Utility Warehouse

Legacy tariff guide for TalkTalk customers

who joined between
1 December 2025 – 31 July 2026



Important information

- Updated 01 December 2026
- These tariffs applied to TalkTalk customers whose services were transferred to Utility Warehouse between 1st December 2025 - 31st July 2026. These tariffs are no longer available to any customer. Any changes to services will be subject to our latest tariff rates which you can find here.
- 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

	STANDARD	ULTRA	ULTRA+	FIBRE 150	FIBRE 250	FULL FIBRE 35	FULL FIBRE 65	FULL FIBRE 150	FULL FIBRE 500	FULL FIBRE 900
Average speed	11 Mbps	35 Mbps	63 Mbps	145 Mbps	290 Mbps	37 Mbps	77 Mbps	152 Mbps	525 Mbps	944 Mbps
Inclusive data	Unlimited									
Introductory monthly charge	**£26**	**£45**	**£45**	**£50**	**£44.95**	**£29.95**	**£31**	**£35**	**£46.95**	**£47**
Standard monthly charge	£29	£48	£48	£53	£58.50	£37.95	£37.95	£37.95	£49.95	£50
Minimum contract	12, 18 or 24 months									

Equipment

	Monthly charge	Non return charge (within 24 months)	Non return charge (after 24 months)
UW Wi-Fi Hub	Free	£60	£30
eero device	£2.50	£100	£50

a. The monthly charges for Broadband Standard, Ultra, Ultra+,Fibre 150 and Fibre 250 tariffs includes standard residential line rental.
b. See our terms and conditions for the rules about returning equipment or ending services within contract.
c. A discounted monthly charge may have been applied to your Broadband service whilst under the ownership of TalkTalk, which may differ from the prices above. You can check the price you are paying on your monthly bill available in My Account (or sent by post if you haven't registered for email billing with TalkTalk previously).
d. The out of contract monthly charge applies after the minimum contract term expires. Terms and conditions apply.
e. All prices are subject to change in future and we will notify you if we do so.

Broadband - other charges

	STANDARD	ULTRA TARIFFS	FIBRE TARIFFS	FULL FIBRE TARRIFS
Disconnection fee	£0	£0	£0	£0
Early termination fee	Nine	Remaining monthly charges capped at £150	Remaining monthly charges capped at £150	Remaining monthly charges capped at £150
Surcharge (if line rental cancelled)	£3 per month	£3 per month	-	-
Micro-filter	£5 per filter	£5 per filter	-	-
Change of package fee	£10	£10	£10	**Free**
Home move admin fee (where broadband has been supplied for less than 12 months)	£15	£15	£15	£15

ENGINEER CHARGES	
Missed appointment	£50
Engineer visit (non network related fault)	£50

a. Changes from Standard to Ultra tariffs are free.
b. Changes to or between Fibre 150 / Fibre 250 tariffs are not allowed. Customers who require a change from these tariffs will be subject to our latest tariff rates which you can find here.

Home phone

CALL BUNDLE MONTHLY CHARGES	
Weekend – Provides unlimited calls to UK landline numbers (beginning 01, 02 and 03) and UK mobiles on weekends	£2.67
Evening and Weekend – Provides unlimited calls to UK landline numbers (beginning 01, 02 and 03) and UK mobiles on weekdays from 7pm to 7am and on weekends	£8
Anytime – Provides unlimited calls to UK landline numbers (beginning 01, 02, 03) and UK mobile numbers at any time	£16
Anytime Plus – Provides unlimited calls to UK landline numbers (beginning 01, 02, 03), UK mobile numbers and international landline calls to 58 top international destinations which are printed in red in the international call charges section below at any time	£17
International boost – Includes an allowance of 1,000 minutes every month (in total) to 58 top international destinations which are printed in red in International call charges section below	£7.50

CARE LEVEL MONTHLY CHARGES	
Standard care	Free
Prompt care	£1.44
Total care	£3.96

TalkTalk may have discounted your call bundle monthly charge when you took out the contract. When the minimum contract period expires these charges apply.

Home phone

ENGINEER CHARGES	
Missed appointment	£50
Engineer visit (non network related fault)	£50

OTHER CHARGES	
Early termination fee where we have installed a line	£3 per month for the remaining contract period
Renumber	£15

Home phone calling features

POPULAR VALUE CALLING FEATURES	MONTHLY CHARGES
Caller display Shows the telephone number of the person calling you	Free
Call waiting Lets you know if someone is holding for you	£3
Call diversion Diverts incoming calls to another number	£3
Choose to refuse Prevents unwanted callers from getting through	£3
3-way calling Allows three people to take part in the same call	£3
Call minder Our standard voicemail service (similar to BT 1571)	£3
Call minder plus Our enhanced voicemail service with remote access and the ability to record a personalised message	£4

OTHER VALUE CALLING FEATURES	MONTHLY CHARGES
Anonymous call reject	£4.50
Call barring Bar calls to international, mobile and premium rate numbers	Free
Call minder extensions	£4
Call sign	£3
Caller redirect	£7.50
Caller return (1471)	Free
Number withheld	Free
Smart divert	£3

Home phone usage charges

All call prices shown are pence per minute; chargeable calls are subject to call set-up fee of 25p except where otherwise stated.

