

## Pricing

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## 1. Broadband Packages

1.1. Our broadband packages vary based on product, area and supplier along with the contract length chosen. The prices below are for our core network area (typically 90% of the UK)

Product Name	Average Download Speeds	Average Upload Speeds	Price in Contract	Price out of Contract
Unlimited Broadband	11Mbps	1Mbps	£26	£31
Superfast Fibre 40/10	38Mbps	9Mbps	£34.50	£39.50
Superfast Fibre 80/20	67Mbps	17Mbps	£37.50	£42.50
Superfast Full Fibre 40/10	37Mbps	9Mbps	£34.50	£39.50
Superfast Full Fibre 80/20	77Mbps	19Mbps	£37.50	£42.50
Superfast Full Fibre 115/20	109Mbps	19Mbps	£39.50	£44.50
Superfast Full Fibre 160/30	152Mbps	29Mbps	£41.50	£46.50
Ultrafast Full Fibre 220/30	207Mbps	29Mbps	£43.50	£48.50
Ultrafast Full Fibre 330/50	311Mbps	47Mbps	£45.50	£50.50
Ultrafast Full Fibre 550/75	525Mbps	72Mbps	£48.50	£53.50
Ultrafast Full Fibre 1000/115	944Mbps	110Mbps	£53.50	£58.50

Product Name	6 Months Activation Fee	12 Months Activation Fee	18 Months Activation Fee	24 Months Activation Fee
All Fibre Products	£78.95	£58.95	£34.95	£9.95
Unlimited Broadband	£78.95	£58.95	N/A	N/A

## 2. Home Express

2.1. Shave up to 3 working days off your service start date, by jumping to the top of the queue with your Home Express service, for a one off cost of £15.

## 3. Premium Wi-Fi

3.1. Wi-Fi blackspots and interference are one the biggest bug bearers these days, which is why with Premium Wi-Fi you'll receive 1 Wi-Fi Disc/Mesh Adapter to boost your Wi-Fi around your home for just £10 per month. If we still haven't got your Wi-Fi covered, we'll send up to 2 extra Discs/Mesh Adapters free of cost.

#### 4. Digital Line Rental

4.1. Activate your digital line rental, enabling you to receive and make calls from a landline service, through the latest digital voice technology. It's just like using any other phone, the only difference you'll notice is that we send an adapter for your router included in the price, so you can plug your phone into the router. Core Call features, like voicemail, caller display and 1471 are included all for £6 per month.

#### 5. Digital Line Rental Call Features

5.1. Our line rental includes voicemail, caller display and 1471 free of charge. Our additional call features are; Caller Barring, Caller Forwarding, Voicemail to Email and Anonymous Call Reject can be ordered for £1.50 per month, per feature.

#### 6. Landline Call Rates

- 6.1. Our landline call rates vary from each country that you call, and are billed on a per second basis.
- 6.2. UK Landline and UK Mobile calls from your UK Landline are 10p per minute.
- 6.3. Our Access Charge (for special premium numbers such as 0344, 0844 and 09) is 10p per minute.
- 6.4. For all other call rates, please visit the home call rates section on our website at [www.homeunity.co.uk](http://www.homeunity.co.uk)

#### 7. Landline to UK Landline and Mobile Call Packages

7.1. Make calls from your house phone to any UK local or national number, starting with 01, 02 and some 03, as well as UK mobiles free from 6pm to 8am Mon-Fri and all day Saturday and Sunday on our Evening and Weekend packages, or all day, every day on our Anytime call packages

Product Name	Price
Unlimited Evening & Weekend UK Calls	£8 per month
Unlimited Anytime UK Calls	£14 per month

#### 8. Landline to International Landline Call Packages

8.1. Want to speak to your friends and family overseas? Our package covers 40 countries from Europe, Asia, Africa and America. The minutes can be used any time of day, any day of the week.

