



Price Guide

Effective from 15th December 2025

Broadband

No connection fees or installation costs apply for standard installations. Non-standard and self-build/self-fund installations may incur additional costs.

Our current monthly prices for all customers are listed below, for both **In Contract** and **Out of Contract** customers. We do not increase the price of your service mid-contract. At the end of your In Contract minimum term, your monthly prices will default to the Out of Contract rate and will remain at that rate until a new contractual term and monthly price is agreed.

All prices are inclusive of VAT.

The price you pay for your services might be less than the maximum listed price if you were eligible for a promotional discount when you purchase and this can be found in your welcome email and Contract Summary.

| Broadband Package - 12 month contract | Maximum In Contract monthly price |
|---|-----------------------------------|
| Full Fibre Essential* | £14.99 |
| Full Fibre 150 | £44.99 |
| Full Fibre 300** | £44.99 |
| Full Fibre 500 with Total Home Wi-Fi guarantee | £49.99 |
| Full Fibre 1000 with Total Home Wi-Fi guarantee | £54.99 |
| Full Fibre 2000 with Total Home Wi-Fi guarantee** | £129.99 |

| Broadband Package - 18 month contract | Maximum In Contract monthly price |
|---|-----------------------------------|
| Full Fibre 150 | £44.99 |
| Full Fibre 300** | £44.99 |
| Full Fibre 500 with Total Home Wi-Fi guarantee | £49.99 |
| Full Fibre 1000 with Total Home Wi-Fi guarantee | £54.99 |
| Full Fibre 2000 with Total Home Wi-Fi guarantee** | £129.99 |

| Broadband Package - 24 month contract | Maximum In Contract monthly price |
|---|-----------------------------------|
| Full Fibre 150 | £44.99 |
| Full Fibre 300** | £44.99 |
| Full Fibre 500 with Total Home Wi-Fi guarantee | £49.99 |
| Full Fibre 1000 with Total Home Wi-Fi guarantee | £54.99 |
| Full Fibre 2000 with Total Home Wi-Fi guarantee** | £129.99 |

December 2025

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| Broadband Package - Out of Contract | Standard monthly price - will be automatically applied to a customer's account after the minimum contract term has ended, until a new contract has been entered into at the then published In Contract price |
| Full Fibre Essential* | £29.99 |
| Full Fibre 150 | £44.99 |
| Full Fibre 300** | £49.99 |
| Full Fibre 500 with Total Home Wi-Fi guarantee | £54.99 |
| Full Fibre 1000 with Total Home Wi-Fi guarantee | £64.99 |
| Full Fibre 2000 with Total Home Wi-Fi guarantee** | £199.99 |

* Full Fibre Essential broadband is available to individuals who claim specific benefits, such as Universal Credit, Pension Credit, Jobseeker's Allowance, Employment Support Allowance and Income Support. Eligibility is determined by the Department for Work & Pensions.

** Full Fibre 300 and Full Fibre 2000 with Total Home Wi-Fi products are available in select areas only.

Telephone

Fibrus Talk (VoIP telephone service)

| Product | Monthly standard 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) | £9.99 |

Fibrus Talk call charges

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|---|
| Free calls |
| Calls to landlines in the UK (01, 02, 03 numbers), the Isle of Man and Ireland of up to 60 minutes duration per call, although any call time outside of this 60-minutes per call allowance will be charged |
| Freephone services beginning in 0800 or 0808 |
| Freephone numbers you dial, beginning in 116 |
| Three-digit numbers providing access to: <ul style="list-style-type: none"> • 999/112: to call emergency services • 101: to call the police for non-emergency enquiries • 111: to call the NHS for non-emergency enquiries |

Add-ons

| Product | Monthly standard rental |
|------------------------------|-------------------------|
| Additional eero 6+ router | £7.99 |
| Additional eero Pro6E router | £9.99 |
| Static IP | £5.00 |

Fibrus Broadband: Fibrus ISP (NI) Ltd is a limited company incorporated in Northern Ireland under company number NI693046, whose registered office is 108-113 Dargan Crescent, Belfast, Northern Ireland BT3 9JP (VAT reg no: 438879138). Fibrus ISP (GB) Ltd is a limited company incorporated in England & Wales under company number 14525121, whose registered office is c/o Buckingham Corporate Services Limited First Floor, 85 Great Portland Street, London, United Kingdom, W1W 7LT. (VAT ref no: 442265802)

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 in line with section 12.6 of the Terms & Conditions |
| Upgrade (non eero) existing broadband to Full Fibre (eero) 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 | |