



Guide to Charges and Fees for Business Broadband

from 14th November 2022

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Introduction

Our Guide to Charges and Fees for Business Broadband ("Guide") is designed so that you can quickly view and understand our packages and pricing.

If you would like further information or answers to any questions you may have regarding our products and pricing, please contact our Customer Support in any of the ways set out under "Our Contact Details" below. The prices set out in this Guide are our normal charges, but your order for our services is subject to any specific pricing or applicable special promotion communicated to you during your order process and confirmed in your order confirmation email.

All prices quoted are exclusive of VAT unless otherwise stated. All prices are monthly, unless stated otherwise.

Our Contact Details

You can contact us via any of the following methods:

Tel: 02890 993 230

Email: customerservice@Fibrus.com.

If you prefer to write to us, our address is:

Fibrus Networks Ltd., Lanyon Plaza, West Tower, 8 Lanyon Place, Belfast, BT1 3LP

Business Core

Business Core Bundles

Business Core 100 [100/30 Mb] £ 30.00

Business Core 150 [150/30 Mb] £ 30.00

Business Core 300 [300/100 Mb] £ 35.00

Business Core 900 [900/300 Mb] £ 45.00

Business Core Add on services

Digital Voice Anytime £ 10.00

1 Wi-Fi Booster £ 8.00

24 Hour SLA £ 8.00

Static IP £ 5.00

Business Pro

Business Pro Bundles

Business Pro 100 [100/30 Mb] £ 40.00

Business Pro 150 [150/30 Mb] £ 40.00

Business Pro 300 [300/100 Mb] £ 50.00

Business Pro 900 [900/300 Mb] £ 60.00

Business Pro Add on services

1 Wi-Fi Booster £ 8.00

Business Max

Business Max Bundles

Business Max 150 [150/30 Mb] £ 60.00

Business Max 300 [300/100 Mb] £ 70.00

Business Max 900 [900/300 Mb] £ 80.00

Business Max Add on services

1 Wi-Fi Booster £ 8.00

Symmetric Broadband Package Charges

Our pricing varies depending on whether you take our Symmetric Broadband & Phone, or Symmetric Broadband Only service, All packages offer unlimited data, subject to our fair usage policy. All prices are excluding VAT

Symmetric Business Broadband

100/100 Mb Business Broadband	£ 40.00
200/200 Mb Business Broadband	£ 60.00
350/350 Mb Business Broadband	£ 120.00
1/1 Gb c Business Broadband	£ 200.00

Symmetric Business Broadband & Phone

100/100 Mb Business Broadband & Phone	£ 50.00
200/200 Mb Business Broadband & Phone	£ 70.00
350/350 Mb Business Broadband & Phone	£ 130.00
1/1 Gb Business Broadband & Phone	£ 210.00

Package Charges (continued)

Add-on Monthly services

Wi-Fi Boosters (Price per Booster)	£ 8.00
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Static IP address	£ 5.00
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Retain your own Landline number	£ 0.00
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Additional Phone number	£ 2.08
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One-off purchase (maximum of two phones can be purchased)

YeaLink W60p Cordless Phone	£ 140.00
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YeaLink W41p Desk Phone	£ 155.00
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Cancellation & Termination Fees

The following Fees may apply if you cancel or end your Fibrus services:

Service termination Fee

Within Contract - Broadband only	The fee will be your agreed monthly package charge, per remaining month of your minimum commitment period (at the time of termination). Any part months will be pro-rated at the applicable rate
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Outside of Contract	No Service Termination Fee.
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Installation Fees & Activation Charges

Installation and Activation Fees.

Installation fees

Installation Fee - Standard	Free Installation
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Fee - Bespoke (Subject to survey, price will be advised by engineer)	POA
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Activation charge	Free
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Broadband

Order Cancel Fee	Once Your cooling off period has ended, the Standard Order administration fees will apply. If you cancel prior to this, there will be no charge
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Miscellaneous Fees

Reactivation Fee	£ 25.00
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Replacement item Fee	£ 50.00 for a new Home Hub to replace a damaged device, or for failure to return a Home Hub to us when requested.
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Payment Return Fee	N/A
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Order Administration fees	£ 150.00
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Digital Voice Anytime

Fibrus' Phone service is available when you take one of our Broadband packages. If you would like to add the Phone service to an existing Broadband Only package please contact our Customer Support who can help you make the change. Further information about our Phone service is set out in our Business Customer Terms of Service. You will have to pay Call Charges for calls made on our Phone service which are not included in your package. Our rates and Call Charges are outlined in the following sections

Anytime call plan includes:

UK & ROI Landlines	24/7 calls to Landlines in the UK and Republic of Ireland
UK & ROI Mobiles	24/7 calls to Mobiles in the UK and Republic of Ireland
UK Emergency Services (999 & 112)	
0500, 0800 or 0808	

Chargeable numbers include numbers starting (standard rates apply):

Calls to the Channel Islands (e.g. numbers beginning in 01534 and 01481);
All international calls (e.g. all numbers beginning in 00 except 0044 (UK) & 00353 (ROI);
All Premium Rate Service calls (e.g. all numbers beginning in 09);
Calls to Number Translation Services (e.g. numbers beginning in 0845, 0870, 0871, 0844)

DATE

These Prices are effective from 14th November 2022