Product Name	Price
100 Anytime International Landline Minutes	£4 per month
300 Anytime International Landline Minutes	£10 per month
500 Anytime International Landline Minute	£16 per month

8.2. The full list of countries included in the package are as follows:

Andorra	Gibraltar	Martinique	Singapore
Argentina	Guinea	Morocco	Slovakia
Austria	Hong Kong	New Zealand	South Korea
Brazil	Hungary	Northern Marianas	Switzerland
Canada	Ireland	Norway	Taiwan
China	Israel	Panama	Turkey
Cuba	Italy	Papua New Guinea	United Arab Emirates
Diego Garcia	Luxembourg	Peru	USA
France	Malaysia	Peru Rural	USA Hawaii
Germany	Malta	San Marino	Venezuela

## 9. Landline to International Mobile Call Packages

9.1. Do you need to call international mobiles for a low cost? Then save over 50% with our minute bundles, which you can use any time of the day, any day of the month.

Product Name	Price
100 Anytime International Mobile Minutes	£6 per month
300 Anytime International Mobile Minutes	£14 per month
500 Anytime International Mobile Minutes	£22 per month

9.1. The full list of countries included in the package are as follows:

Australia Mobile	Malaysia Mobile
Bangladesh Mobile	Netherlands Mobile
Belgium Mobile	Poland Mobile
Brunei Mobile	Portugal Mobile
Cyprus Mobile	Singapore Mobile
Finland Mobile	South Africa Mobile
Guadeloupe Mobile	South Korea Mobile
Hong Kong Mobile	Spain Mobile One
India Mobile	Thailand Mobile

## 10. SIM Packages

10.1. Our mobile SIM packages cover the O2 and Vodafone network, which depends on what packages are available. We recommend you use the availability checker on our website to find out which network has the best signal for you. All our packages below include unlimited SMS and unlimited calls to UK mobiles and UK landlines.

Monthly Data Allowance	Supplier	Price in Contract	Price out of Contract
5GB	O2 & Vodafone	£19	£24
10GB	Vodafone	£20	£25
20GB	O2 & Vodafone	£24	£29
40GB	O2	£24	£29
Unlimited GB	O2	£26	£31
Unlimited GB	Vodafone	£30	£35

## 11. Mobile to International Call Packages

11.1. We have a range on international call packages to add to your mobile and save over 50% than compared to without the call package. Some packages are available on certain networks and tariffs, so check our website to make sure your tariff has the available package.

Product Name	Network	Price	Product Details
International Caller	O2	£8 per month	Offers hugely reduced international call rates when dialling abroad without bundles. For only £8 extra per month, you will benefit from these massive savings on international calls rates. Calls to Europe / USA / Canada 20p per minute (usually £1 to Europe and £2 to USA/Canada) Calls to the Rest of World 40p per minute (usually £2) International SMS 10p per message (usually 70p)
World Traveller Select	O2 & Vodafone (Selected tariffs)	£6 per day	Don't be restricted, have full access your UK bundles, allowances and rates whilst roaming <b>worldwide</b> for just £6.00 per day.  You can use your UK data, make unlimited calls and texts to UK numbers all included in the daily price.
Travel Plus	Vodafone (Selected tariffs)	£6 per day	TravelPlus is an alternative to World Travel Select (WTS) and is only available on selected tariffs. Like WTS, you will have full access to our UK bundles, allowances and rates whilst roaming <b>in a selection of worldwide destinations</b> for just £6.00 per day. When utilising TravelPlus, you can call back to the UK and call within the same country you are currently in without incurring out-of-bundle charges
European Traveller Select	Vodafone	£2.50 per day	Roam like at home, in Europe Zones 1 and 2 (Isle of Man and Republic of Ireland excluded) for £2.50 per day.

