

POST OFFICE® HOME PHONE AND POST OFFICE® BROADBAND PRICE LIST Line Rentals, Features and Other Charges, version 21.

Prices correct as on 01st July 2019

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.

Home Phone and Broadband Rental Charges

Service	Monthly Charge	One Off Set Up Charge	Minimum Term
Post Office® Home Phone	£11.50 [^]	-	No minimum contract term
Post Office® Unlimited Broadband	£30.00	£10.00	12/18/24 Month
Post Office® Unlimited Fibre Broadband	£37.00	£60.00	12/18/24 Month
Post Office® Unlimited Fibre Broadband Plus	£42.00	£60.00	12/18/24 Month
Post Office® Broadband Connect	£30.00	£10.00	12 Month

Notes:

- Monthly rental charges are payable in advance; all other call and feature charges are payable in arrears. Maximum of two Post Office Home Phone lines per account.
- The Post Office® Home Phone only package is available to landline only customers that don't have Broadband with the Post Office or any other provider.
- The Post Office® Unlimited Broadband package (including line rental) is available with 12, 18 and 24 Month minimum term contract.
- The Post Office® Unlimited Fibre Broadband package (including line rental) is available with 12, 18 and 24 Month minimum term contract.
- The Post Office® Unlimited Fibre Broadband Plus package (including line rental) is available with 12, 18 and 24 Month minimum term contract.
- Please see our Terms and Conditions (including your right to cancel) available at www.postoffice.co.uk/broadband-phone/terms for Post Office® Home Phone and Post Office® Broadband.
- If the customer address is outside of Post Office Broadband network area then the Post Office® Broadband Connect package (including line rental) which has speed limitation will be offered with 12 Month minimum term contract. Please note that this package is only suitable for email and basic web browsing activity.
- For customers who joined the Service prior to 12th Nov 2018 (including those customers who signed up for Post Office® Home Phone before 1st February 2019) please refer to page 6 of this document for prices of legacy packages which are no longer available for new sale.
- The customer can opt for free online billing. Paper billing is available at a charge of £1.50 per bill.
- For Unlimited Broadband and Broadband Connect the Set Up Charge includes router delivery charge. For Unlimited Fibre Broadband and Unlimited Fibre Broadband Plus the Set Up Charge includes router delivery charge and an engineer visit to the local cabinet for activating the Fibre service.
- A New Line & Engineer charge is also applicable if an appointment is needed for installation of new line.

Features included with the Service

Post Office® Home Phone

Inclusive any time calls to Post Office Home Phone numbers[‡], Calling Number Retrieval (1471) and Caller Display. To make any other changes relating to calling feature, customers can either use the Self Care Portal at www.pobroadband.co.uk or contact Post Office Customer Service team on **0345 600 3210**[^]

[^]Calls to our Customer Service team on **0345 600 3210** are free of charge at all times from an active Post Office Home Phone line.

[‡]All other calls will be charged at standard rate unless you add a call plan in which case terms of the call plan will apply. Calls to Post Office Home Phone numbers are inclusive for the first 60 minutes at all times. After 60 continuous minutes, these calls will be charged at the standard rate for the remainder of the call. Hang up before 60 minutes and redial to avoid incurring charges.

Post Office® Broadband Packages

All the Post Office® Broadband packages below include Calling Number Retrieval (1471) and Caller Display. To make any changes relating to the calling features customers can either use the Self Care Portal at www.pobroadband.co.uk or contact Post Office Customer Service team on **0345 600 3210**[^]

[^]Calls to our Customer Service team on **0345 600 3210** are free of charge at all times from an active Post Office Home Phone line.

Post Office® Unlimited Broadband[†]

Package includes: Inclusive any time calls to Post Office Home Phone numbers[‡], Totally unlimited usage, Wi-Fi router, SafeGuard (our online security tool that helps block harmful or inappropriate online content), Post Office Internet Security Software^{**} and Online billing^{***}.

Post Office® Unlimited Fibre Broadband[†]

Package includes: Inclusive any time calls to Post Office Home Phone numbers[‡], Totally unlimited usage, Fibre Wi-Fi router, SafeGuard (our online security tool that helps block harmful or inappropriate online content), Post Office Internet Security Software^{**} and Online billing^{***}.

