Utility Warehouse

A guide to our legacy tariffs



Important information

- Updated 26th October 2026.
- These tariffs are no longer available to customers.
- Prices in this Tariff Guide include VAT at the prevailing rate except where stated.
- VAT is applied to the ex VAT total of all charges for each service and is mathematically rounded to the nearest penny.
- All call charges are shown in pence per minute unless otherwise stated; minimum call, access and set-up charges do not apply to ‘free’ or fixed-price calls, except where stated.
- If you would like a copy of this Tariff Guide in an alternative format (e.g. braille or large print) please contact customer services.

Broadband from April 2024 to March 2026

	STANDARD (LLU NETWORK)	STANDARD (OFF NETWORK)	ULTRA / FIBRE 40	ULTRA+ / FIBRE 80	FULL FIBRE 100	FULL FIBRE 500	FULL FIBRE 900
Average speed	11 Mbps	11 Mbps	35 Mbps	63 Mbps	100 Mbps	500 Mbps	900 Mbps
Inclusive data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Introductory monthly charge with mobile discount (first 18 months)	N/A	N/A	£26	£30	£28	£35	£40
Standard monthly charge for customers whose introductory period ended before 1st April 2026	£44.49	£47.49	£36	£40	£38	£45	£50
Standard monthly charge for customers whose introductory period ended on or after 1st April 2026	N/A	N/A	£33	£37	£35	£42	£47

a. The monthly charges for Broadband Standard and Ultra tariffs include standard residential line rental - see our current tariff guide for these prices.
b. Introductory monthly charge applies only to new UW customers who joined from 01 April 2024 to 31st March 2026. Standard monthly charge applies after the first 18 months or to customers not eligible for the introductory pricing and is subject to change.
c. See our current tariff guide for UW Wi-Fi Hub and eero prices.

Broadband from April 2012 to March 2024

	STANDARD (LLU NETWORK)	STANDARD (OFF NETWORK)	ULTRA / FIBRE 40	ULTRA+ / FIBRE 80	FULL FIBRE 100	FULL FIBRE 500
Average speed	11 Mbps	11 Mbps	35 Mbps	63 Mbps	100 Mbps	500 Mbps
Inclusive data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Introductory charge (first 18 months)	N/A	N/A	£24	£31	£31	£44
Introductory monthly charge with mobile discount (first 18 months)	N/A	N/A	£21.60	£27.90	£27.90	£39.60
Standard monthly charge for customers whose introductory period ended before 28th April 2025	£44.49	£47.49	£44.49	£49.49	£48.50	£58.50
Standard monthly charge with mobile discount for customers whose introductory period ended before 28th April 2025	£40.34	£43.04	£40.34	£45.39	£44.50	£53.50
Standard monthly charge for customers whose introductory period ended on or after 28th April 2025	N/A	N/A	£34	£41	£41	£54
Standard monthly charge with mobile discount for customers whose introductory period ended on or after 28th April 2025	N/A	N/A	£31.60	£37.90	£37.90	£49.60
Minimum contract	None	None	18 months	18 months	18 months	18 months

a. The monthly charges for Broadband Standard and Ultra tariffs include standard residential line rental - see our current tariff guide for these prices.
b. Introductory monthly charge applies only to new UW customers who joined from 17 February 2022 to 31st March 2024. Standard monthly charge applies after the first 18 months or to customers not eligible for the introductory pricing and is subject to change.
c. Introductory Charge with Mobile discount applies to eligible customers for the first 18 months after which standard charges apply.
d. Broadband/Mobile bundle saving applies to eligible customers not on introductory pricing. Terms and conditions apply.
e. See our current tariff guide for UW Wi-Fi Hub and eero prices.

Recontracted Broadband from July 2025 to September 2025

	ULTRA/FIBRE 40	ULTRA+/FIBRE 80	FULL FIBRE 100	FULL FIBRE 500	FULL FIBRE 900
Average speed	35 Mbps	63 Mbps	100 Mbps	500 Mbps	900 Mbps
Inclusive data	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Recontracted Price	£31	£38	£38	£44	£47
Recontracted Price with Mobile discount	£28.60	£34.90	£34.90	£44	-
Out of contract price	£38	£42	£40	£47	£55

a. The monthly charges for Broadband Ultra tariffs include standard residential line rental - see our Residential Tariff Guide for these prices.
b. Out of contract prices apply after 12 months and are subject to change.
c. Eligibility rules apply - see our current Recontracting terms and conditions.
d. See our Residential Tariff Guide for UW Wi-Fi Hub and eero prices.
e. There is a charge for ending the service in the minimum contract period which is set out in the Residential Tariff Guide.