11.2. The following countries are included in Europe Zone 1.

Austria	Finland	Italy (inc. Vatican City)	Norway
Belgium	France	Latvia	Poland
Bulgaria	French territories (French Guiana / Guadeloupe / Martinique / Mayotte / Reunion and Saint Martin)	Liechtenstein	Portugal (inc.Madeira)
Canary Islands	Germany	Lithuania	Romania
Croatia	Gibraltar	Luxembourg	Slovakia
Cyprus (excluding Turkish sector)	Greece	Malta	Slovenia
Czech Republic	Hungary	Monaco	Spain (inc. Balearic Islands)
Denmark	Iceland	Netherlands	Sweden
Estonia	Ireland		

11.3. The following countries are included in Europe Zone 2

Guernsey	Jersey	Isle of Man
Faroe Islands	San Marino	Switzerland

11.4. We also offer a range of Vodafone only international call packages, that cover either the 100 top international destinations or worldwide. Note: If you have other daily chargeable bolt-ons enabled, such as world traveller, this bolt on will apply secondary.

Product Name	Price
100 Minutes to 100 International Destinations	£5 per month
500 Minutes to 100 International Destinations	£12 per month
100 Minutes to Any International Destinations	£20 per month
500 Minutes to Any International Destinations	£80 per month
1000 Minutes to Any International Destinations	£140 per month

11.5. The following countries are included in the 100 international destinations.

American Samoa	Egypt	Laos	Portugal
Andorra	Estonia	Lao People's Democratic Republic	Puerto Rico
Angola	Faroe Islands	Latvia	Romania
Argentina	Finland	Liechtenstein	Russia
Australia	France	Lithuania	San Marino
Austria	French Territories (inc. Guadeloupe	Luxembourg	Saudi Arabia
The Bahamas	French Guiana	Macau	Singapore

Bahrain	Martinique	Malaysia	Slovakia
Bangladesh	Reunion and Mayotte)	Malta	Slovenia
Belgium	Germany	Mariana Islands	South Africa
Bermuda	Gibraltar	Mauritius	Spain
Bhutan	Greece	Mexico	Sint Maarten
Brazil	Guam	Monaco	Swaziland
Brunei	Honduras	Mongolia	Sweden
Bulgaria	Hong Kong	Namibia	Switzerland
Cambodia	Hungary	Nepal	Syria
Canada	Iceland	Netherlands	Taiwan
Chile	India	New Zealand	Tajikistan
China	Indonesia	Nigeria	Thailand
Colombia	Republic of Ireland	Norway	Turkey
Costa Rica	Israel	Pakistan	Turkmenistan
Croatia	Italy	Panama	USA (United States of America)
Cyprus	Japan	Paraguay	Uzbekistan
Czech Republic	Kazakhstan	Peru	Venezuela
Denmark	South Korea	The Philippines	Vietnam
Dominica	Kuwait	Poland	The US Virgin Islands

## 12. Mobile Extra Data

12.1. Need more data? Yes, you can upgrade your SIM to a higher data package, but you can also just add on some more data by taking a bolt on, which boosts your data until you next billing period, when it starts again. Our extra data bolt ons are available on both the O2 and Vodafone network.

Product Name	Price
3GB Extra Data	£6
5GB Extra Data	£7
10GB Extra Data	£10
20GB Extra Data	£19

## 13. Data Roaming

13.1. If you're looking to use your mobile data in other countries across the world, then our worldwide roaming packages are what you need.

13.2. All our O2 plans include roam like at home for Europe Zone 1, meaning you can use your calls, texts and data allowance in any of the countries in Europe Zone 1 for no extra cost.

