Utility Warehouse

A guide to our residential charges



Important information

- Prices in this tariff guide are effective from 1st April 2026.

- This tariff guide should be read in conjunction with our terms and conditions; taken together, these contain full details of all the costs and benefits associated with being a UW customer and the various services we provide, and you can find them on our website at www.uw.co.uk In the event of any discrepancy between the pricing on our website, and any other published price information, the web pricing will take precedence.

- 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 (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	944 Mbps
Inclusive data	**Unlimited**	**Unlimited**	**Unlimited**	**Unlimited**	**Unlimited**	**Unlimited**	**Unlimited**
Introductory charge (first 18 months)	N/A	N/A	£26	£30	£28	£35	£40
Standard monthly charge	£44.49	£47.49	£33	£37	£35	£42	£47
Minimum contract	None	None	18 months	18 months	18 months	18 months	18 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 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

c. Introductory monthly charge applies only to new UW customers joining after 17 February 2022. Standard monthly charge applies after 18 months and subject to change. Terms and conditions apply.

Broadband - other charges

	Standard	Ultra tariffs	Fibre tariffs	Full fibre tarrifs
Early termination fee	None	Remaining monthly charges capped at £150	Remaining monthly charges capped at £150	Remaining monthly charges discounted by 20%
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.

Home phone

Fixed monthly charges

Monthly line rental	£20.50
Monthly line rental surcharge if calls are routed to another provider	£3
Monthly service fee (where we aren't providing line rental)	£4
Monthly minimum call spend (where we aren't providing line rental)	£4

Call bundle monthly charges

Off peak saver Provides unlimited calls to UK landline numbers (beginning 01, 02 and 03) and UK mobiles on weekdays from 7pm to 7am and on weekends	£6.50
Peak saver Provides unlimited calls to UK landline numbers (beginning 01, 02, 03) and UK mobile numbers at any time	£13
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

Home phone

Installation charges

	Minimum contract	Monthly charge
Line installation or restart of a stopped line	18 months	£1

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. For our International Boost option, the duration of calls to eligible destinations is rounded up to the nearest whole minute and deducted from the inclusive call allowance; the balance of any inclusive allowance remaining at the end of a month is lost and does not 'roll over' to the subsequent month. Occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be deducted from your inclusive calls allowance for the following billing period.

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

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

h. 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. Our International Boost option, available on Home Phone, includes 1,000 minutes each month to landline numbers in the countries printed in red above: no set-up fee applies to these calls. Customers with International Boost who exceed their free monthly allowance will pay 1p per minute (plus any applicable call set-up charges and/or mobile surcharge to our top 58 countries shown in red above. You can see our detailed Home Phone tariff here.

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..

Mobile

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 until 31st March 2025; £10/month thereafter.

Mobile

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 to existing UW mobile customers.

	Essential	Unlimited+	Additional Unlimited+
Connectivity	4G, Wi-Fi calling	4G, 5G, Wi-Fi calling	4G, 5G, Wi-Fi calling
Fixed monthly charges			
• Price plan (per month)	£13	£23	£11
Inclusive monthly allowance			
• Anynet minutes (incl. voicemail)	**Unlimited**	**Unlimited**	**Unlimited**
• Anynet texts	**Unlimited**	**Unlimited**	**Unlimited**
• Mobile Data	8GB	**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	8GB	14GB	14GB
• Daily charge for using your plan in the EU/EEA	£2	**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.

Mobile - additional information

a. When you have a primary SIM, a maximum of 3 additional Unlimited+ or Unlimited SIMs may be added to your account at the discounted price. Any other SIMs added will be charged at the applicable full price.

b. When in the UK, Anynet minutes apply to calls to standard UK local/national numbers (01, 02 and 03), UK mobiles and voicemail. Anynet texts apply to standard text messages to UK mobile numbers. When roaming in the EU, Anynet minutes apply to calls to standard EU and UK landline numbers, EU and UK mobiles and voicemail. Anynet texts apply to standard text messages to EU and UK mobile numbers.

c. You will not be charged for calls diverted to your voicemail, or to set up or cancel the call divert facility, except while roaming outside the EU.

d. Call set-up fee does not apply to calls from the UK to EU countries (landlines and mobile).

e. With the exception of calls to numbers beginning 08, 09 or 118, the duration of each call is rounded up to the nearest whole minute and deducted from any inclusive call allowance or charged at the 'per minute' rate for that type of call, as applicable, then the ex VAT price of each chargeable call is subject to a set-up fee of 5p and rounded up to the nearest whole penny.

f. Any inclusive allowance remaining at the end of a month is lost and does not 'roll over' to the subsequent month; occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be included in your inclusive calls allowance for the following billing period.

g. While roaming, calls to our '150' customer service number are charged at standard roaming rates for the country you are in

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

i. Budget Control is not available on BlackBerry handsets.

