

# Price Guide

All prices include V.A.T and are in £ (GBP)

## Broadband

### Connection & Rental (subsidized network area)

Product	Installation	Connection	Monthly standard rental (12-month term)	Monthly standard rental (24-month term)	Monthly out of contract rental
Full Fibre Essential	£0.00	£0.00	£14.99	N/A	£29.99
Full Fibre 100	£0.00	£0.00	£29.99	£29.99	£39.99
Full Fibre 500 with Total Home Wi-Fi guarantee	£0.00	£0.00	£34.99	£34.99	£49.99
Full Fibre 1000 with Total Home Wi-Fi guarantee	£0.00	£0.00	£59.99	£59.99	£59.99
Full Fibre 2000 with Total Home Wi-Fi guarantee	£0.00	£0.00	£129.99	£129.99	£199.99

### Connection & Rental (commercial network area)

Product	Installation	Connection	Monthly standard rental (12-month term)	Monthly standard rental (24-month term)	Monthly out of contract rental
Full Fibre Essential*	£0.00	£0.00	£14.99	N/A	£29.99
Full Fibre 100	£0.00	£0.00	£24.99	£24.99	£39.99
Full Fibre 150	£0.00	£0.00	£24.99	£24.99	£39.99
Full Fibre 500 with Total Home Wi-Fi guarantee	£0.00	£0.00	£34.99	£34.99	£49.99
Full Fibre 1000 with Total Home Wi-Fi guarantee	£0.00	£0.00	£44.99	£44.99	£59.99
Full Fibre 2000 with Total Home Wi-Fi guarantee	£0.00	£0.00	£129.99	£129.99	£199.99

\*Availability based on available postcode and underlying technology.

### Broadband Add on (all network areas)

Product	Installation	Connection	Monthly standard rental (12-month term)	Monthly standard rental (24-month term)	Monthly out of contract rental
Additional eero 6+ router	£0.00	£0.00	£7.99	£7.99	£7.99
Additional eero Pro6E router	£0.00	£0.00	£9.99	£9.99	£9.99
Static IP	£0.00	£0.00	£5.00	£5.00	£5.00

### Other charges

Other charges	Once off (non-recurring charge)	Notes
Missed appointment	£90.00	Customer missed appointment without notice to Fibrus or missed past the point of no return time, as set out in the terms and conditions
Replacement power cable	£20.00	Customer damaged power cables
Replacement eero 6+	£99.00	Customer damaged eero router
Replacement eero Pro6E	£129.00	Customer damaged eero router
Replacement ONT	£99.00	Customer damaged ONT
ONT Shift in home	£125.00	Customer requested ONT shift within 15 metres of the original ONT location.
Equipment / plant move outside home	Subject to survey	Where a customer request movement of equipment/plant on their premises but outside the home any work will be priced subject to survey. A survey fee of £200 will apply.
Non return of eero 6+ router	£99.00	Ceased customer non-return of Fibrus equipment

Non return of eero Pro6E router	£129.00	Ceased customer non-return of Fibrus equipment
Standard chargeable visit and 1 hour's work	£176.00	The Standard Chargeable Visit will be charged for the following:  Repairing faults where this work is not covered under the terms of a contract with Fibrus  Providing or rearranging services where standard Fibrus charges are not available.  Internal and External Shifts.  A fault is found not to be with any Fibrus service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-Fibrus equipment, or is due to damage caused by someone at the customer's or end user's premises, or due to theft, loss or removal of equipment, or in the case of customer or end user owned or rented equipment (but not Fibrus's network) faults caused by external or environmental factors (e.g. lightning, electrical surges or floods).
Upgrade existing broadband to Full Fibre product (within minimum term)	£150.00	
Late Payment Charge	£25.00	
Failed Payment Charge	£7.00	
Debt recovery administration fee	£25.00	
Re-activation Fee	£50.00	

## Telephone

### Fibrus Talk (VoIP telephone service)

Product	Installation	Connection	Monthly standard rental (12-month term)	Monthly standard rental (24-month term)	Monthly out of contract rental
Fibrus Talk (Includes calls to U.K. landline and mobile phones & calls to R.O.I landline and mobile phones, subject to specific call charges listed in the call charges section below)	£0.00	£0.00	£9.99	£9.99	£9.99

### Fibrus Talk call charges

Call Type	Numbers ranges	Charge per minute (billed in seconds or part thereof)
Channel Islands	e.g. 01534xx, 01481xx	Detailed Fibrus rate table **
Premium rate services	e.g. 09xx	Detailed Fibrus rate table **
Number Translation Services	e.g. 0845xx, 0870xx, 0871xx, 0844xx	Detailed Fibrus rate table **
International calls*	All international numbers except 0044, 00353	Detailed Fibrus rate table **

\*\*International call rates are listed in the Detailed Fibrus rate table here and is subject to change from time to time.