Post Office® Unlimited Fibre Broadband Plus[†]

Package includes: Inclusive any time calls to Post Office Home Phone numbers[‡], Totally unlimited usage, Fibre Wi-Fi router, SafeGuard (our online security tool that helps block harmful or inappropriate online content), Post Office Internet Security Software^{**} and Online billing^{***}.

Post Office® Broadband Connect[†]

Where Post Office availability checker advise that a particular address is outside of the Post Office Broadband network area then Post Office® Broadband Connect service with speed restrictions will be offered. This package is only suitable for basic web browsing and email and does not support heavy activities like video streaming, movie downloads, gaming or sending/receiving large files.

Package includes: Inclusive any time calls to Post Office Home Phone numbers[‡], Totally unlimited usage, Wi-Fi router, SafeGuard (our online security tool that helps block harmful or inappropriate online content), Post Office Internet Security Software^{**} and Online billing^{***}.

Note :

[†]All other calls will be charged at standard rate unless you add a call plan in which case terms of the call plan will apply. Calls to Post Office Home Phone numbers are inclusive for the first 60 minutes at all times. After 60 continuous minutes, these calls will be charged at the standard rate for the remainder of the call. Hang up before 60 minutes and redial to avoid incurring charges.

*Your download speed estimate will be given to you at point of sale. We'll give you the best download speed available dependent on your location, phone line, home wiring, time of day, electrical interference and how many people use your network at once. Your broadband service can also slow a bit during evenings and weekends. Because of these factors, your speed may be lower than the advertised maximum speeds or any speed estimate we provide. We'll estimate your download speed when you check availability at your address, but your actual speed could still be slower. Find out more at www.postoffice.co.uk/broadband-speed

**Post Office Internet Security Software - You will need to download the Post Office Internet Security Software from www.pobroadband.co.uk (please also see Read our FAQs Security section for instructions available at this page) and install it on your PC. Our Post Office Internet Security Software is not compatible with Windows 10 and some other devices.

***All the Post Office® packages described above assume that you will use online billing and you must provide a valid email address in order to receive your online bill. If you would like paper bills, the charge is £1.50 per bill for all packages. Large print and braille bills are always available at no charge, please call us to opt in. Broadband services and offers are all subject to status, acceptance and availability in your area. Call charges and Fair and Acceptable Use Policy apply. If you sign up to any of these offers, you'll be subject to the Post Office Broadband terms and conditions which are available at www.postoffice.co.uk/broadband-phone/terms

Additional One Off Charges – Post Office® Home Phone and Post Office® Broadband Connection

Charge Description	Price
Home Phone Transfer*	£0
New Phone Line Connection Charge (when taken with the following products)	
Post Office® Home Phone	£60.00
Post Office® Unlimited Broadband	£60.00
Post Office® Broadband Connect	£60.00
Post Office® Unlimited Fibre Broadband / Fibre Broadband Plus	£60.00
Home Mover New Phone Line Connection Charge (where premise <u>does not</u> have a working BT line and taken with the following products)	
Post Office® Home Phone	£60.00
Post Office® Unlimited Broadband	£60.00
Post Office® Broadband Connect	£60.00
Post Office® Unlimited Fibre Broadband / Fibre Broadband Plus	£60.00
Home Mover New Phone Line Connection Charge (where premise already has a working BT line)	
	£0
Home Mover outside Minimum Term**	£0
Home Mover during Minimum Term**	£0
Broadband Cancellation within Cancellation Period	£0

*If you're with BT, TalkTalk, EE or Plusnet, we can transfer your existing phone line to provide the Post Office® Broadband and Home Phone Service.

**A new Minimum Term (as described on page 1) applies from the date the Service goes live at your new home.

Line Features Monthly Charge

Line Features	Monthly Charge
Standard Voicemail (1571)	£1.50*
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
Voicemail Plus	£2.55
Select to Reject	£3.42
Reject Anonymous Caller	£4.08

*You can opt out of **1571 Standard Voicemail** by calling us on **0345 600 3210**** or logging into My Account at www.pobroadband.co.uk and selecting the "Add or change call feature" option from the My Packages section and then selecting the "none" option from the "Choose to have voicemail on your line" section. **Please note that calls to **0345 600 3210** are free of charge at all times of day from an active Post Office Home Phone line.

Line Feature Bundles

Customers can bundle together features to make further savings.