Broadband

OLD BROADBAND STANDARD (FROM OCTOBER 2004 TO MARCH 2012)	
Monthly charge	£18.98
Discount (for Double Gold / Gold Talk members)	10% of monthly charge
Wireless router (monthly)	£1.25
Micro-filter	£5 per filter (first one supplied free)
Unlimited data option (monthly)	Included

FULL FIBRE 300 (FROM JUNE 2021 TO FEBRUARY 16 2022)	
Monthly Charge	£53

EQUIPMENT					
	Value Router (to September 2021)	Premium Router (to September 2021)	Premium Router (September 2021 to January 2022)	Super Router (to January 2022)	UW Wi-Fi Hub (to October 2026)
Monthly Charge	**Free**	£1	**Free**	£2	**Free**
Non return charge (within 24 months)	£30	£60	£60	£90	£60
Non return charge (after 24 months)	£15	£30	£30	£45	£30

The monthly charges for the Broadband Standard and Laptop tariffs exclude standard residential line rental

Home phone

OLD HOME PHONE (UP TO 18 MARCH 2017)	
Monthly line rental	£22.49
Monthly service fee (where we are not providing line rental)	£4
Line rental surcharge (where CPS is not in place)	£3
Monthly minimum call spend (non-line rental member)	£4
WLR installation	£99
LLU installation	£24
Line restart	£24
Early termination fee where we have installed the line - 12 month contract	£3 for each remaining month (or part thereof)
Early termination fee where we have installed the line - 24 month contract	£3 for each remaining month (or part thereof) plus the balance of any connection charges

OLD CALL BUNDLES MONTHLY CHARGES (UP TO 18 MARCH 2017)	
Peak Saver Provides unlimited calls to UK landline numbers (beginning 01, 02, 03) and UK mobile numbers, at any time.	£10.50
International Saver Includes an allowance of 250 minutes every month (in total) to 25 top international destinations: Australia, Belgium, Canada, China, Denmark, France, Germany, Greece, Hong Kong, India, Ireland, Israel, Italy, Japan, Korea (South), Netherlands, New Zealand, Poland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, USA.	£6.50

CALL CHARGES

Subject to our current prices and terms. Click here for further details.

VALUE CALLING FEATURES MONTHLY CHARGES	
Reminder call	£2.50
Remote call forwarding	£22
Ring back	£2.50
Call minder premier (5)	£4

Mobile roaming charges whilst abroad

ZONE	MAKE / RECEIVE CALLS (PER MINUTE)	SEND / RECEIVE TEXTS (PER TEXT)	PICTURE MESSAGES (PER MESSAGE)	DATA (PER MB)	COUNTRIES
EU / EEA	Roam like home	Roam like home	Roam like home	Roam like home	See below
North America	£1	25p	45p	50p	Canada, USA
Australia	85p	25p	45p	50p	Australia, New Zealand
Rest of the world	£1.75	25p	45p	50p	All other countries
Other Europe	£1	25p	45p	50p	Andorra, Faroe Islands
Satellite	£7.80	25p	45p	£3	Aircraft, Ferries/Ships

	UNLIMITED	ALL OTHER PLANS
Calls	3.31p per minute	3.31p per minute
Texts	1p per text	1p per text
Data	2p per MB	0.36p per MB

EU/EEA MONTHLY ROAMING DATA ALLOWANCE	
Unlimited / Value Prime price plan	14GB

These rates apply to all legacy mobile tariffs.

Roam like home

All Utility Warehouse mobiles can be used in Europe (EU) and The European Economic Area (EEA) at the same cost as the UK. Calls, text messages and data usage will be deducted from your inclusive allowance or charged at the applicable out of bundle cost for your price plan.

The countries that this applies to are: Austria, Belgium, Bulgaria, Canary Islands (Spain), Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, French Guiana (France), Germany, Gibraltar, Greece, Guadeloupe (France), Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique (France), Monaco, Netherlands, Norway, Poland, Portugal, Reunion (France), Romania, Saint Barthelemy (France), Saint Martin (France), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

All Tariffs are subject to our Fair Usage Policy which you can read by visiting https://uw.co.uk/legal/terms-conditions

Please see the table to the left for the surcharges we may apply if our Fair Use Policy is breached whilst roaming in the EU / EEA or if you exceed any applicable inclusive EU allowance.

Mobile promotions - available from 08/09/2025

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated.

Available from 8th September 2025 to new customers or to existing customers who have not had a UW mobile service for a minimum of 12 months.

