

Fibrus – Full Fibre Broadband

Broadband Package	Full Fibre Essential* (50Mb)	Full Fibre 100 (100Mb)	Full Fibre 150 (150Mb)	Full Fibre 300 (300 Mb)	Full Fibre 1000 (1Gb)	Full Fibre 2000 (2Gb)
Average Bandwidth**	-	106Mbps	159Mbps	318Mbps	982Mbps	-
Total Home Wi-Fi Guarantee***	x	x	x	✓	✓	✓
Standard Equipment Included	1 Amazon eero 6+ router	1 Amazon eero 6+ router	1 Amazon eero 6+ router	2 Amazon eero 6+ routers	2 Amazon eero Pro 6E routers	2 Amazon eero Pro 6E routers

Add-ons for all Full Fibre plans (as priced):

- Eero 6+router
- Eero Pro6E router
- Fibrus Talk (VoIP)
- Static IP

***Full Fibre Essential:** Required qualifying criteria applies and is only available to customers who are in receipt of one of the following benefit payments:

- *Income-based Employment Support Allowance (I-ESA)*
- *Income-based Jobseeker's Allowance (I-JSA)*
- *Income Support (IS)*
- *Pension Credit (PC)*
- *Universal Credit (UC)*

1. You may renew your Full Fibre Essential broadband contract for a further 12 months, provided you are eligible for Full Fibre Essential broadband at the renewal date.
2. If you remain eligible for Full Fibre Essential broadband, but if you choose not to renew your contract for 12 months, you will move to a monthly plan and you will be charged the standard monthly price for Full Fibre Essential broadband. Your continuing eligibility for Full Fibre Essential broadband will be checked periodically by Fibrus.
3. If, when checked, you are no longer eligible for Full Fibre Essential broadband, your contract term your broadband package will automatically change to a monthly [Full Fibre 100/150Mb] plan at the standard monthly price for that service.
4. A standard customer broadband installation is assumed. Additional charges may apply to non-standard broadband installations.
5. Fibrus' normal customer terms and conditions will apply to all broadband contracts, subject to availability. However, as a Full Fibre Essential customer, Fibrus recognises that your personal circumstances may change. So you may terminate early without penalty charges being applied.

****Bandwidth:** The average bandwidths were achievable for at least 50% of Fibrus customers, based on data from Fibrus customers gathered at peak time (defined by Ofcom as between 8 and 10pm).

***Total Home Wi-Fi Guarantee

What is the Total Home Wi-Fi guarantee?

- At least 10Mbps download speed in every eligible room - see qualification criteria below.
- Troubleshooting and support from Fibrus to optimize router placement and speed.
- One additional Amazon eero router will be provided at no additional cost (same router as per the Full Fibre broadband package purchased), if needed.
- An engineer visit, if required after receiving an additional router, to optimize the customer's service.
- If 10Mbps still cannot be achieved in every eligible room, then provided the customer has followed any reasonable instructions given by Fibrus, the customer may cancel the contract within 30 days after the engineer's visit, and without attracting any early contract termination fees.
- However, the customer must still pay for (i) any broadband services provided up to the point of cancellation; and (ii) any non-standard installation works.

What are the qualifying criteria for the Total Home W-Fi guarantee?

- Up to 5 bedrooms.
- Up to 3 reception rooms.
- No basements, cellars or below street level rooms.
- Main dwelling house only, no outbuildings, sheds, or garden rooms.
- Any structural changes or extensions to the home after the broadband package is purchased are not covered.
- Total property area not to exceed 3000 square feet.
- Customer must agree to technical home visit from a Fibrus engineer if required to optimise your Wi-Fi service.
- Any additional reasonable criteria or requirements stipulated by Fibrus from time to time.

Customers

1. Fibrus' normal customer terms and conditions will apply to all broadband contracts.
2. Where any non-standard installation work is carried out at the customer's express request to provide the customer's broadband service, Fibrus' non-standard installations & self-build terms & conditions will also apply.
3. Full Fibre broadband contracts are for a minimum 12-month term.
4. Existing (non-Full Fibre) Fibrus customers may upgrade to a Full Fibre broadband package during their current minimum contract term without incurring an early termination fee. However, an upgrade fee is payable, and those customers will also be required to start a new Full Fibre contract.
5. Full Fibre customers may upgrade their broadband package but will be required to start a new Full Fibre contract.
6. The monthly cost of any add-ons ordered by customers will be incorporated into the customer's broadband package service plan.
7. All equipment supplied remains the property of Fibrus. The eero router equipment will be provided when the service is installed.

Fibrus – Full Fibre Broadband

Pricing

[Subsidised programme]

Product	Once off [install or non-return]	Full Fibre - 12 Month Contract Standard Monthly Rental	Full Fibre - 24 Month Contract Standard Monthly Rental	Out of Contract Monthly Rental (calendar month) – 12 & 24 Month Contract Term
Full Fibre Essential	£0.00	£14.99	N/A	£29.99
Full Fibre 100	£0.00	£29.99	£29.99	£39.99
Full Fibre 300 with Total WI-FI guarantee	£0.00	£34.99	£34.99	£49.99
Full Fibre 1000 with Total WI-FI guarantee	£0.00	£59.99	£59.99	£59.99
Full Fibre 2000 with Total WI-FI guarantee	£0.00	£129.99	£129.99	£199.99
Add-ons				
Additional eero 6+	£0.00	£7.99	£7.99	£7.99
Additional eero Pro6E	£0.00	£9.99	£9.99	£9.99
Fibrus Talk	£0.00	£9.99	£9.99	£9.99
Static IP	£0.00	£5.00	£5.00	£5.00
Non-return CPE charges				
Non-return of eero 6+ (ceased customer)	£99.00			
Non-return of eero Pro6E (ceased customer)	£129.00			
Non-return of ATA (ceased customer)	£20.00			
Non-return of Battery Back Up (ceased customer)	£20.00			
Upgrade				
Upgrade existing broadband to Full Fibre product (within minimum term)	£150.00			

[Commercial programme]

Product	Once off [install or non-return]	Full Fibre - 12 Month Contract Standard Monthly Rental	Full Fibre - 24 Month Contract Standard Monthly Rental	Out of contract monthly rental (calendar month) – 12 & 24 Month Contract Term
Full Fibre Essential	£0.00	£14.99	N/A	£29.99
Full Fibre 100	£0.00	£24.99	£24.99	£39.99
Full Fibre 150	£0.00	£24.99	£24.99	£39.99
Full Fibre 300 with Total WI-FI guarantee	£0.00	£34.99	£34.99	£49.99
Full Fibre 1000 with Total WI-FI guarantee	£0.00	£44.99	£44.99	£59.99
Full Fibre 2000 with Total WI-FI guarantee	£0.00	£129.99	£129.99	£199.99
Add-ons				
Additional eero 6+	£0.00	£7.99	£7.99	£7.99
Additional eero Pro6E	£0.00	£9.99	£9.99	£9.99
Fibrus Talk	£0.00	£9.99	£9.99	£9.99
Static IP	£0.00	£5.00	£5.00	£5.00
Non-return CPE charges				
Non-return of eero 6+ (ceased customer)	£99.00			
Non-return of eero Pro6E (ceased customer)	£129.00			
Non-return of ATA (ceased customer)	£20.00			
Non-return of Battery Back Up (ceased customer)	£20.00			
Upgrade				
Upgrade existing broadband to Full Fibre product (within minimum term)	£150.00			