

Residential Price Book

At UrFibre we like to remove the complexity in the services that we offer, so you know exactly what you're paying for with no hidden charges. Our price book document includes the costs for our broadband services, any additional one-off fees and charges that may apply from time to time.

We will update our price book as we introduce new services. The fees and charges you pay may be subject to the specific prices of a special promotion that was included at the time that you place your order. All prices listed below are shown with (Gross) and without (Net) Vat.

RESIDENTIAL 24 MONTH INTERNET SERVICE

The full speed on our higher Services will not be achievable by a single device over wireless connections within the client premises, and to achieve these speeds a wired connection is required.

Internet Service	Download	Upload	Term	Net Price	Gross Price
Fibre 500	500Mbps	500Mbps	24 Months	£22.46	£26.95
Fibre 1000	1000Mbps	1000Mbps	24 Months	£24.96	£29.95
Fibre 2000	2000Mbps	2000Mbps	24 Months	£33.29	£39.95

RESIDENTIAL 12 MONTH INTERNET SERVICE

The full speed on our higher Services will not be achievable by a single device over wireless connections within the client premises, and to achieve these speeds a wired connection is required.

Internet Service	Download	Upload	Term	Net Price	Gross Price
Fibre 500	500Mbps	500Mbps	12 Months	£30.79	£36.95
Fibre 1000	1000Mbps	1000Mbps	12 Months	£39.13	£46.95
Fibre 2000	2000Mbps	2000Mbps	12 Months	£47.46	£56.95

RESIDENTIAL INSTALLATION, ACTIVATION, TERMINATION AND MAINTENANCE SERVICE - ONE-OFF CHARGE

Service	Description	Net Price	Gross Price
Admin fee	We charge a one-off admin fee when signing up to our broadband service.	£62.46	£74.95
Non-standard installation	Installations not following the standard route must be approved by you.	POA	POA
Missed appointment	One-off charge for failure to show up for a confirmed appointment	£66.63	£79.95
Engineer call-out visit	Repair fee for negligently damaged fibre lines or equipment in your home	£66.63	£79.95
Reactivation of Service	Reactivate your service after it was suspended or terminated for non-payment	£41.63	£49.95
Replacement of Router	Replacement of a new Router if damaged by you or not covered by warranty	£79.13	£94.95
Replacement of ONT	Replacement of a new ONT if damaged by you or not covered by warranty	£79.13	£94.95
Porting of existing Fixed telephone line to UrFibre	Porting an existing landline number to UrFibre when ordering a Telephone Service	£8.29	£9.95

RESIDENTIAL ADDITIONAL SERVICES – MONTHLY CHARGE

Unlimited calls, UK Landlines/Mobiles* have a limit of 3,000 minutes (50 hours) per month and do not include Premium Numbers including 08, 09, and 118 Calls. Please see the Residential Call Rate Card for full details on telephone charges.

Service	Description	Gross Price	Net Price
Full Wi-Fi coverage	The mesh units work as one unified network, so every device connects automatically. 24-month term	£6.63	£7.95
Fixed IPv4	An IP address with a static configuration will increase security and control over connections	£4.13	£4.95
Telephone – Pay as you call	No calls included and pay for the calls you make Free calls to UrFibre numbers Free calls to UrFibre support	£2.46	£2.95
Telephone – UK Landline calls	Calls to UK landlines Calls to 0845 and 0870 numbers Free calls to UrFibre numbers	£6.63	£7.95
Telephone – UK and International calls	Unlimited calls, UK Landlines/Mobiles* International add-ons for calling abroad (choose 1): EUROPE: Fixed + Mobile 6 hours; Spain, Portugal & Ireland SOUTH ASIA: Fixed + Mobile 4 hours; India and Pakistan	£9.96	£11.95