

## The One Broadband Price Guide

### Price Guide for Consumer Customers – Prices effective from 16<sup>th</sup> August 2024

The One Broadband Terms and Conditions (the “Broadband Terms”) apply to The One Broadband services and can be found at [www.theonebroadband.co.uk/legal](http://www.theonebroadband.co.uk/legal). All capitalised words which are used in this Price Guide but are not defined shall have the meaning given to them in the Broadband Terms.

Price disclaimer: Whilst we try to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this Price Guide, occasionally inconsistencies may occur. Please note: In the event of conflicting pricing information, the latest Price Guide available at [www.theonebroadband.co.uk/legal](http://www.theonebroadband.co.uk/legal) shall apply.

VAT: All charges quoted in this Price Guide are inclusive of VAT, if VAT applies.

#### 1. The One Broadband Pricing

The tables below set out the monthly price and one-off prices for The One Broadband services.

Please note, your monthly price may increase after your Minimum Contract Period. Out of Contract prices are set out in the tables below for each plan.

From time to time, we may offer in contract discounts on our tariffs through some, or all, of our sales channels. This means that the prices set out in the tables below may not reflect the price you are paying for your The One Broadband plan. Please check your Contract Summary for the price of your plan.

Tariffs are subject to availability and may vary by postcode.

#### 2. Full Fibre Tariffs and Pricing

The One Broadband Plans	Prices Per Month	
	In Contract (0-18 months)	Out of Contract
The Simple One (160Mb)	£35.00	£40.00
The Chosen One (900Mb)	£45.00	£50.00
The Everything One (2.0Gb / 2.5Gb)	£65.00	£70.00

#### 3. Equipment

Each tariff comes with an inclusive router designed to match to maximise the performance of the tariff selected. If you order Boosters during your order process, you will be provided with additional devices (see pricing below).

Every router and booster device from The One Broadband comes with world class encryption and security protocols built-in. The One Broadband service also comes with eero Secure included in your tariff. With eero Secure, you get advanced online security with active threat protection, content filters, parental controls, and ad blocking, all through the mobile app.

#### 4. Broadband Add Ons: The One Boost

You can add Boosters to create a powerful extended WiFi network delivering fast, reliable internet experience in every part of your home. The Booster(s) can be added when you order your The One Broadband service. You can add up to three Boosters per broadband contract during the order journey. If during you Minimum Contract Period, you require more Boosters than you ordered initially, you can contact us to discuss. If you have less than 12 months remaining on your Minimum Contract Period, you

may be required to start a new contract term. See The One Broadband Terms and Conditions for details. Each extender will be priced as below. You cannot add new Boosters when you are outside your Minimum Contract Period.

The One Broadband Add Ons	Prices Per Booster Device, Per Month	
	In Contract (0-18 months)	Out of Contract
The One Boost	£6.00	£6.00

## 5. One-Off Charges

Service Connection Fees		
Connection Type	Description	One-Off Fee
Connection Fee Standard	Connecting new broadband service as standard.	£10
Connection Fee Extended	Where there is additional work and complexity to connect the building, it can require a survey to work out a route. Once we have the results of this, we may charge a Connection Fee extended. We will inform you the additional price, prior to carrying out installation.	Subject to survey
Connection Fee Non-Standard Installation	We may charge a Non-Standard Installation fee, where there is an extended distance (typically > 15m) to connect the property from the boundary (typically driveway, pathway, or grounds).	£113
Out-of-hours connection fee	We may offer installation time slots outside Normal Working Hours for an out of hours fee. Subject to availability.	£70

## 6. Administration and Maintenance Charges

Name of fee	Why and when you pay it	Charge
<b>Service Equipment Fees</b>		
Router	We will not charge you for the router where it is provided to you as part of your contract.	£0
Router P&P	We do not charge router Postage & Packaging, where provided at the beginning of the 18 m contract. You may be charged for replacement routers.	£10
Extender P&P	Extender Postage & Packaging may be charged at £10 if not ordered at the beginning of your contract.	£10
Replacement router	To replace the One Broadband router where this is not returned at the end of contract or is due to damage caused by the customer. (We won't charge for a replacement router if there is a fault, or this is provided as part of an upgrade or service improvement The One).	Up to £110 per device
Replacement Mesh extender, per device.	To replace the Extender where this is not returned at the end of contract or is due to damage caused by the customer. (We won't charge for a replacement router if there is a fault, or this is provided as part of an upgrade or service improvement The One).	Up to £110 per device
ONT Replacement	To replace or repair the ONT (Optical Network Termination) equipment due to damage. No charge if this is a fault or a replacement as an upgrade.	£50
<b>Administration Fees</b>		
Late or Missed Payment Fee	Cost applied to bill if you fail to pay on time.	£7.50
Bill Copy	A paper copy of bill	£5 per copy

