

POST OFFICE HOMEPHONE[®] AND POST OFFICE[®] BROADBAND PRICE LIST

Line Rentals, Features and Other Charges, version 9.

Prices correct as at 9th November 2015

Prices in this document are inclusive of 20% VAT and have been rounded to the nearest 2 decimal places.
Different charges apply to operator-connected calls – see the price list for operator connected calls.

HomePhone and Broadband Line Rental Charges

Service	Monthly Rental
Post Office HomePhone [®] Line rental	£16.00
Post Office [®] Broadband Essential	£5.00
Post Office [®] Broadband Premium	£8.00

Customers must take a Post Office HomePhone[®] line rental to receive either Post Office[®] Broadband Essential or Post Office[®] Broadband Premium. Monthly line rental and broadband charges are payable in advance; all other call and feature charges are payable in arrears. Maximum of two lines per account. There is no minimum term for Post Office HomePhone[®] if taken alone, but if you take Post Office HomePhone with Broadband there is a minimum term – please see our Terms and Conditions for details of the Minimum Broadband Term and your right to cancel. These can be found at postoffice.co.uk/broadband-mobile

For customers who joined the service prior to 22nd July 2013 and have a Legacy product such as Broadband Standard or Broadband Extra only please refer to the last page of this document for prices.

Post Office HomePhone[®] Line Rental Saver

Customers can elect to pay for 12 months of Post Office HomePhone[®] line rental in advance for £144; a saving of £48 a year. Existing customers who take out Line Rental Saver, will see a pro-rated charge, so £144, plus any additional days required to align this to your bill run date. At the end of the 12 months, the customer can elect to move onto the standard line rental charge or pay a further upfront payment for annual line rental. There is no refund of this advance payment if the customer leaves the service before the end of the 12 months other than for the specific reasons set out in our Terms and Conditions, including your right to a cooling off period under the Distance Selling Regulations.

Features included with the Service

Post Office HomePhone[®] Line Rental

Weekend calls plan, Voicemail (1571), Calling Number Retrieval (1471), Caller Display and Call Barring. Customers will need to opt in for each feature except for the Calling Number Retrieval (1471) service which is supplied as standard. To opt-in, customers can either contact Post Office Customer Care Line on **0345 600 3210**[^] or use the self care portal at postoffice.co.uk/broadband-mobile

[^]Calls to our Customer Care Line on **0345 600 3210** are free of charge at all times from a active Post Office HomePhone[®] line.

Post Office[®] Broadband Essential

Monthly usage limit of 10GB (Gigabytes), download speed of up to 24Mbps, the use of either a router or a modem, and five e-mail addresses. anti-spam, anti-virus and SafeGuard on-line security tool are included.

Broadband Excess Usage - Where a Post Office[®] Broadband Essential customer's usage exceeds 10GB, there may be a charge of 75p per additional GB of usage (billed in arrears). Customers may upgrade to Post Office[®] Broadband Premium, but they will have to pay any excess usage charges already incurred. Usage is defined as the aggregate of downloaded and uploaded data in a given month. Please refer to the Fair Use Policy at postoffice.co.uk/broadband-mobile for more details of how Post Office will monitor your usage and contact you about exceeding your limit.

Post Office[®] Broadband Premium

Unlimited monthly usage limit, download speed of up to 24Mbps, wireless router, five e-mail addresses. Parental control, anti-spam, anti-virus and SafeGuard on-line security tool are included.

One Off Charges – Post Office HomePhone® and Post Office® Broadband Connection

Charge Description	Price Inc VAT
Post Office HomePhone® Connection – New Line Provision	£60.00
HomePhone® Transfer	£0
Home Mover where new premises have BT line	£0
Home Mover where new premises have no BT line	£60.00
Post Office® Broadband Essential	£0
Post Office® Broadband Premium	£0
Broadband Cancellation within Cancellation Period	£0
Home Mover outside Minimum Broadband Term*	£0
Home Mover during Minimum Broadband Term*	£0

*A new 12 month Minimum Broadband Term period starts. Please refer to the Minimum Broadband Term below.

