

Price list:

HS4 Internet

- £15.99 per month – 40Mb download / 10Mb upload
- £17.99 per month – 65Mb download / 20Mb upload
- £18.99 per month – 80Mb download / 20Mb upload
- £21.99 per month – 100Mb download / 20Mb upload

HS4 Pay as you go

- £1.00 per day (24 hours) – 100Mb download / 20Mb upload
- £25.00 for 30 days rolling – 100Mb download / 20Mb upload

Call plan	Price	When can I use it?	UK landlines	UK mobiles	Premium rate
4000 mobile & 4000 landline minutes	£7.50	24 hours a day, 7 days a week	Included	Included	Not included
Evening & weekend landline	£2.99	6pm–6am Monday –Friday. Anytime during the weekend	Included during allocated times. Outside of these times, standard rates apply, as set out in call charges	Not included. Standard rates apply, as set out in call charges	Not included. Standard rates apply, as set out in call charges
Unlimited anytime landline	£5.00	24 hours a day, 7 days a week	Included	Not included. Standard rates apply, as set out in call charges	Not included. Standard rates apply, as set out in call charges
Talk unlimited mobile	£5.00	24 hours a day, 7 days a week	Not included. Standard rates apply, as set out in call charges	Included	Not included. Standard rates apply, as set out in call charges
500 mins to top 33 international countries	£6.20	24 hours a day, 7 days a week	N/A	N/A	N/A

Call packages available

Upfront charges you may need to pay before your first bill.
£4.99 setup fee

Cancelled install appointment charges

48 hours + prior to appointment – no charge
Within 48 hours - £150
Missed install appointment - £150

Non-fixed charges you may need to pay during or after your contract period.

Paper billing £1.99 per month

Cancelled engineer visit within 48 hours - £150
Missed engineer visit - £150

Unreturned HS4 Internet router costs - £69 per router
Replacement router handling fee (non-accidental damage) - £15.99

Early termination charges

70% of remaining monthly contract charges

- £21.99 plan - £15.39 charge for each month remaining of the contract
- £18.99 plan - £13.29 charge for each month remaining of the contract
- £15.99 plan - £11.19 charge for each month remaining of the contract

One-off charges price list

All starting charges are inclusive of VAT

One-off charges are at the beginning of your contract

Standard installation charges:

Broadband only: £49.99

One-off charges you may need to pay during or after your contract period.

Late payment charge - £20 for each missed payment

Charges you may incur at the end of your contract

Non-return router fee: - £69 per router

Damaged router replacement handling fee - £15.99

For call charges please see here

Early termination charge

Payable when your contract is terminated during the minimum contract period and calculated as follows:

70% of the recurring monthly broadband charge (as stated in your order confirmation) multiplied by the number of full months remaining of the contract minimum period as at the date of termination.

Example:

Recurring monthly charge: £21.99

Number of remaining months of contract minimum period: 6

Early termination charge = £92.36 (70% of £21.99 multiplied by 6)

Moving home charges:

24-month contract

0 – 12 months into contract - £50 install charge 18 months plus - no charge

12-month contract

0 – 8 months into contract - £50 install charge 8 months plus - no charge

18-month contract

0 – 12 months into contract - £50 install charge 12 months plus - no charge