



Charges and fees for Residential Services

20 February 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. 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
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 ⁺	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 ⁺			
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 one-off	Transfer your landline number		
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 ⁺	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 ⁺			
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*		
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.

⁺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. 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	£14 per port	Transfer your landline number		
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	£14 per port	Transfer your landline number		

* If you add, cancel or change your voice over internet telephone service during a monthly billing period, this will take effect at the start of the next monthly billing period and no pro rata credit or refund will be provided for any cancellation or change. 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.

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. 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)). 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. 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.