Product Name	Network	Price	Product Details
World Traveller Select	O2 & Vodafone (Selected tariffs)	£6 per day	<p>Don't be restricted, have full access your UK bundles, allowances and rates whilst roaming <b>worldwide</b> for just £6.00 per day.</p> <p>You can use your UK data, make unlimited calls and texts to UK numbers all included in the daily price.</p>

Travel Plus	Vodafone (Selected tariffs)	£6 per day	TravelPlus is an alternative to World Travel Select (WTS) and is only available on selected tariffs. Like WTS, you will have full access to our UK bundles, allowances and rates whilst roaming <b>in a selection of worldwide destinations</b> for just £6.00 per day. When utilising TravelPlus, you can call back to the UK and call within the same country you are currently in without incurring out-of-bundle charges
European Traveller Select	Vodafone	£2.50 per day	Roam like at home, in Europe Zones 1 and 2 (Isle of Man and Republic of Ireland excluded) for £2.50 per day.

## 14. Renumber Fees

- 14.1. If you need to change your phone number for any reason, then you can do so for a one off cost of £10. A new number will automatically be allocated and your existing number will be changed to your new number. This takes around 2 working days to renumber a service.
- 14.2. If you are requesting a renumber due to malicious calls and you have a police crime reference number, we will not charge to change your number.

## 15. Upgrade and Downgrade Fees

- 15.1. If you wish to upgrade or downgrade your speeds and are remaining on the same technology (for example, going from 40Mbps on a Full Fibre service to 80Mbps on a Full Fibre service or from a 5GB SIM package to 10GB SIM package) then the upgrade fee is a fixed cost of £20 and your existing contract term will stay the same.
- 15.2. If you are changing broadband technology, then the activation fees as set out in section 1, broadband packages will apply, plus a one off cost of £20.
- 15.3. If you prefer to upgrade or downgrade for a reduced one off cost or if you are out of contract, you can agree a new contract. The change fees are as follows:

Product Name	6 Months Change Fee	12 Months Change Fee	18 Months Change Fee	24 Months Change Fee
Upgrade / Downgrade Fee	£20	£15	£10	£0

## 16. Broadband Home Move Fees

- 16.1. When you move home, we'll need to activate a new service for you and you'll need to select a new contract length. The activation fees are as follows:

Product Name	6 Months Activation Fee	12 Months Activation Fee	18 Months Activation Fee	24 Months Activation Fee
No New Router Required	£49	£29	£5	£0
New Router Required	£78.95	£58.95	£34.95	£9.95



## 17. Package Change Fees

17.1. If you wish to change your package at any time, such as adding or removing a product (e.g. changing a call package), you can do this free of charge.

## 18. Account Takeover Fees

18.1. If you need to transfer your contract to another person, they will take over the same length of your contract and the same package for a one off fee of £20. The person taking over the account can choose the change the package included in the £20, so long as it is the same technology.

18.2. If a new technology is required, an additional activation fee may apply in line with section 1, broadband packages.

18.3. If the person taking over the account wishes to choose an alternative contract length, then the account takeover fee is reduced depending on the length of the contract below.

Product Name	Same Contract Change Fee	6 Months Change Fee	12 Months Change Fee	18 Months Change Fee	24 Months Change Fee
Account Takeover Fee	£20	£20	£15	£10	£0

## 19. Broadband Engineer Callout Fees

19.1. The last thing we want is for an engineer fee to apply, which is why we carry out certain checks to minimise the risk. The terms and conditions sets out the different scenarios in which an engineer charge may apply. There are 2 types of engineer call out charge, which are as follows:

19.1.1. Before your service is activated – One off fee of £130.

19.1.2. After your service is activated – One off fee of £180.

## 20. Router & Wi-Fi Booster Fees

20.1. If your router or Wi-Fi booster breaks at any time within its 12 month warrantee (starting when the router was sent) due to a mechanical fault then a replacement will be sent free of charge.

20.2. After the 12 month warrantee period, if a break occurs due to a mechanical fault and you are under a fixed contract term, a replacement will be sent free of charge.

20.2.1. If you are on a monthly rolling contract, you can choose to renew to receive a replacement free of charge or pay a one off cost.

