

POST OFFICE HOMEPHONE® AND POST OFFICE® BROADBAND PRICE LIST

Line Rentals, Features and Other Charges, version 14.

Prices correct as at 17th July 2017

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 Charge | One Off Charge | Minimum Term |
|---|----------------|-------------------------------------|--------------|
| Post Office HomePhone® | £16.99 | - | 12 months |
| Post Office HomePhone® with Broadband Essential | £25.00 | £7.00 (router delivery) | 12 months |
| Post Office HomePhone® with Broadband Premium | £28.00 | £7.00 (router delivery) | 18 months |
| Post Office Unlimited Fibre Broadband | £36.00 | £60.00 (Inc. £7.00 router delivery) | 18 months |
| Post Office Unlimited Fibre Broadband Plus | £41.00 | £60.00 (Inc. £7.00 router delivery) | 18 months |

Notes:

- Customers must take a Post Office HomePhone® line rental to receive either Post Office® Broadband Essential, Post Office® Broadband Premium & Post Office® Fibre Products. Monthly line rental and broadband charges are payable in advance; all other call and feature charges are payable in arrears. Maximum of two Post Office HomePhone® lines per account.
- The 12 months Minimum Term for the Post Office HomePhone® Agreement is applicable if your Service includes a new line provision or if you elect to pay by Line Rental Saver option or if you take the Service with a money saving promotion.
- The price shown above for the Post Office HomePhone® with Broadband Essential is aggregate of two charges, firstly the monthly line rental for Post Office HomePhone® for £16.99 and secondly the monthly broadband rental for £8.01.
- The price shown above for the Post Office HomePhone® with Broadband Premium is aggregate of two charges, firstly the monthly line rental for Post Office HomePhone® for £16.99 and secondly the monthly broadband rental for £11.01.
- The price shown above for Post Office Unlimited Fibre Broadband is aggregate of two charges, firstly the monthly line rental for Post Office HomePhone® for £16.99 and secondly the monthly broadband fibre rental for £19.01.
- The price shown above for Post Office Unlimited Fibre Broadband Plus is aggregate of two charges, firstly the monthly line rental for Post Office HomePhone® for £16.99 and secondly the monthly broadband fibre rental for £24.01.
- Please see our Terms and Conditions for further details on the Minimum Term applicable for the Post Office HomePhone® and Post Office HomePhone® with Broadband Service including your right to cancel. This can be found at postoffice.co.uk/broadband-phone-terms.
- 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 page 3 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 £179.88; a saving of £24 a year. Existing customers who take out Line Rental Saver will see a pro-rated charge which will be £179.88 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. Also there is no refund of this advance payment if we terminate the Service due to abuse of Service by you where you are in breach of your Agreement or your non-payment of a bill.

Features included with the Service

Post Office HomePhone®

Line Rental

Includes Weekend call plan, Calling Number Retrieval (1471), Voicemail (1571)(opt-in) and Caller Display(opt-in). To opt-in to Voicemail(1571) and Caller Display, customers can either use the Self Care Portal at pobroadband.co.uk or contact Post Office Customer Care Line on 0345 600 3210[^]

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

Post Office® Broadband Essential

Included within this package is a monthly usage allowance of 10GB (Gigabytes) up to 17 Mb/Sec*, wireless router and SafeGuard on-line security tool.

* We'll give you the best download speed available up to 17 Mb/Sec dependent on your location, phone line, home wiring and time of day. Because of these factors, your speed may be lower than up to 17 Mb/Sec. We'll provide you with a speed estimate when you check availability of our products.

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-phone-terms for more details of how Post Office will monitor your usage and contact you about exceeding your limit.

Post Office® Broadband Premium

Included within this package is an unlimited monthly usage up to 17 Mb/Sec* (subject to our fair usage policy), wireless router, Parental control, anti-spam, anti-virus and SafeGuard on-line security tools.

* We'll give you the best download speed available up to 17 Mb/Sec dependent on your location, phone line, home wiring and time of day. Because of these factors, your speed may be lower than up to 17 Mb/Sec. We'll provide you with a speed estimate when you check availability of our products.

Post Office® Unlimited Fibre Broadband

Included within this package is an unlimited monthly usage up to 38 Mb/Sec* (subject to our fair usage policy), wireless router, Parental control, anti-spam, anti-virus and SafeGuard on-line security tools.

* We'll give you the best download speed available up to 38 Mb/Sec dependent on your location, phone line, home wiring and time of day. Because of these factors, your speed may be lower than up to 38 Mb/Sec. We'll provide you with a speed estimate when you check availability of our products.

Post Office® Unlimited Fibre Broadband Plus

Included within this package is an unlimited monthly usage up to 76 Mb/Sec* (subject to our fair usage policy), wireless router, Parental control, anti-spam, anti-virus and SafeGuard on-line security tools.

