

# Guide to Charges and Fees for Residential Customers

from 1st June 2022



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## 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: [customerservice@Fibrus.com](mailto:customerservice@Fibrus.com).

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

Fibrus Networks Ltd., Lanyon Plaza, West Tower, 8 Lanyon Place, Belfast, BT1 3LP

## 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 – Standard List Price

150 Mb Fibre Broadband	£ 39.99
300 Mb Fibre Broadband	£ 49.99
1 Gb Fibre broadband	£ 59.99

### Broadband & Phone – Standard List Price

150 Mb Fibre Broadband & Phone	£ 49.99
300 Mb Fibre Broadband & Phone	£ 59.99
1 Gb Fibre broadband and Phone	£ 69.99

### 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

Order Cancellation Fee	If you decide to cancel your contract after the cooling off period and prior to installation, the standard order administration fee of £150.00 will apply to you.  This fee will also apply when you have been installed within your cooling off period and want to cancel your contract with us
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### Service termination Fee

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.

## Installation Fees & Activation

The following table outlines our Installation and Activation Fees.

### Installation fees

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

### Miscellaneous Fees

Reactivation Fee	£ 25.00
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.
Payment Return Fee	N/A
Order Administration fee	£ 150.00

## 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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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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**DATE**

These Prices are effective from 01st of June 2022