

## HOME TELECOM CHARGES TARIFF

At Home Telecom we like to keep things simple for you, so here's a clear summary of the fees and charges that may apply to your account, so you always know where you stand.

| DESCRIPTION OF CHARGE   | TARIFF   |
|---|--|
| <p>Any equipment we provide is loaned to you and remains the property of Home Telecom. This includes but is not limited to, the router we provide at the outset of our agreement and any device we may lend during customer support. However, we will charge a top up charge for an upgraded router. Postage fees may apply. If you cancel a contract, you are responsible for returning any equipment within 14 days of cancelling the order to avoid an equipment charge.</p> | <p>£59 replacement router<br/>£30 upgraded router<br/>£0 replacement router if it's within warranty<br/>Up to £10<br/>£50 non-returned router or MiFi device charge</p>                                  |
| <p>Any customers amending their installation date within 2 working days of the service go live date will be subject to a late amendment fee.</p>  | <p>£150 late amendment fee</p>   |
| <p>Engineer charges – please be aware this may show on your next month's bill but can also take up to 6 months to be invoiced.</p>  | <p>Up to £200</p>  |
| <p>Paper bills can be requested. Should you want paper billing you should make your request in writing to Home Telecom.</p>   | <p>£3.50 per bill</p>  |
| <p>If a direct debit has not been set up, the customer will be charged a non-direct debit admin fee. The Customer shall pay all invoices by Direct Debit unless otherwise permitted by Home Telecom in writing. If Home Telecom permits the Customer to pay by a different option other than by Direct Debit, Home Telecom reserves the right to charge the Customer an additional administrative fee.</p>  | <p>Non-direct debit admin fee £10.<br/>Additional admin fee £10 per invoice.</p>   |
| <p>In the event the Customer cancels any established Direct Debit payment arrangement, Home Telecom reserves the right to suspend all services, as well as charge the Customer an admin fee.</p>  | <p>Cancellation of direct debit payment admin fee, £10 per invoice, until the Direct Debit facility has been reinstated.</p>   |
| <p>Late payment / failure to collect payment by Direct Debit will incur an admin charge.</p>  | <p>£10</p>   |
| <p>The charges for the installation are dependent on the network area</p>   | <p>For ADSL areas £75,<br/>For Fibre areas £119<br/>Line Rental only £90.</p>  |
| <p>If you do not cancel your order before 12pm two working days before your installation is due to take place, you will be responsible for paying a charge because we will incur costs for the wasted engineer visit.</p>   | <p>Up to £200</p>  |
| <p>If you cancel your order outside of your cooling off period, you will not receive a refund for any once-off fees or activation fees.</p>   | <p>£45 for cancelling your order up to 2 working days before your services go live.<br/>Late cancellation fee of £145 for cancelling after this point, until they go live or for missed appointment.</p> |
| <p>Early termination fees<br/>If you decide to terminate your services before the end of your contract, we will charge you for the time remaining on that contract and you may also be liable for a disconnection fee.<br/>For example: If you have six months remaining in contract and decide to terminate your service.<br/>This does apply to our Home Flex Plan</p>  | <p>£10 per month<br/>We will charge you £60 (6 x £10) as an Early Termination Fee on your final bill.</p>  |
| <p>Cancellation of Virgin services:</p>   | <p>90 days notice per service. This charge is applied regardless of</p>  |

| DESCRIPTION OF CHARGE  | TARIFF   |
|--|--|
|  | whether the customer is in or out of contract.   |
| Disconnection Fee  | £50  |
| SupportPlus  | £3.50 per month (minimum 12 month term).<br>For more information, please visit:<br><a href="https://bit.ly/HTSupportPlus">https://bit.ly/HTSupportPlus</a> |
| Annual Price Increase. We increase the price on all our tariffs on 1st April each year.  | £3   |
| Phone line renumbering   | £14.99 Randomly assigned number<br>£24.95 Specifically requested new number  |
| Loyalty Scheme<br>Please note that the Loyalty Scheme does not apply to customers on the Home Flex Plan.   | Discretionary £1 off per month applied on the 12 month anniversary each year until a maximum 5 years (£5)  |
| <b>HOME FLEX PLAN</b>  |  |
| Home Flex is a broadband service package offered on a 60-day rolling contract basis, specifically designed for customers whose tenure at a property is governed by a residential tenancy agreement.<br>Available to residential customers only. Home Telecom reserves the right to request evidence of a tenancy agreement at any time.  | 60-day rolling contract  |
| Installation fee<br>Applies to all new Home Flex installations.  | £79.99 installation fee  |
| If an engineer visit is booked a deposit of £75 will be payable in advance and refundable in 90 days if the visit is not needed or the fault is with the network.  | £75 deposit<br>Engineer costs vary up to a maximum of £200   |
| SupportPlus cannot be bought in conjunction with the Home Flex Plan.   |  |
| Disconnection fee on termination of Home Flex Plan.  | £50 disconnection fee  |
| Termination<br>The Customer may terminate at any time by giving a minimum of 60 days' notice by calling our Customer Care Team on 01403 216133. No early termination charges will apply provided the required 60-day notice period is served. During the notice period, the Customer remains liable for all Charges.   | No early termination charge if 60 days' notice is served   |
| Loyalty discount<br>The Home Flex Plan is offered at a discounted rate for the first 12 months of continuous service.<br>After 12 months: a £2 per month loyalty discount applies.<br>After 24 months: the loyalty discount increases to £3 per month.<br>After 12 months, if the customer does not qualify for the loyalty discount, the discounted rate reduces to the standard rate applicable to the equivalent broadband package at that time.<br>Loyalty discounts cannot be used in conjunction with any other discounts. | £2/month discount after 12 months<br>£3/month discount after 24 months   |
| Annual price adjustment<br>The Home Flex Plan is exempt from the annual price increase for the first 3 years of continuous service at the installation address.  | £3 per year (applies at standard rate)   |
| Late payment / failure to collect payment by Direct Debit will incur an admin charge.  | £10  |

| DESCRIPTION OF CHARGE   | TARIFF  |
|---|---|
| <p><b>Moving home</b><br/>           Customers on the Home Flex Plan who move to a new address may request to transfer the Plan to the new address, subject to service availability.<br/>           A new 60-day rolling contract will commence at the new address.<br/>           No early termination charges are levied in respect of the original address provided the Customer gives the required 60 days' notice.<br/>           To qualify for the reduced £30 installation, the customer must take the Home Telecom provided router with them to the new address.</p> | <p>New 60-day rolling contract at new address.<br/>           £30 installation fee at the new address with the existing router taken to the new address.<br/>           £69 installation fee with new router at the new address<br/>           No early termination fee on original address with 60 days' notice.</p> |
| <p><b>Eligibility</b><br/>           The Home Flex Plan is available to residential customers only and may not be used for business purposes.<br/>           Home Telecom reserves the right to withdraw this Plan or amend eligibility criteria upon 30 days' written notice to affected Customers.<br/>           Customers must remain on Direct Debit for the duration of the contract.</p>   | <p>Residential customers only.<br/>           Payment by Direct Debit only.</p>   |