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

Pay Per Use Features Charge/occasion

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

Please refer to the Post Office Home Phone Call Feature information available at www.postoffice.co.uk/home-phone for advice on making full use of these features.

Broadband & Phone Care Levels

Maintenance Options	Monthly Charge			
	Post Office® Home Phone	Post Office® Unlimited Broadband / Post Office® Home Phone with Broadband Essential / Premium	Post Office® Unlimited Fibre Broadband and Fibre Broadband Plus	Post Office® Broadband Connect
Standard Care	£0.00	N/A	N/A	£0.00
Prompt Care	£1.44	£0.00	£0.00	£1.44
Total Care	£7.00	£7.00	£20.00	£7.00

Other One Off Charges – Post Office® Home Phone and Post Office® Broadband

Charge Description	Price
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
Fibre router not returned or returned damaged	£65.00
ADSL Microfilter (2)	£5.00
ADSL Microfilter (4)	£10.00
Fibre Filter (Z-400UK) (additional - pack of 2)	£7.65
Fibre Filter (Z-400UK) (additional - pack of 4)	£15.30
Replacement broadband router	£35.00
Replacement fibre router	£65.00

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

** 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
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.

Paper Bill Charge

	Price
Paper Bill Charge	£1.50 per bill ¹
Copy Bill Charge	£1.50 per bill

¹ The Paper Bill Charge applies for all new customers who choose to receive a paper bill. Existing customers who change package and choose to receive a paper bill will also receive a Paper Bill Charge. Customers who have special billing requirements such as large print or braille will not be charged for this service. All E-Billing Post Office customers receive their bill notifications and access to their e-bills for **FREE**.

Non Direct Debit Payment Method Charge

	Price
Non Direct Debit Payment Charge	FREE

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
Debt recovery administration charge	£15.32
Missed or late payment charge	£10.00

Discounts

Member get member

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

*Member get member payment is paid once the recommendee's service is active and live for a period of 30 days

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.

Keeping your Number (Number Porting)

In most cases, we can help bring your existing phone number over to Post Office – this is sometimes referred to as "Number porting". When you place your order we'll let you know if this is possible along with the expected time frames and dates when this will be switched over by. This is normally the **go live date** specified in the welcome letter we send to you a few days after you join. If Post Office is unable to switch your number over by the agreed date, you may be eligible for compensation as described below. This compensation will be applied as a credit on your account and you should be able to see this on your first bill.

If we told you that you can keep your number but:

- Number porting is delayed by more than **one business day after your service has gone live**: you are entitled to compensation of £2.50 per calendar day (with a maximum cap limit of £30). The number of days of compensation is calculated from the number porting completion date we communicated to you up until the date when the number porting was actually completed. This does not apply if the service has not gone live as it will be dealt with separately.
- Number porting now **cannot be completed due to network or other issues and your service has gone live**: You are entitled to compensation of up to £30. You may also choose to cancel your contract and early termination charges will not apply.

You will not be entitled to claim compensation if, in Post Office's reasonable opinion:

- (a) someone other than Post Office causes a delay or prevents Post Office from porting your number;
- (b) the number has been ported by the Port Date but any other part of the Service, such as, but not limited to voicemail, is unavailable.
- (c) the failure to port number is beyond Post Office's reasonable control

If we can't transfer your number, we'll let you know and provide you with the option to get a new one. Our Customer support team will be in touch with you if we experience delays or unable to port your number due to network issues.

Early Termination Charge (ETC) – Post Office® Home Phone and Post Office® Broadband

The amount you're charged for an ETC depends on the remaining term of your Agreement and the package you have subscribed to.

When you sign up to Post Office® Broadband Service, a Minimum Term will apply to your Agreement which will be 12, 18 or 24 month depending upon the package you have signed up to as described on page 1 (or if you have signed up to Post Office® Broadband Service before 12th Nov 2018 please see page 6).

If you sign up to Post Office® Home Phone Service from 1st February 2019 onwards, then no Minimum Term will apply and there are no Early Termination Charges. If you have signed up to Post Office® Home Phone Service before 1st February 2019 (please see page 6) then a Minimum Term will apply to your agreement.

If you cancel your Service within this Minimum Term you will have to pay an Early Termination Charge. The tables below show how much you're charged for each month remaining on the Minimum Term applicable to your existing Agreement. Below the table are examples of how this is calculated. If you cancel your Service after the Minimum Term applicable to your Agreement has elapsed, no Early Termination Charge will be payable.

