



# Guide to Charges and Fees for Residential Customers

from 1<sup>st</sup> May 2020

## **Table of contents**

<b>Introduction</b>	<b>page - 3</b>
<b>Our Contact Details</b>	<b>page - 3</b>
<b>Package Charges</b>	<b>page - 4</b>
<b>Cancellation &amp; Termination Fees</b>	<b>page - 5</b>
<b>Installation &amp; Activation Fees</b>	<b>page - 5</b>
<b>Miscellaneous Fees</b>	<b>page - 5</b>
<b>Getting Fibrus Anytime calling</b>	<b>page - 6</b>
<b>Anytime Call Prices</b>	<b>page - 6</b>
<b>Call Charging UK Call Charges International Call Charges 10</b>	<b>page – 6</b>

## Introduction

Our Guide to Charges and Fees for Residential Customers ("Guide") is designed so that you can quickly view and understand our packages and pricing.

If you would like further information or answers to any questions you may have regarding our products and pricing, please contact our Customer Support in any of the ways set out under "Our Contact Details" below...

The prices set out in this Guide are our normal charges. Your order for our services is subject to any specific pricing or applicable special promotion communicated to you during your order process and confirmed in your order confirmation email.

Prices are quoted inclusive of VAT unless otherwise stated.

Our Contact Details

You can contact us via any of the following methods:

Tel: 02890 993 230

Email: [sales@Fibrus.com](mailto:sales@Fibrus.com).

If you prefer to write to us, our address is:

Block A Boucher Business Studios, Glenmachan Place, Belfast, Co Antrim, Northern Ireland,  
BT12 6QH

## Package Charges

Our pricing varies depending on whether you take our Broadband & Phone, or Broadband Only service, All packages offer unlimited data, subject to our fair usage policy

### Broadband - Discount period if Offered

100 Mb Fibre Broadband & Phone	£ 19.99
300 Mb Fibre Broadband & Phone	£ 24.99
1 Gb Fibre broadband and phone	£ 49.99

### Broadband & Phone - Discount period if Offered

100 Mb Fibre Broadband & Phone	£ 29.99
300 Mb Fibre Broadband & Phone	£ 34.99
1 Gb Fibre broadband and phone	£ 59.99

### Broadband – Standard Price

100 Mb Fibre Broadband & Phone	£ 39.99
300 Mb Fibre Broadband & Phone	£ 49.99
1 Gb Fibre broadband and phone	£ 84.99

### Broadband & Phone – Standard Price

100 Mb Fibre Broadband & Phone	£ 49.99
300 Mb Fibre Broadband & Phone	£ 59.99
1 Gb Fibre broadband and phone	£ 94.99

### Add-on Monthly services

Wi-Fi Boosters (Price per Booster)	£ 5.00
Static IP address	£ 6.00
Retain your own Landline number	£ 0.00

## Cancellation & Termination Fees Charges

The following Fees may apply if you cancel or end your Fibrus services:

### Broadband

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Order Cancellation Fee	Once Your cooling off period has ended, the Standard Order administration fees will apply. If you cancel prior to this, there will be no charge.
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### Service termination Fee

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Within Contract - Broadband only	The fee will be the lesser of either £30, or your agreed monthly package charge, per remaining month of your minimum commitment period (at the time of termination). Any part months will be pro-rated at the applicable rate
Outside of Contract	No Service Termination Fee.

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## Installation Fees & Activation

The following table outlines our Installation and Activation Fees.

### Installation fees

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Installation Fee - Standard	Free
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Installation Fee - Bespoke (Subject to survey, price will be advised by engineer)	POA
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Activation charge	Free
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### Miscellaneous Fees

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Reactivation Fee	£ 25.00
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Replacement item Fee	£ 50.00 for a new Home Hub to replace a damaged device, or for failure to return a Home Hub to us when requested.
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Payment Return Fee	N/A
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Order Administration fees	£ 150.00
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## Fibrus Anytime calling

Fibrus' Phone service is available when you take one of our Broadband packages. If you would like to add the Phone service to an existing Broadband Only package please contact our Customer Support who can help you make the change. Further information about our Phone service is set out in our Residential Customer Terms of Service. You will have to pay Call Charges for calls made on our Phone service which are not included in your package. Our rates and Call Charges are outlined in the following sections

### Anytime call plan includes:

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UK & ROI Landlines	24/7 calls to Landlines in the UK and Republic of Ireland
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UK & ROI Mobiles	24/7 calls to Mobiles in the UK and Republic of Ireland
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UK Emergency Services (999 & 112)

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UK Emergency Services hearing-impaired (018000)

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UK Blind & Disabled Directory Enquiries (195)

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0500, 0800 or 0808

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### Chargeable numbers include numbers starting(standard rates apply):

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Calls to the Channel Islands (e.g. numbers beginning in 01534 and 01481);

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All international calls (e.g. all numbers beginning in 00 except 0044 (UK) & 00353 (ROI));

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All Premium Rate Service calls (e.g. all numbers beginning in 09);

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Calls to Number Translation Services (e.g. numbers beginning in 0845, 0870, 0871, 0844)

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All directory enquiry services beginning in 118;

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## DATE

These Prices are effective from 01st of May 2020.