* We'll give you the best download speed available up to 76 Mb/Sec dependent on your location, phone line, home wiring and time of day. Because of these factors, your speed may be lower than up to 76 Mb/Sec . We'll provide you with a speed estimate when you check availability of our products.

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

| Charge Description | Price |
|---|--------|
| 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 - Connection charge | £0 |
| Post Office® Broadband Premium - Connection charge | £0 |
| Post Office® Unlimited Fibre Broadband - Connection charge | £53.00 |
| Post Office® Unlimited Fibre Broadband Plus - Connection charge | £53.00 |
| Broadband Cancellation within Cancellation Period | £0 |
| Home Mover outside Minimum Term* | £0 |
| Home Mover during Minimum Term* | £0 |

*A new Minimum Term applies from the date the Service goes live at your new home. This will be 12 months for Post Office HomePhone®, Post Office HomePhone® with Broadband Essential and 18 months for Post Office HomePhone® with Broadband Premium & all Post Office Fibre Products.

Line Features

Monthly Charge

| | |
|--|-------|
| Voicemail (1571) | £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 |
| Voicemail Plus | £2.55 |
| Select to Reject | £3.42 |
| Reject Anonymous Caller | £4.08 |

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

| | |
|---------------------------------|-----|
| Ring Last Caller (1471-3) | 20p |
| Remind me Call | 40p |
| Auto redial (5 on engaged tone) | 40p |

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

Broadband & Phone Care Levels

Monthly Charge

| Maintenance Options | Post Office HomePhone® | Post Office HomePhone® Broadband Essentials and Premium | Post Office Unlimited Fibre Broadband and Fibre Broadband Plus |
|---------------------|------------------------|---|--|
| Standard Care | £0.00 | £0.00 | N/A |
| Prompt Care | £1.44 | £1.44 | £0.00 |
| Total Care | £7.00 | £7.00 | £20.00 |

Other One Off Charges – Post Office HomePhone® 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 broadband customers who choose to receive a paper bill. Existing customers who upgrade \ downgrade to a broadband package and choose to receive a paper bill will also receive a Paper Bill Charge. Existing broadband customers will not be charged unless they change their options and choose to receive a paper bill. Customers who have special billing requirements such as large print or braille will not be charged for this service. At present 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 | £7.66 |

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.

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

| Charge Description | Monthly Charge | Minimum Term |
|---|----------------|--------------|
| Broadband Standard Rental (replaced by Broadband Essential) | £26.00 | 18 months |
| Broadband Extra Rental (replaced by Broadband premium) | £29.00 | 18 months |

Early Termination Charge (ETC) – Post Office HomePhone® and Post Office HomePhone® with Broadband

When you sign up to Post Office HomePhone® or Post Office HomePhone® with Broadband, a Minimum Term will apply to your Agreement which will normally be 12 months or 18 months depending upon the package you have subscribed to. Please see our Terms & Conditions available at postoffice.co.uk/broadband-phone-terms to know the Minimum Term applicable for your Agreement. If you cancel your Service within this Minimum Term you will have to pay an Early Termination Charge (for exceptions where this charge may be waived please see our Terms & Conditions). Please call our Customer Care Line on 0345 600 3210^ if you want to know 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. If you cancel your Service after the Minimum Term applicable to your Agreement has elapsed no Early Termination Charge will be payable.

^Calls to our Customer Care Line on 0345 600 3210 are free of charge at all times from an active Post Office HomePhone® line. The amount you're charged depends on the remaining term of your Agreement and the package you have subscribed to. The table below 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) |
|---|---|--|---|
| Cancellation of Service whilst still in Minimum Term applicable to your Agreement | Post Office HomePhone® | £7.20 | £0.00 |
| | Post Office HomePhone® with Broadband Essential | £11.20 | £4.00 |
| | Post Office HomePhone® 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 A

If you are a Post Office HomePhone® with Broadband Premium customer (without Line Rental Saver) on a 18 months Minimum Term applicable to your Agreement that commences on 1st April 2016 and the Service is terminated on 15th January 2017, 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 HomePhone® with Broadband Premium (without Line Rental Saver) is £13.60.

Accordingly, the Early Termination Charge (ETC) for Post Office HomePhone® with Broadband Premium for the period 16th January 2017 to 30th September 2017 will be calculated as shown below:

1. The Early Termination Charge applicable for the period **16th January 2017 to 31st January 2017** = $(£13.60 / 30.4^{\wedge}) \times 16 \text{ days} = £7.16$

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

2. The Early Termination Charge applicable for the period **1st February 2017 to 30th September 2017** = $£13.60 \times 8 \text{ months} = £108.80$

TOTAL amount of Early Termination Charge applicable for the period **16th January 2017 to 30th September 2017** (adding the amount from 1 and 2 above) = $£7.16 + £108.80 = £115.96$

Example B

If you are a Post Office HomePhone® with Broadband Premium customer (with Line Rental Saver) on a 18 months Minimum Term applicable to your Agreement that commences on 1st April 2016 and the Service is terminated on 15th January 2017, you would be required to pay £97.77. In this case the 12 months Line Rental Saver that commences from 1st April 2016 will expire on 31st March 2017.