For exceptions where this charge may be waived please see our Terms & Conditions available at www.postoffice.co.uk/broadband-phone/terms.

If you have any questions and wish to discuss this further, please call our Customer Service team on **0345 600 3210** who will explain what Early Termination Charge is applicable to you. We will also write to you advising you of the charges applicable for terminating the Agreement early. Calls to our Customer Service team on **0345 600 3210** are free of charge at all times from an active Post Office® Home Phone line.

Action	Current Package	Monthly Early Termination Charge	Notes
Cancellation of Service whilst still in Minimum Term applicable to your Agreement	Post Office® Home Phone	£7.20	Applicable to sign ups until 31 st Jan 2019
		£0.00	Applicable to sign ups from 1 st Feb 2019 onwards (no Minimum Term applies to this contract)
	Post Office® Broadband Connect	£13.60	Applicable to sign ups from 1 st Feb 2018 onwards
	Post Office® Unlimited Broadband	£13.60	
	Post Office® Unlimited Fibre Broadband	£19.50	
	Post Office® Unlimited Fibre Broadband Plus	£24.50	

The following table describes the ETCs applicable to customers who have signed up to the Post Office® Home Phone and Post Office® Broadband packages before 1st Feb 2018. The table shows how much you're charged for each month remaining on the Minimum Term applicable to your existing Agreement.

Action	Current Package	Monthly Early Termination Charge (for packages without Line Rental Saver)	Monthly Early Termination Charge (for packages with Line Rental Saver) ²
Cancellation of Service whilst still in Minimum Term applicable to your Agreement	Post Office® Home Phone	£7.20	£0.00
	Post Office® Home Phone with Broadband Essential	£11.20	£4.00
	Post Office® Home Phone with Broadband Premium	£13.60	£6.40
	Post Office® Unlimited Fibre Broadband	£19.50	£12.30
	Post Office® Unlimited Fibre Broadband Plus	£24.50	£17.30

Please note that we calculate your Early Termination Charge based on the number of months and days remaining in the Minimum Term applicable to your Agreement after the effective date of termination of your Service. Please see few examples below which explain this:

Example

If you are a Post Office® Unlimited Broadband customer on a 18 months Minimum Term applicable to your Agreement that commences on 1st April 2018 and the Service is terminated on 15th January 2019, you would be required to pay £115.96.

Here's how we arrived at this figure of £115.96 :

From the table above the monthly Early Termination Charge applicable for Post Office® Unlimited Broadband is £13.60.

Accordingly, the Early Termination Charge (ETC) for Post Office® Unlimited Broadband for the period 16th January 2019 to 30th September 2019 will be calculated as shown below:

a. The Early Termination Charge applicable for the period **16th January 2019 to 31st January 2019** = $(£13.60 / 30.4^{\text{th}}) \times 16 \text{ days} = £7.16$

²Where 30.4 is the average number of days in a month used by Post Office® for the calculation of Early Termination Charge purpose.

b. The Early Termination Charge applicable for the period **1st February 2019 to 30th September 2019** = $£13.60 \times 8 \text{ months} = £108.80$

TOTAL amount of Early Termination Charge applicable for the period **16th January 2019 to 30th September 2019** (adding the amount from **a** and **b** above) = $£7.16 + £108.80 = £115.96$

Note:

1. The Early Termination Charge will apply when you cancel your Service (whilst you are still in Minimum Term applicable to your Agreement) for any of the reasons below:

- You have asked us to cancel the Service
- We have received notification from other Service Provider that they want to take over your line
- You are moving home and do not want to take the Service with you
- Change of responsibility to a new owner (excluding Change of responsibility to spouse in which case no Early Termination Charge will apply)
- We have terminated your Service due to abuse of Service by you where you are in breach of your Agreement or your non-payment of a bill.

2. The Line Rental Saver(LRS) product is not available for new sale/add-on/renewal anymore. For the customers who have already got LRS product can keep it until its expiry when they will be switched back to monthly line rental. We do not refund any part of Line Rental Saver paid in advance by you.

