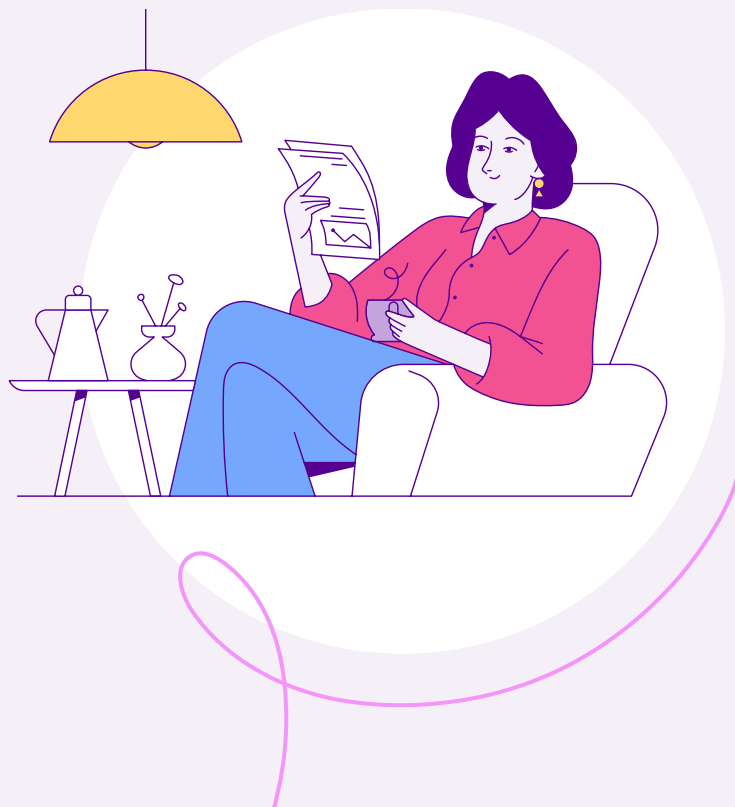


Legacy tariff guide for TalkTalk customers

who joined between 1 December 2025 -
31 March 2026



Important information

- ✓ Updated 01 December 2025.
- ✓ These tariffs applied to TalkTalk customers whose services were transferred to Utility Warehouse between 1st December 2025 and 31st March 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 | | | | | | | | | |
| Maximum in contract price | £26 | £41.30 | £42 | £50 | £44.95 | £29.95 | £31 | £35 | £46.95 | £47 |
| Maximum out of contract price | £26 | £41.30 | £42 | £50 | £55.50 | £34.95 | £34.95 | £39.95 | £46.95 | £47 |
| 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 tariffs |
|--|---------------|--|--|---|
| Disconnection fee | £0 | £0 | £0 | £0 |
| 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.

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

Fixed monthly charges

| | |
|---------------------|-----|
| Monthly line rental | £19 |
|---------------------|-----|

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

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 |

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

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