UK calls	WEEKDAYS (7AM-7PM)	ALL OTHER TIMES
UW customers (landlines or mobiles)	Free	Free
UK local / national numbers (01, 02 and 03)	19p	19p
UK mobile numbers	19p	19p
Access charge for 084, 087, 09 and 118 numbers (replaces the call set-up fee)	15p	15p
Channel Islands and Isle of Man	6.5p	3.5p
Personal numbers (070)	5p	5p

a. To benefit from free calls to other UW customers on their landline or mobile numbers, a customer must be making the call using our Home Phone service (includes Internet Phone), and the number being called must be connected to us.

b. Calls to numbers beginning 08, 09 or 118 (excluding 0800 and 0808) made using our Home Phone service (eg. 0845/0870/09XXX) will be charged by adding the service charge set by the organisation you are calling, to our published access charge for these types of calls. The access charge will be calculated on a 'per second' basis subject to a minimum of one minute per call, rounded up to the nearest whole penny. The access charge replaces our standard call set up fee for these calls.

c. Chargeable calls with a duration of less than three seconds are subject to a minimum call charge of 4.8p; with the exception of calls to numbers beginning 08, 09 and 118, the duration of other chargeable calls is rounded up to the nearest whole minute, charged at the 'per minute' rate for that type of call, the call set-up fee of 25p is then added, and then the ex VAT price of each call is rounded up to the nearest whole penny.

d. 'Free Calls to other members' (other UW customers) and our Call Discount Options are not available to business users and are subject to a maximum of 200 different numbers being called in any calendar month; any excess will be charged at 8p per minute. If we have reason to believe a customer is using any Call Discount Option or inclusive call allowance, partly or wholly for business purposes, for accessing the internet or a data service, we reserve the right to withdraw this benefit from the customer. Any individual free call (except 0500/0800/0808) is subject to a maximum duration of 75 minutes, after which a charge of 1.5p per minute will apply.

e. Calls using a Textphone have a 30% discount applied for deaf/speech impaired members using services such as Relay UK.

f. Calls to the Channel Islands and the Isle of Man are not included in any free or inclusive call allowances.

You can see the listing for all usage charges here.

Home phone and mobile - International call charges

COUNTRY	P/MIN
Andorra	20p
Anguilla	30p
Argentina	20p
Ascension Islands	65p
Australia	10p
Austria (EU)	19p
Bahamas	25p
Bahrain	60p
Bangladesh	24p
Barbados	20p
Belgium (EU)	19p
Bermuda	20p
Bosnia-Herzegovina	29p
Botswana	30p
Brazil	25p
Brunei	45p
Bulgaria (EU)	19p
Cameroon	60p

COUNTRY	P/MIN
Canada	8p
Canary Islands (EU)	19p
Cayman Islands	35p
Chile	20p
China	15p
Colombia	30p
Croatia (EU)	19p
Cuba	55p
Cyprus (EU)	19p
Czech Republic (EU)	19p
Denmark (EU)	19p
Ecuador	32p
Egypt	60p
Estonia (EU)	19p
Ethiopia	70p
Finland (EU)	19p
France (EU)	19p
Gambia	45p

Home phone and mobile - International call charges

COUNTRY	P/MIN
Germany (EU)	19p
Ghana	40p
Gibraltar (EU)	19p
Greece (EU)	19p
Grenada	20p
Guyana	65p
Honduras	50p
Hong Kong	8p
Hungary (EU)	19p
Iceland (EU)	19p
India	16p
Indonesia	50p
Iran	70p
Iraq	70p
Ireland (EU)	19p
Israel	10p
Italy (EU)	19p
Jamaica	20p

COUNTRY	P/MIN
Japan	8p
Jordan	65p
Kenya	60p
Korea (South)	25p
Latvia (EU)	19p
Lebanon	60p
Liechtenstein (EU)	19p
Lithuania (EU)	19p
Luxembourg (EU)	19p
Madeira (EU)	19p
Malawi	50p
Malaysia	20p
Malta (EU)	19p
Mauritius	60p
Mexico	20p
Monaco	16p
Morocco	32p
Nepal	8p

Home phone and mobile - International call charges

COUNTRY	P/MIN
Netherlands (EU)	19p
New Zealand	10p
Nicaragua	60p
Nigeria	60p
Norway (EU)	19p
Oman	65p
Pakistan	20p
Peru	40p
Philippines	30p
Poland (EU)	19p
Portugal (EU)	19p
Puerto Rico	12p
Qatar	60p
Romania (EU)	19p
Russia	25p
Saudi Arabia	55p
Serbia	32p
Sierra Leone	75p

COUNTRY	P/MIN
Singapore	16p
Slovakia (EU)	19p
Slovenia (EU)	19p
South Africa	25p
Spain (EU)	19p
Spain - Balearics (EU)	19p
Sri Lanka	65p
St Lucia	20p
Sweden (EU)	19p
Switzerland	8p
Syria	60p
Taiwan	20p
Tanzania	60p
Thailand	35p
Trinidad & Tobago	20p
Tunisia	35p
Turkey	18p
Uganda	45p

Home phone and mobile - International call charges

COUNTRY	P/MIN
Ukraine	45p
UAE	45p
Uruguay	55p
USA	8p
Venezuela	20p
Vietnam	85p
Zambia	55p
Zimbabwe	45p

a. Prices shown (except for 'EU' countries) are subject to a call set-up fee of 25p.

b. Calls to non-UK mobile numbers (excluding USA, Canada and those countries marked 'EU' above) will be charged at the appropriate international rate shown above plus a surcharge of 36p per minute.

c. The Anytime Plus call bundle includes unlimited minutes to landline numbers in the countries printed in red above and no set-up fee applies to these calls.

d. International prices are flat rate and apply anytime, any day. Calls to international ISDN data, international Premium rate or Audiotext numbers may be charged at higher rates than the standard international call charge.

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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