Downgrade Fee – Post Office® Home Phone and Post Office® Broadband

The downgrade fee will apply if you decide to downgrade your package whilst still in existing Post Office® Minimum Term applicable to your Agreement. Please call our Customer Service team on **0345 600 3210**[†] if you want to know what downgrade fee is applicable to you. We will also write to you advising you of the charges applicable for downgrading the package. If you downgrade your Service after the Minimum Term applicable to your Agreement has elapsed, no downgrade fee will be payable.

[†]Calls to our Customer Service team on **0345 600 3210** are free of charge at all times from an active Post Office Home Phone line.

The charges for downgrade fee have been explained in the table below:

Action	Downgrading from package	Downgrading to package	Monthly Early Termination Charge
Downgrade of package whilst still in Minimum Term applicable to your Agreement (including if you request downgrade of package during Home Move [‡])	Post Office® Home Phone 12M*	Post Office® Home Phone	£7.20
	Post Office® Home Phone with Broadband Essential*	Post Office® Home Phone	£11.20
	Post Office® Home Phone with Broadband Premium*	Post Office® Home Phone	£13.60
	Post Office® Unlimited Broadband 12M/18M/24M	Post Office® Home Phone	£13.60
	Post Office® Broadband Connect 12M	Post Office® Home Phone	£13.60
	Post Office® Unlimited Broadband 18M**	Post Office® Unlimited Broadband 12M	£6.40
	Post Office® Unlimited Broadband 24M**	Post Office® Unlimited Broadband 12M/18M	£6.40
	Post Office® Unlimited Fibre Broadband 12M/18M/24M	Post Office® Home Phone	£19.50
	Post Office® Unlimited Fibre Broadband 12M/18M/24M	Post Office® Unlimited Broadband 12M/18M/24M	£12.30
	Post Office® Unlimited Fibre Broadband 18M**	Post Office® Unlimited Fibre Broadband 12M	£12.30
	Post Office® Unlimited Fibre Broadband 24M**	Post Office® Unlimited Fibre Broadband 12M/18M	£12.30
	Post Office® Unlimited Fibre Broadband Plus 12M/18M/24M	Post Office® Home Phone	£24.50
	Post Office® Unlimited Fibre Broadband Plus 12M/18M/24M	Post Office® Unlimited Broadband 12M/18M/24M	£17.30
	Post Office® Unlimited Fibre Broadband Plus 12M/18M/24M	Post Office® Unlimited Fibre Broadband 12M/18M/24M	£17.30
	Post Office® Unlimited Fibre Broadband Plus 18M**	Post Office® Unlimited Fibre Broadband Plus 12M	£17.30
	Post Office® Unlimited Fibre Broadband Plus 24M**	Post Office® Unlimited Fibre Broadband Plus 12M/18M	£17.30

Note:

* These are the legacy packages no longer available for new sale

** For the customers who want to downgrade contract length within the same package if the period remaining on the existing contract is higher than the new contract length then ETC will apply for the difference between the two e.g. if the customer is on a 24 month contract on Post Office® Unlimited Broadband wants to move to 12 month contract within the same package but still has 17 month remaining on existing contract then ETC will apply for the 5 month period.

[‡] In case of Home Move where the customer had Post Office® Home Phone with 12M Minimum Term Service previously and is still in agreement the ETC charges will not be applicable as long as they sign up to any of the Post Office® Broadband or Post Office® Home Phone Service available at the new address.

Example - If you are a Post Office® Unlimited Broadband customer on a 18 month Minimum Term applicable to your Agreement that commences on 1st April 2018 and following your request the Service is downgraded to Post Office® Home Phone only on 15th March 2019, you would be required to pay £88.76.

Here's how we arrived at this figure:

From the table above the monthly downgrade fee applicable for Post Office® Unlimited Broadband to Post Office® Home Phone is £13.60

Accordingly, the fee for downgrading from Post Office® Unlimited Broadband to Post Office® Home Phone only for the period 16th March 2019 to 30th September 2019 will be calculated as shown below:

a. The downgrade fee applicable for the period **16th March 2019 to 31st March 2019** = (£13.60 / 30.4*) x 16 days = £7.16

*Where 30.4 is the average number of days in a month used by Post Office® for the calculation of downgrade fee purpose.

b. The downgrade fee applicable for the period **1st April 2019 to 30th September 2019** = £13.60 x 6 months = £81.60

TOTAL amount of downgrade fee applicable for the period **16th March 2019 to 30th September 2019** (adding the amount from **a** and **b** above) = £7.16 + £81.60 = £88.76

Legacy packages no longer available for new sale (including those with inclusive Weekend call plan)

If you signed up before 12th Nov 2018 on one of the packages below, then you can continue to keep these unless you enter into a new minimum term agreement, in which case you will have to choose from our latest available packages and call plans.