	ESSENTIAL MAX	UNLIMITED MAX	ADDITIONAL UNLIMITED MAX
Connectivity	4G, Wi-Fi calling	4G, 5G, Wi-Fi calling	4G, 5G, Wi-Fi calling
Fixed monthly charges			
• Price plan (per month)	£5	£23	£0
Inclusive monthly allowance			
• Anynet minutes (incl. voicemail)	Unlimited	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited
• Mobile Data	10GB	Unlimited	Unlimited
Texts (SMS)			
• Non-UK mobiles (EU countries)	6p	6p	6p
• Non-UK mobiles (rest of the world)	24p	24p	24p
• Picture messages to UK mobiles	30p	30p	30p
Other charges			
• Customer Services (150) - per call	Free	Free	Free
• Freephone (eg. 0800/0808)	Free	Free	Free
• Data (per MB) in the UK	2p	2p	2p
• Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	30p	30p	30p
• UK non-mobile numbers beginning 07	5p	5p	5p
• Calls (per minute) where duration is over 75 minutes and you have an Unlimited allowance	2p	2p	2p
Inclusive EU roaming allowances			
• Anynet minutes (incl. voicemail)	Unlimited	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited
• Mobile Data	10GB	14GB	14GB
• Daily charge for using your plan in the EU/EEA	Free	Free	Free

Calls from the UK to any international destination are charged at the same low rates that apply to landline calls using our Home Phone service. See the Home phone and mobile international call charges section above. You can see the listing for all usage charges here. Offers available to new customers only who sign up between 8th September 2025 and the date in which it is withdrawn. Not available to existing UW mobile customers. Unlimited Max additional SIMs charged at £0/month for the first 6 months and then £10/ month thereafter.

Mobile Unlimited Tariff

Customers with an Unlimited SIM may continue to add up to 3 additional Unlimited SIMs. The Unlimited tariff was withdrawn from general sale on 31st January 2024 and is not available either to new customers or to existing customers who did not have a live Unlimited SIM prior to this date. You may not have both Unlimited and Unlimited+ SIMs on the same account.

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated

	UNLIMITED	ADDITIONAL UNLIMITED
Connectivity	4G, Wi-Fi calling	4G, Wi-Fi calling
Fixed monthly charges		
• Price plan (per month)	£23	£15.50
Inclusive monthly allowance		
• Anynet minutes (incl. voicemail)	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited
• Mobile Data	Unlimited	Unlimited
Texts (SMS)		
• Non-UK mobiles (EU countries)	6p	6p
• Non-UK mobiles (rest of the world)	24p	24p
• Picture messages to UK mobiles	30p	30p
Other charges		
• Customer Services (150) - per call	Free	Free
• Freephone (eg. 0800/0808)	Free	Free
• Data (per MB) in the UK	2p	2p
• Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	30p	30p
• UK non-mobile numbers beginning 07	5p	5p
• Calls (per minute) where duration is over 75 minutes and you have an Unlimited allowance	2p	2p
Inclusive EU roaming allowances		
• Anynet minutes (incl. voicemail)	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited
• Mobile Data	14GB	14GB
• Daily charge for using your plan in the EU/EEA	Free	Free

Mobile - older tariffs (September 2021 to January 2024)

	VALUE	UNLIMITED	ADDITIONAL UNLIMITED
Fixed monthly charges			
• Price plan (per month)	£12	£23	£15.50
Inclusive monthly allowance			
• Anynet minutes (incl. voicemail)	Unlimited	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited
• Smartphone Data	5GB	Unlimited	Unlimited

VALUE EXTRA (1 OCTOBER 2024)	
Fixed monthly charges	
• Price plan (per month)	£14
Inclusive monthly allowance	
• Anynet minutes (incl. voicemail)	Unlimited
• Anynet texts	Unlimited
• Smartphone Data	12GB

Active customers on the Value 2021 tariff were moved to Value Extra on 1st October 2024. This tariff was not made available to customers on any other tariff including Value 2021 customers who were deemed to be inactive on 1st October 2024. A customer was deemed to be active if the service was used to either make a call, send a text message or if they had a data session on the mobile network in the 12 months prior to 1st October 2024.

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated.
Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details here.
Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile - older tariffs (September 2020 to September 2021)

	VALUE	UNLIMITED	ADDITIONAL UNLIMITED
Fixed monthly charges			
• Price plan (per month)	£10	£23	£15.50
Inclusive monthly allowance			
• Anynet minutes (incl. voicemail)	450	Unlimited	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited
• Smartphone Data	1GB	Unlimited	Unlimited
Call charges outside bundle			
• Local/National (01, 02, 03)	15p	Free	Free
• UK mobile numbers	15p	Free	Free
• Voicemail retrieval - per call	15p	Free	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated.
You can see the listing for all usage charges here.
Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details here.
Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.

Mobile - older tariffs (March 2018 to December 2020)

	VALUE450	VALUE900	VALUE1800	VALUE3000	VALUEPRIME
Fixed monthly charges					
• Price plan (per month)	£10	£12.50	£15	£20	£25
Inclusive monthly allowance					
• Anynet minutes (incl. voicemail)	450	900	1800	3000	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
• Smartphone Data	1GB	2.5GB	5GB	10GB	40GB
Call charges outside bundle					
• Local/National (01, 02, 03)	15p	15p	15p	15p	Free
• UK mobile numbers	15p	15p	15p	15p	Free
• Voicemail retrieval - per call	15p	15p	15p	15p	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated.
Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.
You can see the listing for all usage charges here.
Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details here.

