



Charges and Fees for Residential Services

December 1st 2020

The prices set out in this Guide are our normal charges. Your order for our services may be subject to any specific pricing or special offer that was included in your order and confirmed in your order confirmation email. Unless otherwise defined in this price list, capitalised terms have the meaning given to them in the terms and conditions that apply to your contract with us.

Home Service				
Broadband				
	Price inc VAT	Download	Upload	Minimum Term
Swish Home 400	£45 per month	400Mbps	400Mbps	No Minimum Term
Swish Home 900	£75 per month	900Mbps	900Mbps	No Minimum Term
Swish Pod	£90 one-off	1 pod plus base unit. Additional pods are £90 per pod		
Installation & Activation				
Installation Fee (standard)	£200 one-off			
Installation Fee (bespoke services)	POA	Subject to survey, price will be advised by engineer		
Activation	£50 one-off			
Add-ons				
Wi-Fi Analytics	£0			
Static IP address	£3 per month			
Call Forwarding	£5 per month		Calls to your landline number are forwarded to your mobile*	
Number porting fee	£12 on-off		Transfer your landline number	

Home Business Service				
Broadband				
	Price ex VAT	Download	Upload	Minimum Term
Swish Home Worker 400	£45 per month	400Mbps	400Mbps	12 months
Swish Home Worker 900	£75 per month	900Mbps	900Mbps	12 months
Swish Pod	£75 one-off	1 pod plus base unit. Additional pods are £90 per pod		

Installation & Activation		
Installation Fee (standard)	£200 one-off	
Installation Fee (bespoke services)	POA one-off	Subject to survey, price will be advised by engineer
Activation	£50 one-off	
Add-ons		
Wi-Fi Analytics	£0	
Static IP address	£2.50 per month	
Call Forwarding	£7 per month	Calls to your landline number or a UK or 03 number available from us are forwarded to your mobile*
Number porting fee	£10 one-off	Transfer your landline number

*Call forwarding is subject to a maximum of 2,500 minutes of inbound calls per month. If this is exceeded we have the right to suspend the service.

Miscellaneous Fees		
Price inc VAT		
Re-activation fee	£50	One-off charge for reactivation if your account has been terminated or suspended
Replacement router fee	£120	New Swish router to replace any out of warranty or damaged device, or for a failure to return a Swish device to us when requested
Engineer call out (business hours)	£100	Fixed minimum charge per on-site visit during business hours (Monday to Friday 9am-5.30pm, not including Bank Holidays) up to one hour
Engineer call out (out of hours)	£160	Fixed minimum charge per on-site visit outside of business hours up to one hour.
Engineer labour charge hourly rate	£50	Additional time to complete work during business hours
Emergency call out hourly rate	£80	Additional time to complete work outside of business hours
Equipment charges	variable	Prices for parts (other than the router) used to complete work will be charged at standard retail rates

Repairs and replacement costs

Part of the network will run from the boundary of your property, across your private land and into your premises, up to and including the router we provide. This router remains the property of Swish, as indicated in our Terms and Conditions. If you have a problem with the service please call our Customer Care Team. If Swish equipment is found to be faulty, we will repair or replace the equipment free of charge including no call-out charge. If there is damage that is not caused by us, including damage to the cables, the router and any other components installed in your home, there is a cost for the repair as shown in the Miscellaneous Fees above. If faults are reported and then investigated by our on-site engineer and are found not to be with our equipment but your own set up then a call out charge will apply.