



## Charges and fees for Residential Services

3 April 2023

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 Service                               |                                    |   |              |   |
|--|------------------------------------|---|--------------|---|
| Broadband (comes with one router included) |                                    |   |              |   |
|  | Price inc VAT                      | Download Speed  | Upload Speed | Minimum Term                                      |
| Swish Home 150                             | £30 per month                      | 150 Mbps  | 150 Mbps     | 18-month Minimum Term, unless otherwise specified |
| Swish Home 400                             | £45 per month                      | 400 Mbps  | 400 Mbps     | No Minimum Term, unless otherwise specified       |
| Swish Home 900                             | £75 per month                      | 900 Mbps  | 900 Mbps     | No Minimum Term, unless otherwise specified       |
| <b>Installation &amp; Activation</b>       |                                    |   |              |   |
| Installation Fee (standard)                | £200 one-off                       |   |              |   |
| Installation Fee (bespoke services)        | Price on application               | Subject to survey, price will be advised by engineer  |              |   |
| Activation Fee                             | £0                                 |   |              |   |
| <b>Add-ons</b>                             |                                    |   |              |   |
| 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                          | £3 per month                       |   |              |   |
| Call Forwarding                            | £5 per month                       | Calls to your landline number are forwarded to your mobile*   |              |   |

| 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    |
| <b>Installation &amp; Activation</b>       |               |                |              |              |
| 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                        |   |  |  |
| <b>Add-ons</b>                      |                                    |   |  |  |
| 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.

<sup>+</sup> 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.

| <b>Voice Over Internet Telephone Service</b> |                       |   |  |  |
|--|-----------------------|---|--|--|
| <b>Residential</b>                           | <b>Price inc VAT*</b> |   |  |  |
| 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                    |   |  |  |
| <b>Home Business</b>                         | <b>Price ex VAT*</b>  |   |  |  |
| 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).

## Other Charges and Fees

| Price inc VAT  |          |  |
|--|----------|--|
| Early Termination Charge                                       | Variable | One-off charge equal to your total monthly charges for each month remaining during your Minimum Term (if any) (with the final month adjusted pro-rata), less than £10 for such month remaining.<br><br>For example, if you have purchased the Swish Home Worker 900 service at £75 per month and you cancel with 3.5 months of your Minimum Term remaining, the Early Termination Charge would be £227.50 (i.e. 3.5 multiplied by £65) (the £65 being your £75 per month charge, less £10)).<br><br>If, for any reason, the calculation above would result in a payment to you, then the Early Termination Charge will be deemed to be zero. |
| Install Cancellation Fee                                       | Variable | Where we cancel your installation in accordance with clause 2.4, 2.7, 2.8, 2.10, 2.11 or 11.1: an amount equal to the greater of (i) £200; and (ii) 100% of the Installation Charge.<br><br>Where you cancel your installation appointment less than 24 hours before the scheduled appointment time (see clause 2.4 of the Terms): an amount equal to the greater of (i) £100; and (ii) 50% of the installation charge.  |
| Other Appointment Cancellation Fee                             | £40      | One-off charge where you fail to keep an agreed appointment made under clause 5.3 of the Terms (unless you give us at least 24 hours' notice).   |
| Re-activation fee  | £50      | One-off charge for reactivation if your account has been terminated or suspended (see clause 6.4 of the Terms).  |
| Replacement ONT or 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 (during business hours)                      | £100     | Fixed minimum charge per on-site visit during business hours (covers visits up to one hour).   |
| Engineer call out (outside of business hours)                  | £160     | Fixed minimum charge per on-site visit outside of business hours (covers visits up to one hour).   |
| Engineer labour charge hourly rate (during business hours)     | £50      | Where work takes more than one hour, rate that additional time will be charged at during business hours.   |
| Engineer labour charge hourly rate (outside of business hours) | £80      | Where work takes more than one hour, rate that additional time will be charged at outside of business hours.   |
| Equipment charges  | Variable | Where we charge you for equipment for any reason in accordance with our Terms we will charge an amount equal to its standard cost of replacement (this includes replacement of equipment damaged by you, or where you fail to return our equipment in accordance with the Terms).  |

### Engineer call out charges

Engineers may be called out for a number of reasons. We reserve the right to charge for engineer time where specified in the Terms (in an amount specified in the Terms and/or this Price List).

One reason we may charge you is if, as described in Clause 5.3 of the Terms, you report a fault which we trace within the Site and we discover that the fault was caused by damage to our equipment or the network apparatus not caused by us (or the fault was a result of your own set up, as opposed to faulty equipment). In such instances a charge may be made in accordance with the above (and we may charge for both engineer call out time and any equipment). We may also charge you under clause 5.3 of the Terms in the event that you fail to keep an agreed appointment (unless you give us at least 24 hours' notice) (such charge to be in accordance with the above).

### Business Hours

Our business hours are Working Days, 9am to 5.30pm, excluding Bank Holidays.