from getting through	£2
<b>3-Way Calling</b> Allows three people to take part in the same call	£2
<b>Call Minder</b> Our standard voicemail service (similar to BT 1571)	£2
<b>Call Minder Plus</b> 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.

# 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](#)

# 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	Value	Unlimited	Additional Unlimited
<b>Fixed monthly charges</b>								
Price plan (per month)	£10	£12.50	£15	£20	£25	£10	£20	£10
<b>Inclusive monthly allowance</b>								
- Anynet minutes (incl. voicemail)	450	900	1800	3000	Unlimited	450	Unlimited	Unlimited
- Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
- Smartphone Data	1GB	2.5GB	5GB	10GB	40GB	1GB	Unlimited	Unlimited
<b>Call charges outside bundle</b>								
Local/National (01, 02, 03)	15p	15p	15p	15p	Free	15p	Free	Free
UK mobile numbers	15p	15p	15p	15p	Free	15p	Free	Free
Voicemail retrieval - per call	15p	15p	15p	15p	Free	15p	Free	Free
<b>Texts (SMS)</b>								
Non-UK mobiles (EU countries)	6p	6p	6p	6p	6p	6p	6p	6p
Non-UK mobiles (rest of the world)	24p	24p	24p	24p	24p	24p	24p	24p
Picture messages to UK mobiles	30p	30p	30p	30p	30p	30p	30p	30p
<b>Other charges</b>								
Customer Services (150) - per call	Free	Free	Free	Free	Free	Free	Free	Free
Freephone (eg. 0800/0808)	Free	Free	Free	Free	Free	Free	Free	Free
Mobile internet (dial-up WAP)	15p	15p	15p	15p	15p	15p	15p	15p
Data (per MB) in the UK	2p	2p	2p	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	30p	30p	30p
UK non-mobile numbers beginning 07	1p-50p	1p-50p	1p-50p	1p-50p	1p-50p	1p-50p	1p-50p	1p-50p

## 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](http://uwdc.co.uk/roamlikehome).

## Mobile Broadband (up to 7.2 Mbps)

	Monthly charge	Inclusive monthly data
<b>Standard</b>		
SIM only	£9	1GB
with Pocket Wireless Router	£13	1GB
<b>Max</b>		
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. (v) Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. (vi) The Value and Unlimited tariffs are available to new customers from 7 September 2020 and to existing customers from 1 January 2021. The Value 450, Value 900, Value 1800, Value 3000 and Value Prime tariffs are only available to existing customers from 7 September 2020 and only until 31 December 2020. (vii) A maximum of 3 additional Unlimited SIMs per account can be taken. See the Terms and Conditions on our website at [uw.co.uk](http://uw.co.uk) for full details.

Utility Warehouse  
508 Edgware Road  
The Hyde, London  
NW9 5AB

For general insurance purposes Utility Warehouse Ltd is an Appointed Representative of Insurance Tailors Ltd. Insurance Tailors Ltd is authorised and regulated by the Financial Conduct Authority under firm reference number 475691.

For credit broking purposes Utility Warehouse is authorised and regulated by the Financial Conduct Authority under firm reference number 766672.

UWWTG0920

