

Fibrus – Full Fibre Broadband

Broadband Package	Full Fibre Essential (50Mb)	Full Fibre 100 (100Mb)	Full Fibre 150 (150Mb)	Full Fibre 500** (500Mb)	Full Fibre 1000 (1Gb)	Full Fibre 2000 (2Gb)
Average Bandwidth*	-	106Mbps	159Mbps	-	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: Eero 6+router; Eero Pro6E router; Fibrus Talk (VoIP); Static IP – all as priced

***Average 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).

****Full Fibre 500** replaces our Full Fibre 300 package (existing customers on the Full Fibre 300 package will only be able to move to the Full Fibre 500 package at the end of their current contract).

Full Fibre Essential

Full Fibre Essential 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)

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.

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.

Terms & Conditions

1. Fibrus' normal customer terms and conditions will apply to all Full Fibre contracts.
2. Full Fibre broadband contracts are for a minimum 12-month term.
3. Continuing eligibility for Full Fibre Essential broadband will be checked periodically.
4. 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 at the standard monthly price for Full Fibre Essential broadband. Your continuing eligibility for Full Fibre Essential broadband will be checked periodically by Fibrus.
5. If, you cease to be eligible for Full Fibre Essential broadband, your broadband package will automatically switch to a monthly [Full Fibre 100/150Mb] plan at the standard monthly price for that service.
6. Full Fibre Essential customers may terminate early without having to pay us early termination fees.

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 500 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 500 with Total WI-FI guarantee	£0.00	£29.99	£29.99	£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
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Upgrade				
Upgrade existing broadband to Full Fibre product (within minimum term)	£150.00			