

POST OFFICE HOMEPHONE® AND POST OFFICE® BROADBAND PRICE LIST

Line Rentals, Features and Other Charges, version 6.

Prices correct as at 1st January 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	£15.00
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 12-month term – please see our Terms and Conditions for details of the Minimum Broadband Term and your right to cancel. These can be found at <http://www.postoffice.co.uk/telecoms>.

For customers who joined the service prior to July 22nd 2013 and are taking 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 £36 a year. 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 service on 0345 600 3210[^] or use the self care portal at <http://www.postoffice.co.uk/telecoms>

[^]Calls to our Customer Care Line on 0345 600 3210 are free of charge at all times from a 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-virus & anti-spam protections are included with the e-mail package.

Broadband Excess Usage - Where a Post Office® Broadband Essential customer's usage exceeds 10GB, there will 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 <http://www.postoffice.co.uk/telecoms> 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 (subject to our Fair Usage Policy at <http://www.postoffice.co.uk/telecoms>), download speed of up to 24Mbps, wireless router, five e-mail addresses. Parental control, anti-spam and anti-virus is 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

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 (<http://www.postoffice.co.uk/telecoms>) 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 – Post Office HomePhone®

Customers can nominate up to 10 numbers to be their loved ones. They can be any combination of:UK landline numbers (01,02,03), 0845/0870 numbers,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 (now known as Broadband Essential)*	£16.30
Broadband Extra Rental (now known as Broadband premium)	£21.40

*Broadband Standard (Essential) Customers are now liable to Excess usage charges after 10GB. Please refer to page 1 for details.

Definitions

Minimum Broadband Term

The Minimum Broadband Term means twelve (12) months from the date Post Office® Broadband is first provided to a customer at a particular address (or, if the Post Office HomePhone® Service starts on a different day from the Post Office® Broadband Service, the Minimum Broadband Term starts on the day the first of these Services starts and ends 12 months from that date). If the customer cancels the service within the Minimum Broadband Term, but outside the Cancellation Period, then the customer is liable to pay an Early Termination Charge.

Cancellation Period

The Cancellation Period is any time up until the service starts, during which time a customer can cancel and obtain a refund of charges. However, if you contact us to cancel at any time after 4pm on the working day before the service is due to start, then for technical reasons we may be unable to stop your service transferring, and you may therefore be left without a service until you find an alternative supplier. Please see our Terms and Conditions for more details.

Early Termination Charge – Broadband

The customer will incur the full amount of the Monthly Rentals for Post Office Broadband® from the date of termination until the end of the Minimum Broadband Term.

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