Transfer of account ownership	Admin charge to make contract changes	£20
Amend Order (prior to install)	We may charge £15 for changes to an order prior to install	£15
<b>Appointment and Engineer Support Fees</b>		
Missed appointment	Charge when we are unable to carry out an arranged appointment (for installation or repair) because the customer, or anyone else as per the terms and conditions (e.g. adult over 18) are not able to provide access to the property at the scheduled appointment time.	£80
Aborted Installation	Charge when that the installation appointment cannot be completed for customer reasons as per the terms, such as access, permissions, health and safety, distance to power socket etc.	£80
Late Cancellation Fee	The customer may cancel an agreed Appointment up to 12:00pm on 2-Business Days prior to the date of the agreed appointment. If the cancellation is after this, a Late Cancellation fee may be applied.	£80
Failed Visit Charge	Other than the installation visits covered above, if there is a scheduled engineer visit that is not possible to complete due to access, permissions, or other customer related reasons, we may charge a failed visit fee.	£80
Suspension and reconnection charge	Charge payable to reconnect a customer if your services are suspended (for example for late payment)	£70
Service Callout Fee (where No Fault Found/Fault caused by end user).	We will work in good faith to identify any fault that occurs. If we call out an engineer to the customer home and it is found we are not at fault, but the fault is caused by the customer (as per terms and conditions). We may charge a No Fault Found Service Callout fee.	£120
Engineer Charge	Where an engineer is required (and not due to an issue caused by The One or our suppliers) we may charge £120 for a visit of up to one hour, and £120 for every hour or part hour after that	£120 per hour (or part thereof)
<b>Contract Change Fees</b>		
Late cancellation of order	Late cancellation any time or day after 12pm (noon) two working days before your scheduled visit.	£80
Home Move Admin Fee	<p>If you need to cancel because you are moving home, usual cancellation policy and Early Termination Fee will apply.</p> <p>If The One Broadband is available at your new home, then you may be able to move your contract to your new home. A Home Move Admin fee may be charged for this.</p> <p>If you choose to commence a new Minimum Contract Period, we may waive the Home Move Admin fee.</p>	<p>Early Termination Fees Apply.</p> <p>£50 Home Move Admin Fee if contract transferred to new address.</p> <p>Fee may be Waivable if new Minimum Contract Period commenced.</p>
Changes to your package including upgrade/downgrade	<p>If you request a change of package or a renewal of your Agreement with us and we agree, you will need to agree to a new minimum period and you will need to pay the new charges applicable to that agreement.</p> <p>Early termination fees may apply if wish to change your package during your current minimum period.</p>	Price on request

	<p>If you wish to upgrade your service to a higher speed tariff, please contact us to discuss. If your new tariff comes with a different router model, you will need to return your old Equipment as per the returns policy.</p> <p>It is not possible to downgrade the service (move to a lower speed tariff) during the Minimum Contract Period.</p>	
<p>Adding Boosters to your Broadband during your Minimum Contract Period</p>	<p>WiFi Boosters can be added when you order your Broadband package as a Broadband Add-On.</p> <p>We can provide additional extenders to your existing contract after your initial order. You may be required to have more than 12 months remaining on your minimum term, otherwise you may be required to start a new Minimum Contract Period. Please contact us to discuss.</p>	<p>Price on request</p>

**7. Early Termination Fee**

An Early Termination Fee may apply to you when you cancel The One Broadband Plan during your minimum contract term.

The Early Termination Fee will be calculated using the monthly price of your The One Broadband plan multiplied by the number of months (or part months) remaining in your minimum period at the time you give us notice to terminate.

If you'd like to know how much your Early Termination Fee will be at any time during your minimum period, please contact us.

**8. End of Contract Notification**

You will be contacted before the end of your minimum contract term, in line with Ofcom regulatory compliance, and we will provide you with details on the available tariffs to renew or change your package with The One Broadband that are available at that time. A new minimum period will apply, and you'll need to pay the new charges applicable to that Agreement.

Out of contract: If you do not take any action before the end of the minimum period, you will move to a rolling monthly contract. Your monthly payment will be set to our "Out of Contract" prices. Current prices are available in the current price guide available at [www.theonebroadband.co.uk/legal](http://www.theonebroadband.co.uk/legal).

**9. Broadband and WiFi speeds**

Broadband speeds referred to in this Price Plan, on our website or any of our other materials are expected average download speeds. Broadband speeds are dependent on all hardware, computing and other equipment components meeting certain minimum specifications, being fully functional and working at full speed. The range of wireless equipment can vary according to the layout and construction of your home. Other factors can also impact internet speeds, such as the number of people using the internet, the level of use of the internet and other environmental and technological influences.

**10. Installation Types**

**a. Non-Standard Installation**

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Where over 15 metres of fibre is required to connect your premise to the network, or otherwise where defined by our wholesale infrastructure provider, a non-standard installation fee may be payable. This may be confirmed at point of sale before the order is completed. Additional charging should be agreed before committing to the works. Once the order is completed you are agreeing to the Non-Standard installation fee and the above terms apply.

**b. Extended Standard Installation**

An Extended Standard Installation is where an additional survey is required (or surveys), additional route planning is required, or wayleaves, easements or rights of way are required to be obtained on land other than owned and occupied by the end user

We will confirm at point-of-sale, which installation is applicable to you. You will have the right to cancel without penalty once the Extended Standard Installation price is confirmed, if this is in line with the Late Cancellation terms.

**11. Returns Policy**

You are required to return all equipment supplied to you as part of The One Broadband service at the end of the contract term, or if you cancel your service. We will provide you with the returns packaging. Failure to return the equipment within 30-days of the end of the contract cancellation date may result in a charge as per the Price Guide.

**12. Supplemental Broadband Terms**

You are required to return all equipment supplied to you as part of The One Broadband service at the end of the contract term, or if you cancel your service. We will provide you with the returns packaging. Failure to return the equipment within 30-days of the end of the contract cancellation date may result in a charge as per the Price Guide.