Here's how we arrived at this figure of £97.77 :

From the table above if you have Line Rental Saver then the value of the monthly Early Termination Charge applicable for Post Office HomePhone® with Broadband Premium will be £6.40. This amount will be applicable from the date of termination of your Service until Line Rental Saver expiry date. After the Line Rental Saver expiry date the monthly Early Termination Charge amount applicable for Post Office HomePhone® with Broadband Premium until the end of Minimum Term will be £13.60.

Accordingly, the Early Termination Charge (ETC) for Post Office HomePhone® with Broadband Premium for the period 16th January 2017 to 30th September 2017 will be calculated as shown below:

1. The Early Termination Charge applicable for the period **16th January 2017 to 31st January 2017** = $(£6.40 / 30.4^{\wedge}) \times 16 \text{ days} = £3.37$

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

2. The Early Termination Charge applicable for the period **1st February 2017 to 31st March 2017** (i.e. until the expiry of the current Line Rental Saver in the given example) = $£6.40 \times 2 \text{ months} = £12.80$

3. The Early Termination Charge applicable for the period **1st April 2017 to 30th September 2017** (ie after the expiry of the current Line Rental Saver date and until the end of the Minimum Term applicable to your Agreement) = $£13.60 \times 6 \text{ months} = £81.60$

TOTAL amount of Early Termination Charge applicable for the period **16th January 2017 to 30th September 2017** (adding the amount from 1, 2 and 3 above) = $£3.37 + £12.80 + £81.60 = £97.77$

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 new line provide cancellation charge may also apply if the Service is cancelled within 6 months of new line provision as explained previously in this guide.

3. We do not refund any part of Line Rental Saver paid in advance by you.

Downgrade Fee – Post Office HomePhone® and Post Office HomePhone® with Broadband

The downgrade fee will apply if you decide to downgrade your package whilst still in existing Post Office HomePhone® with Broadband Minimum Term applicable to your Agreement. Please call our Customer Care Line 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 Care Line on 0345 600 3210 are free of charge at all times from an active Post Office HomePhone® 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 HomePhone® with Broadband Essential | Post Office HomePhone® | £4.00 |
| | Post Office HomePhone® with Broadband Premium | Post Office HomePhone® | £6.40 |
| | Post Office HomePhone® with Broadband Premium | Post Office HomePhone® with Broadband Essential | £6.40 |
| | Post Office Unlimited Fibre Broadband | Post Office HomePhone® | £12.30 |
| | Post Office Unlimited Fibre Broadband | Post Office HomePhone® with Broadband Essential | £12.30 |
| | Post Office Unlimited Fibre Broadband | Post Office HomePhone® with Broadband Premium | £12.30 |
| | Post Office Unlimited Fibre Broadband Plus | Post Office HomePhone® | £17.30 |
| | Post Office Unlimited Fibre Broadband Plus | Post Office HomePhone® with Broadband Essential | £17.30 |
| | Post Office Unlimited Fibre Broadband Plus | Post Office HomePhone® with Broadband Premium | £17.30 |
| | Post Office Unlimited Fibre Broadband Plus | Post Office Unlimited Fibre Broadband | £17.30 |

Note:

The same downgrade charge will apply regardless of whether you have taken 12 months Line Rental Saver or if you pay monthly line rental for your existing Post Office HomePhone® Service.

Example - If you are a Post Office HomePhone® with Broadband Premium customer on a 18 months Minimum Term applicable to your Agreement that commences on 1st April 2016 and following your request the Service is downgraded to Post Office HomePhone® only on 15th January 2017, you would be required to pay £54.57.

Here's how we arrived at this figure:

From the table above the monthly downgrade fee applicable for Post Office HomePhone® with Broadband Premium is £6.40

Accordingly, the fee for downgrading from Post Office HomePhone® with Broadband Premium to Post Office HomePhone® only for the period 16th January 2017 to 30th September 2017 will be calculated as shown below:

1. The downgrade fee applicable for the period **16th January 2017 to 31st January 2017** = (£6.40 / 30.4[^]) x 16 days = £3.37

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

2. The downgrade fee applicable for the period **1st February 2017 to 30th September 2017** = £6.40 x 8 months = £51.20

TOTAL amount of downgrade fee applicable for the period **16th January 2017 to 30th September 2017** (adding the amount from 1 and 2 above) = £3.37 + £51.20 = £54.57

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