



## Charges and fees for Residential Services

20<sup>th</sup> Aug 2024

The prices set out in this Price List 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 or pre-order confirmation. Unless otherwise defined in this Price List, capitalised terms have the meaning given to them in the Terms for Residential Services (the "Terms").

Home Business Service				
Broadband (comes with one router included)				
	Price ex VAT	Download Speed	Upload Speed	Minimum Term
Swish Home Worker 400	£45 per month	400 Mbps	400 Mbps	12 months
Swish Home Worker 900	£75 per month	900 Mbps	900 Mbps	12 months
Installation & Activation				
Installation Fee (standard)	£200 one-off			
Installation Fee (bespoke services)	Price on application	Subject to survey, price will be advised by engineer		
Activation Fee	£50 one-off			
Add-ons				
Swish pod (Plume)	£5 per month per pod <sup>+</sup>	For customers who ordered a Swish pod on or before 12 July 2022, a one-off £90 was charged and this £5 per month fee is not applicable.		
Swish Wi-Fi 6 node (router)	£7 per month per node <sup>+</sup>			
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 from us are forwarded to your mobile*		

\*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. Please note that this service is no longer available to order. Customers can now order one of our Voice Over Internet Telephone Services.

\* These prices apply pro rata from the date you request the Swish pod or node where this is part-way through a monthly billing period. If you remove a Swish pod or node during a monthly billing period, you must provide at least eight days' notice prior to the end of that billing period for the removal to take effect at the start of the next monthly billing period (failing which it will take effect from the one after). No pro rata credit or refund is provided, unless you are cancelling your Contract. A Swish node is not compatible with a Swish pod therefore you must only have one or other device(s). Upgrades to the Swish node are not guaranteed and subject to availability.

Voice Over Internet Telephone Service			
Residential	Price inc VAT*		
Swish Voice Go	£5 per month	Call charges apply for all calls	
Swish Voice UK	£10 per month	Call charges apply for calls to destinations not included in the plan and for excess monthly call minutes	
Swish Voice World	£20 per month	Call charges apply for calls to destinations not included in the plan and for excess monthly call minutes	
Number porting fee	£0		
Home Business	Price ex VAT*		
Swish Voice Go	£5 per month	Call charges apply for all calls	
Swish Voice UK	£10 per month	Call charges apply for calls to destinations not included in the plan and for excess monthly call minutes	
Swish Voice World	£20 per month	Call charges apply for calls to destinations not included in the plan and for excess monthly call minutes	
Number porting fee	£0		

\* You must have Broadband Services to access the voice over internet telephone service. The plan is set out in your Order Confirmation. For details of call charges and what is (and is not) included in your plan, and for the list of specific destination call charges, please refer to Voice Call Plans and Charges available at [www.swishfibre.com/legal](http://www.swishfibre.com/legal).