20.3. If your router or Wi-Fi booster breaks due to a non mechanical fault (e.g. accidental damage) or you wish to replace your equipment and are not under a contract, a one off fee of £59.95 (includes £9.95 delivery) will apply.

20.4. If you were requested to return equipment and did not do so, (or no evidence was provided of proof) or failed to return all equipment, such as power cables, then a fee of £50 applies.

## 21. Delivery & Returns Fees

21.1. All of our routers and Wi-Fi boosters come with 48 hour delivery with Royal Mail for £9.95. Our prices quoted on our website or within this document will include the delivery fee.

21.2. For customers returning and equipment to us, to reduce our impact on the environment we provide a PDF pre-paid returns label you can print, safely package the router and stick to the parcel and this is free of charge.

21.3. If you cannot print the label or need a returns bag and/or label to be sent to you, a fee of £4 will apply for the postage and returns bag (which is made from recycled material and is recyclable).

## 22. Cancellation Fees

### 22.1. Broadband Contracts

22.1.1. If you cancel your order before your services are activated (and at least 1 working day before the activation date) and are outside of your cooling off period, the cancel order fee is £30.

22.1.2. If you cancel within 1 working day of your activation date, then an engineer callout fee of £130 applies.

22.1.3. If you cancel once your services are activated and you are within your cooling off period then you must pay for the costs incurred to activate the services, which is a one off fee of £180 plus the days the services were activated.

22.1.4. If you cancel once your services are activated and you are outside of your cooling off period, then you will be charged 50% of the fees payable for the remaining term of the contract or 30 days notice, whichever is greater.

### 22.2. SIM Contracts

22.2.1. If you cancel your order before your services are activated and are outside of your cooling off period, the cancel order fee is £30.

22.2.2. If you cancel once your services are activated and you are within your cooling off period then you must pay for the costs incurred to activate the services, which is a one off fee of £30 plus the days the services were activated.

22.2.3. If you cancel once your services are activated and you are outside of your cooling off period, then you will be charged 50% of the fees payable for the remaining term of the contract or 30 days notice, whichever is greater.

## 23. Broadband Disconnection Fees

23.1. If you disconnect your broadband services at any point and do not transfer your services to another provider who notifies us they are transferring over the services, then a broadband disconnection fee of £30 will apply.

## 24. Late Payment Fees

24.1. If your payment hasn't arrived by its due date and by our reminder, a one off late payment fee of £10 will apply.

## 25. Suspension to Non-Payment Fees

25.1. If your payment hasn't arrived after our reminders and we need to suspend the services, a suspension fee of £10 will apply.

## 26. Disconnection to Non-Payment Fees

### 26.1. Broadband Contracts:

26.1.1. If your services are disconnected to non-payment, then the full charges for the remainder of your contract will be payable or 30 days notice, whichever is greater plus the broadband disconnection fee of £30.

### 26.2. SIM Contracts:

26.2.1. If your services are disconnected to non-payment, then the full charges for the remainder of your contract will be payable or 30 days notice, whichever is greater.

## 27. Reconnection after Non-Payment Fees

### 27.1. Broadband Contracts:

27.1.1. Once your services have been disconnected to non-payment, if you wish to reconnect them again you will need to pay 25% of the cancellation fees that would have applied in section 20, plus a reconnection fee of £49.

### 27.2. SIM Contracts:

27.2.1. Once your services have been disconnected to non-payment, if you wish to reconnect them again you will need to pay 25% of the cancellation fees that would have applied in section 20, plus a reconnection fee of £30.

## 28. Paper Bill Fees

28.1. Online bills are our preferred method to reduce paper, which is free of charge. If you do request to receive paper bills, then a monthly fee of £5 will apply.

## 29. Non-Automated Payment Fees

29.1. If your payment can't be collected by an automated payment method, such as a recurring card transaction or a direct debit, then a monthly fee of £10 will apply. This is to cover the additional processing, time and effort that goes into collecting payments manually.