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

k. You will be charged for each call on the network that provided the service, even if this was not your intended Communications Provider; to prevent this from happening, you should turn off 'automatic network selection' on your handset and manually select the preferred network – this is particularly important in areas close to national borders (where calls may be charged as if you were roaming) and when travelling outside the UK.

l. A call ends when:

   1. you end the call on your device; or
   2. 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
   3. you do not end the call on your device, up to 16 hours after the last third party you were connected to has ended their call.

m. Text messages that are over 160 characters in length may be split by your mobile device into smaller messages and recombined by the recipient's mobile device. In this event, each individual message is deducted from any inclusive allowance or charged at the appropriate rate for the text message, including the roaming rate, if you are abroad.

n. Some Smart Phone Applications (Apps) send text messages to the App Developer when first used or activated, and/or subsequently, and you may not be aware that such text messages have been sent. Any such messages will be deducted from any inclusive allowance or charged at the appropriate rate for the text message.

o. Data usage is measured in bytes. There are 1024 bytes in a kilobyte (KB), 1024KB in a Megabyte (MB) and 1024MB in a Gigabyte (GB). You are billed for the total amount of data you use, both upstream (data sent by your device such as sending an email) and downstream (data received by your device such as viewing a webpage or receiving an email). This includes the data required by the network to control the session (such as source and destination network addresses and error detection codes), any data that is re-sent (if you refresh a webpage for example) and may differ from the data your device consumes and records. The total amount of data you use per session is recorded in bytes which are then converted to kilobytes, mathematically rounded to 2 decimal places and passed to us for billing. We combine your data sessions into a single daily total for data used (in KB) and deduct this from your inclusive data allowance. If you exceed your allowance, we charge you for the daily total amount of data used (in KB) at our published rate for your tariff rounded up to the nearest whole penny.

p. On Essential you will be charged £2 for each day that you use your phone in an EU/EEA zone country no matter when you first start using the phone. You will then benefit from your inclusive allowances. A day is based on UK time. A list of countries in the EU/EEA zone can be found in the Mobile roaming section below.

Mobile charges

Mobile additional charges	
Number change	£20
Replacement SIM	**Free**
Texts (where sent to more than 200 different numbers if you have an unlimited allowance)	4p per message
Calls (where made to more than 200 different numbers if you have an unlimited allowance)	2p per minute
Refund of prepaid credit (when requested upon termination of your service)	£5 charge

Switching mobile providers?

For full information please see our switching guidance at uw.link/mobile-switching

We'll always try and switch your service (including number porting, where requested) the next working day. If this process is delayed because of us, you may be entitled to compensation. To discuss a claim, please contact us.

Mobile roaming charges whilst abroad

Zone	Tariff	Make / receive calls (per minute)	Send / receive texts (per text)	Picture messages (per message)	Data (per mb)	Countries
EU / EEA	Essential* Unlimited+/Unlimited	**Free** **Free**	**Free** **Free**	30p 30p	8GB allowance 14GB allowance	See below See below
North America	Essential, Unlimited & Unlimited+	£1	25p	45p	50p	Canada, USA
Australia	Essential, Unlimited & Unlimited+	85p	25p	45p	50p	Australia, New Zealand
Rest of the world	Essential, Unlimited & Unlimited+	£1.75	25p	45p	50p	All other countries
Other Europe	Essential, Unlimited & Unlimited+	£1	25p	45p	50p	Andorra, Faroe Islands
Satellite	Essential, Unlimited & Unlimited+	£7.80	25p	45p	£3	Aircraft, Ferries/Ships

Surcharges /Out of bundle charges

	Unlimited+/Essential	Unlimited
Calls	15p per minute	3.31p per minute
Texts	1p per text	1p per text
Data	2p per MB	2p per MB

EU / EEA Roaming

When you are in a European country, EU roaming covers calls to the same or another European country. Calls, text messages and data usage will be deducted from any inclusive EU allowance or charged at the applicable rate 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.

*There is a daily charge of £2 on Essential for using your phone in the EU/EEA zone

Additional services

Mobile broadband

Standard	
Monthly rental	£9 (SIM only) or £13 (with pocket wireless router)
Inclusive monthly data	1GB
Max	
Monthly rental	£12 (SIM only) or £16 (with pocket wireless router)
Inclusive monthly data	3GB
General charges	
Additional data	1.5p per MB
Overseas data (from)	£1.20 per MB
Where we've supplied a pocket wireless router	
Contract term	24 months
Early termination fee	£4 per month (for every full month remaining on the contract)

a. Data usage is measured in bytes. There are 1024 bytes in a kilobyte (KB), 1024KB in a Megabyte (MB) and 1024MB in a Gigabyte (GB). You are billed for the total amount of data you use, both upstream (data sent by your device such as sending an email) and downstream (data received by your device such as viewing a webpage or receiving an email). This includes the data required by the network to control the session (such as source and destination network addresses and error detection codes), any data that is re-sent (if you refresh a webpage for example) and may differ from the data your device consumes and records. The total amount of data you use per session is recorded in bytes which are then converted to kilobytes, mathematically rounded to 2 decimal places and passed to us for billing. We combine your data sessions into a single daily total for data used (in KB) and deduct this from your inclusive data allowance. If you exceed your allowance, we charge you for the daily total amount of data used (in KB) at our published rate for your tariff rounded up to the nearest whole penny.

Additional services

CallMe (0800)	
Monthly Rental	£3.60
Peak (7am to 7pm Monday to Friday)	9p
Off peak (all other times)	7.8p
Minimum call charge	2.4p
Minimum monthly call spend	£2.40
Freephone Port (out)	**Free**
Freephone Port (in)	£25 (plus VAT)
Volume discounts	
£100 - £249	5%
£250 - £499	10%
£500 - £999	15%
£1000+	20%

All calls are charged in increments of one second, rounded up to the nearest whole 1p (excluding VAT) and subject to the minimum 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.

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UWRC0426

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