Charge Description	Stop Sell Date	Monthly Charge	Minimum Term
Post Office [®] Home Phone	1 st May 2018	£16.99 [†]	12 Month
Post Office [®] Home Phone	11 th Nov 2018	£11.50	12 Month
Post Office [®] Home Phone*	31st Jan 2019	£11.50	12 Month
Post Office [®] Home Phone with Broadband Essential	1 st Feb 2018	£29.00	12 Month
Post Office [®] Home Phone with Broadband Premium	1 st Feb 2018	£30.00	18 Month
Post Office [®] Broadband Only Essential	1 st Sep 2013	£29.00	18 Month
Post Office [®] Broadband Only Premium	1 st Sep 2013	£30.00	18 Month
Post Office [®] Unlimited Broadband	11 th Nov 2018	£30.00	12/18/24 Month
Post Office [®] Unlimited Fibre Broadband	11 th Nov 2018	£37.00	12/18/24 Month
Post Office [®] Unlimited Fibre Broadband Plus	11 th Nov 2018	£42.00	12/18/24 Month
Post Office [®] Broadband Connect	11 th Nov 2018	£30.00	12 Month

Note :

Post Office[®] Home Phone - This package provides weekend calls to UK landlines (01, 02, 03, 0845 and 0870 numbers), Calling Number Retrieval (1471) and Caller Display (opt-in). 1571 Standard Voicemail (opt-in) is chargeable from 12th November 2018 (please see page 2 for details). Caller Display has been enabled free of charge for all customers with Post Office Home Phone during September 2018. [†]The 12 Month Minimum Term is applicable with this product if your Service includes a new line provision.

Post Office[®] Home Phone* - This package includes any time calls to other Post Office Home Phone numbers, Calling Number Retrieval (1471) and Caller Display. Any Post Office[®] Home Phone customer who has signed from 1st May 2018 onwards and wants paper bill will be charged £1.50 per bill. The customers who have special billing requirements such as large print or braille will not be charged for this service. All e-billing Post Office customers receive their bill notifications and access to their e-bills for free.

Post Office[®] Home Phone with Broadband Essential (up to 17Mb*) - Included within this package is a monthly usage allowance of 10GB (Gigabytes), wireless router and SafeGuard on-line security tool. £1.50 paper bill charge applies to all the customers who signed up or upgraded to this package post 24th April 2017.

Post Office[®] Home Phone with Broadband Premium (up to 17Mb*) - This package provides an unlimited monthly usage, wireless router, Post Office Internet Security Software and SafeGuard on-line security tools. £1.50 paper bill charge applies to all the customers who signed up or upgraded to this package post 24th April 2017.

Post Office[®] Broadband Only Essential (also previously known as Broadband Standard Rental) - Included within this package is a monthly usage allowance of 10GB. Post Office[®] Home Phone is not included.

Post Office[®] Broadband Only Premium (also previously known as Broadband Extra Rental) - This package provides an unlimited monthly usage. Post Office[®] Home Phone is not included.

Post Office Email accounts/Web-mail facility - This is no longer available to customers who signed up post 24th April 2017. Any existing Broadband customer signed up prior to 24th April 2017 will still have access to their email.

Post Office[®] Unlimited Broadband / Post Office[®] Unlimited Fibre Broadband / Post Office[®] Unlimited Fibre Broadband Plus / Post Office[®] Broadband Connect - Package includes: Inclusive weekend calls to UK landlines (01, 02, 03, 0845 and 0870 numbers), Calling Number Retrieval (1471), Caller Display (opt-in), Totally unlimited usage, Wi-Fi router, SafeGuard (our online security tool that helps block harmful or inappropriate online content), Post Office Internet Security Software and Online billing. 1571 Standard Voicemail (opt-in) is chargeable from 12th November 2018. Caller Display has been enabled free of charge for all customers with Post Office Home Phone during September 2018.

All Post Office Broadband packages above are subject to our Fair and Acceptable Use Policy.

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