Mobile - older tariffs (March 2016 to February 2018)

	VALUE250	VALUE500	VALUE1000	VALUE1500	VALUEMAX+
Fixed monthly charges					
• Price plan (per month)	£8	£11	£14	£17	£22
• Optional extra data bundles (per GB)					£2.50
Inclusive monthly allowance					
• Anynet minutes (incl. voicemail)	250	500	1000	1500	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
• Smartphone Data	100MB	1GB	2GB	3GB	4GB/10GB
Call charges outside bundle					
• Local/National (01, 02, 03)	30p	24p	18p	12p	Free
• UK mobile numbers	30p	24p	18p	12p	Free
• Voicemail retrieval - per call	12p	12p	12p	12p	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated.
Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.
You can see the listing for all usage charges here.
Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details here.

Mobile - older tariffs (June 2012 to February 2016)

	VALUE300	VALUE600	VALUE1200	VALUEMAX
Fixed monthly charges				
• Price plan (per month)	£7.50	£10	£12.50	£17.50
• (Add on) Smartphone data (£2.50 per month)	250MB	500MB	1GB	2GB/4GB
• (Add on) BlackBerry data (£5 per month)	250MB	500MB	1GB	2GB/4GB
Inclusive monthly allowance				
• Anynet minutes (incl. voicemail)	300	600	1200	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited
Call charges outside bundle				
• Local/National (01, 02, 03)	30p	18p	12p	Free
• UK mobile numbers	30p	18p	12p	Free
• Voicemail retrieval - per call	12p	12p	12p	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated.
Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK.
You can see the listing for all usage charges here.
Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details here.

Mobile - older tariffs (before 2013)

	MOBILE PLUS	MOBILE XTRA	VALUEPAY
Fixed monthly charges • Price plan (per month)	£10 £8 after 1 year £6 after 2 years	£0 £4 minimum monthly spend	£0 Pay as you go
Call charges • Local/National (01, 02, 03) • UK mobile numbers • Voicemail retrieval – per call	 8p 5p/35p 8p	 10p 10p/35p 10p	 7p 7p 12p
Texts (SMS) • UK mobiles • Non-UK mobiles • EU mobiles • Picture messages to UK mobiles	 6p/10.8p 24p 6p 30p	 12p 24p 6p 30p	 4p 35p 6p 30p

a. The monthly charges for Broadband Standard and Ultra tariffs includes standard residential line rental
b. See our terms and conditions for the rules about returning equipment or ending services within contract

Mobile

MOBILE REPLACEMENT PHONE COVER (FOR HANDSETS PROVIDED TO MEMBERS PRIOR TO 17 MARCH 2013)	
Replacement phone cover claim	£15 (per claim)
Early termination fee (if RPC is taken, this figure will also include the unpaid proportion RPC costs)	Handset cost (taken from the most recent handset guide containing that handset), reduced on a pro-rated basis (reflecting the proportion of the contract not completed), less any handset contribution made by the member, plus an administration fee of £15)

MOBILE SIGNAL BOOSTER (TO 30 APRIL 2022)	
Monthly rental	£2
Damaged or lost signal booster	£60
Non-return of signal booster	£60

MOBILE PHONE PROTECTION SCHEME (FOR HANDSETS PROVIDED AFTER 17 MARCH 2013 TO 20 MARCH 2022)

Excess charges

Handset monthly payment	Excess
Below £8	£25
Between £8-£14	£50
£15 or higher	£75

Each claim is subject to an excess based on the handset monthly payment as shown above. For more information please refer to our Terms and Conditions.

If the phone is or was on our Value, Value250, Value300 or Value450 price plan, the excess will be double.

Additional services

FREECALL (UNTIL JANUARY 2015)	
Monthly Rental	£0

Calls are charged at the same rates as our current Home Phone service.

INTERNET PHONE (UNTIL JANUARY 2015)	
Monthly Rental	£2 (Home Phone and Broadband members) £4 (non Home Phone and Broadband members)
Connection Charge (for up to two numbers)	£50

Calls are charged at the same rates as our current Home Phone service.

i. For full pricing please visit https://pricebooks.utilitywarehouse.co.uk.

Utility Warehouse Limited is a multi utility service provider supplying residential and business customers with fixed telephone, broadband, mobile, energy and insurance services.
Utility Warehouse Ltd. Reg office: Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.

For general insurance purposes Utility Warehouse Limited is authorised and regulated by the Financial Conduct Authority under firm reference number 475691.

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