New Line Provision Cancellation Charge - Post Office HomePhone®

If you cancel Post Office HomePhone within six months of any New Line Provision, we may charge you a cancellation fee of £15 to cover our reasonable costs.

Line Features	Monthly Rental
Voicemail (1571)	£0.00
Outbound Call Barring (Customer Controlled)	£0.00
Display Caller Number	£0.00
Number Retrieval (1471)	£0.00
Call Divert	£2.50
Auto Redial	£2.50
Three On a Call (not available for new sale)	£2.50
Remind Me Call	£2.50
Incoming Call Alert	£2.50
Call Signature	£2.50
Voicemail Plus	£2.55
Select to Reject	£3.42
Reject Anonymous Caller	£4.08

Access Charge for 084, 087, 09 & 118 numbers	Pence Per Minute
Access Charge	9.5

Line Feature Bundles

Customers can bundle together features to make further savings.

Features that can be Bundled	Bundle Price
Call divert Incoming call alert	£2.50/month for one
Auto Redial Call signature	£4.00/month for two
	£5.00/month for three

Pay Per Use Features	Charge/occasion
Ring Last Caller (1471-3)	20p
Remind me Call	40p
Three on a Call	60p
Auto redial (5 on engaged tone)	40p

Please refer to the Post Office HomePhone® Feature Guide (postoffice.co.uk/broadband-mobile) for advice on making full use of these features.

Maintenance Options	Monthly Rental
Standard Care	£0.00
Prompt Care	£1.44
Total Care	£3.96

Other One Off Charges – Post Office HomePhone® and Post Office Broadband

Charge Description	Price Inc VAT
Change of telephone number *	£36.60
Keep my number **	£36.60
Shift of an internal line	£102.00
Provision of an extension socket	£102.00
Missed engineer appointment***	£102.00
Broadband wireless router not returned or returned damaged	£51.06
Broadband router missing part charge	£5.11
ADSL Microfilter (2)	£5.00
ADSL Microfilter (4)	£10.00
Replacement wireless router	£35.00

* Where a 'Change of telephone number' is related to nuisance calls there will be no charge for the first time use of this service,

** Where a 'Keep my number' is related to a home move that includes a new line provide charge there will be no charge for the use of this service.

***Missed engineer appointment includes incidents where although the customer is present the engineer cannot access the property. If a customer is not present at the property at the exact agreed time engineers are not required to wait.

Call Out Charges Due to Customer Fault*

	Price Inc VAT
Service call out charge including the first hour - normal working hours	£144.00
Service call out charge - additional hour	£72.00

* "Customer Fault" includes any circumstances caused by the customer's act or omission, by equipment owned or installed by the customer, or by any other reason outside Post Office's control.

Debt Recovery and Administration Charges

Debt recovery and administration charges will be applied if a payment is late or missed or if your account becomes part of our debt administration process.

	Price Inc VAT
Debt recovery administration charge	£15.32
Missed or late payment charge	£7.66

Discounts

Member get member

	Price Inc VAT
Recommender (existing customer) - one off payment	£10.00
Recommendee (new customer) - one off payment	£10.00

Loved Ones

Customers can nominate up to 10 numbers to be their loved ones. They can be any combination of: UK landline numbers (01,02,03),UK mobile numbers, international numbers (landlines and mobiles).

Customers will receive 10% discount on these calls. Customers can change their Loved Ones at any time.

Vouchers and Discounts for other Post Office® Services

From time to time we send customers vouchers and discounts for other Post Office® products and services. We may send these with, or separately from, the customer's bill. Any such vouchers, discounts or any other type of incentive or sales offers are offered at our discretion and may be changed or withdrawn by us at any time without notice.

Monthly Rentals – Broadband Standard and Extra - No longer available for new sale

Charge Description	Price Inc VAT
Broadband Standard Rental (replaced by Broadband Essential)	£22.00
Broadband Extra Rental (replaced by Broadband premium)	£25.00

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