



Swish Price Book

Applicable from 30th August 2024

The prices set out in this Price Book are our standard charges for services and ancillary items. 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 Book, any words highlighted in bold type have the meaning given to them in section 1 of the Terms and Conditions.

Home Full Fibre Broadband Charges (one router included)		
Product	Price inc. VAT (Monthly)	Minimum Term
12-month contract		
Swish 150	£33	12 Months
Swish 400	£40	12 Months
Swish 900	£47	12 Months
24-month contract		
Swish 150	£27	24 Months
Swish 400	£32	24 Months
Swish 900	£37	24 Months
Add ons		
Swish pod (Plume)	£5 per pod per month	
Swish Wi-Fi 6 node	£7.00 per node per month	
Static IP address	£3 per month	
Early Release Fees (fees listed are ex VAT, these fees will be multiplied by number of remaining contracted months, plus VAT):		
<p>Early Release Fees are calculated as follows:</p> <ul style="list-style-type: none"> We start with the remaining amount you were due to pay from the date of termination to the end of the minimum period. We take off VAT. We take off an amount of £0.55 per month for each month remaining until the end of the minimum period to reflect the costs we save as a result of you leaving early, e.g. payments to suppliers. We add VAT to the final amount to create the early release fee. 		
Swish 150	£22.78	A charge incurred where a customer ends their contract prior to the end of their minimum term
Swish 400	£28.62	
Swish 900	£34.24	



Setup Fees & Other Charges		
Connection Fee (Standard installation)	£157.20	Connection of physical optical fibre network and ONT to the customer's premises
Connection Fee (Non-standard installation)	£286.80	An installation is not possible to be completed under the standard installation guidelines and additional work is required. Additional charging should be agreed pre committing to works
Activation Fee	£30 one off	When activating a customer's service for the first time, a one-off charge will apply to configure the equipment to enable the customer to use the broadband services
Cancelled Installation Fee (24 – 48hrs pre install)	£35.40	Charge is applied when a customer has advised they wish to cancel their installation appointment 24-48 hours prior to the engineer attending the booked appointment slot
Cancelled Installation Fee (Within 24 hours pre install)	£70.80	Charge is applied when a customer has advised they wish to cancel their installation appointment within 24 hours of the engineer attending the booked appointment slot
Wasted Visit Fee	£70.80 per visit	This charge is applied where an engineer has attended the appointment within the allotted time but has been unable to access the property or carry out required works due to the customer not being in attendance, someone over 18 not being present, or health & safety issues preventing the work being carried out in a safe manner. May also be known as an aborted installation fee
Premises Move Fee	£70.80	Where an engineer visit is required to undertake work in relation to a customer moving home
No Fault Found Service Fee	£128.40	A charge for an engineer visit where no fault is found on the network and may be due to customer equipment or user fault
Reactivation Fee	£157.20	Where an engineer visit is required to undertake work to reconnect a customer following service suspension
Replacement of damaged ONT	£50.40	Cost of replacing the ONT itself (i.e. the product) Cost of a standard installation visit is also added for an engineer to replace the ONT
Replacement router or Wi-Fi mesh fee	Up to the value of the recommended retail price per device	Repair or replacement of router or Wi-Fi mesh device due to damage, or when a customer fails to return a router or device to us when requested. SuperPod (Plume) Recommended Retail Price: £99 Swish Wi-Fi 6 node (Linksys) Recommended Retail Price: £149.99



Engineer call out charge	£144 per hour	A charge for an engineer visit of up to an hour and for every hour or part-hour after that.
Failed Equipment Return	Up to £128.40	If you fail to return the router to us when you leave, this will be subject to a charge which will vary depending on the age of the device
Regrade Fee	£30	This charge may be passed onto customers who decide to downgrade their tier of service (package speed) whilst in contract subject to promotional Terms & Conditions