

Residential Price Guide

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Residential Price Guide

This Price Guide sets out Hey!Broadband's fees for the packages we offer to our **"residential customers"**. These are customers who purchase our services under our [Residential Customer Terms and Conditions](#). This Price Guide also sets out the other fees we can charge our residential customers in connection with our services.

In this Price Guide, "we", "us" and "our" mean or refer to Hey!Broadband.

Hey!Broadband is the trading name of Hey Broadband Ltd, a limited company registered in England and Wales with company number 11992003. Our registered office address is 3rd Floor, 1 Ashley Road, Altrincham, Cheshire WA14 2DT.

The fees set out in this Price Guide are our usual fees but, as our residential customer, you may have fees at a special rate or a special offer applied to the services you purchase. These would be set out in your Service Confirmation Email.

We may update our Price Guide from time to time. You should check it periodically to make sure you're aware of any changes.

All fee amounts set out in this Price Guide are inclusive of VAT unless stated otherwise. If you have any questions about this Price Guide please contact our Customer Services: by phone on 0330 822 28 78 (you'll have to pay your telephone provider's access charge (if any) but your call is otherwise free

by email at info@heyb.co.uk

online via our online contact form at <https://heybroadband.co.uk/support/>.

All our packages for our residential customers are subject to our [Residential Customer Terms and Conditions](#).

RESIDENTIAL FIBRE AND HOME PHONE PACKAGES AND MONTHLY SERVICE FEES

These are the packages we offer our residential customers, along with the standard monthly fees we charge for them ("Service Fees").

FIBRE PACKAGE

FEE

Home Superfast 150Mb - Rolling Contract

£28/month + £39 Standard Installation fee

- Unlimited* full fibre broadband at symmetrical speeds of 150Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- No minimum commitment period – 30 days' notice for cancellation
- Includes parental controls

Home Superfast 150Mb - 12 months

£25/month

- Unlimited* full fibre broadband at symmetrical speeds of 150Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 12-month minimum commitment period
- Price increase by £2 each April
- Includes parental controls
- Free Standard Installation

Home Superfast 150Mb - 24 months

£23/moth

- Unlimited* full fibre broadband at symmetrical speeds of 150Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 24-month minimum commitment period
- Price increase by £2 each April
- Includes parental controls
- Free Standard Installation

Home Megafast 400Mb - Rolling contract

£39/month + £39 Standard Installation fee

- Unlimited* full fibre broadband at symmetrical speeds of 400Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- No minimum commitment period – 30 days' notice for cancellation
- Includes parental controls

Home Megafast 400Mb - 12 months

£35/month

- Unlimited* full fibre broadband at symmetrical speeds of 400Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 12-month minimum commitment period
- Price increase by £2 each April
- Includes parental controls
- Free Standard Installation

Home Megafast 400Mb - 24 months

£33/month

- Unlimited* full fibre broadband at symmetrical speeds of 400Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 24-month minimum commitment period
- Price increase by £2 each April
- Includes parental controls
- Free Standard Installation

Home Gigafast 900Mb - Rolling contract

£55/month + £39 Standard Installation fee

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- No minimum commitment period – 30 days' notice for cancellation
- Includes parental controls

Home Gigafast 900Mb - 12 months

£45/month

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 12-month minimum commitment period
- Price increase by £2 each April
- Includes parental controls
- Free Standard Installation

Home Gigafast 900Mb - 24 months

£43/month

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 24-month minimum commitment period
- Price increase by £2 each April
- Includes parental controls
- Free Standard Installation

Home Worker 900Mb - 12 months

£54/month

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- 1 working day SLA
- Our H!B router provided for your use with the package at no extra cost
- 12-month minimum commitment period
- No price increase during minimum commitment period
- Includes parental controls
- Free Standard Installation

Home Worker 900Mb - 24 months

£51/month

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- 1 working day SLA
- Our H!B router provided for your use with the package at no extra cost
- 24-month minimum commitment period
- No price increase during minimum commitment period
- Includes parental controls
- Free Standard Installation

Home Worker Pro 900Mb - 12 months

£59/month

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- 1 working day SLA
- Our H!B router provided for your use with the package at no extra cost
- 12-month minimum commitment period
- No price increase during minimum commitment period
- Includes parental controls
- Free Standard Installation
- 1 static IP address

Home Worker Pro 900Mb - 24 months**£56/month**

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- 1 working day SLA
- Our H!B router provided for your use with the package at no extra cost
- 24-month minimum commitment period
- No price increase during minimum commitment period
- Includes parental controls
- Free Standard Installation
- 1 static IP address

Socail Tariff - Everyday Fibre 100Mb - 12 months**£19/month**

- Unlimited* full fibre broadband at symmetrical speeds of 100Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- 12-month minimum commitment period
- No price increase during minimum commitment period
- Includes parental controls
- Free Standard Installation
- No price increase during minimum commitment period

Mesh Wi-Fi - Rolling Contract**£100/month - No Set up Fee**

- A maximum of 1 extender provided for your use at no extra cost
- No minimum commitment period
- Additional extender monthly price **£50.00**

Mesh Wi-Fi - 12 months**£10/month - No Set up Fee**

- A maximum of 1 extender provided for your use at no extra cost
- 12-month minimum commitment period
- Additional extender monthly price **£5.00**

Mesh Wi-Fi - 24 months**£10/month - No Set Up Fee**

- A maximum of 1 extender provided for your use at no extra cost
- 24-month minimum commitment period
- Additional extender monthly price **£3.50**

Wi-Fi Pro - Rolling Contract

£/month - No Set up Fee

- Up to 3 WiFi extenders depending on your property requirements at no extra cost

Wi-Fi Pro - 12 months

£12/month - No Set up Fee

- Up to 3 WiFi extenders depending on your property requirements at no extra cost
- 12-month minimum commitment period

Wi-Fi Pro - 24 months

£9/month - No Set Up Fee

- Up to 3 WiFi extenders depending on your property requirements at no extra cost
- 24-month minimum commitment period

Extender delivery (*)

£20 - One-time fee

Norton 360 DELUXE**£5/month - No Set up Fee**

- Covers 5 devices.
- Includes Secure VPN, Dark Web Monitoring\$, Parental Control.
- 50GB Cloud Backup.

Norton 360 ADVANCED**£7/month - No Set up Fee**

- Covers 10 devices
- Includes Secure VPN, Dark Web Monitoring\$, Parental Control
- Identity Restoration Support. Stolen Wallet Assist. Social Media Monitoring
- 200GB Cloud Backup

SIM Deals**AMOUNT****Unlimited SIM - 24 months****£21/month**

- Unlimited UK minutes & text
- Unlimited data
- 99% UK coverage [4G/5G]
- Unrivalled 5G speed up to 100x faster than 4G
- Price increase by £1 each April
- 24 months commitment period

Unlimited SIM - 12 months**£22/month**

- Unlimited UK minutes & text
- Unlimited data
- 99% UK coverage [4G/5G]
- Unrivalled 5G speed up to 100x faster than 4G
- Price increase by £1 each April
- 24 months commitment period

Unlimited SIM - 30 days

£26/month

- Unlimited UK minutes & text
- Unlimited data
- 99% UK coverage [4G/5G]
- Unrivalled 5G speed up to 100x faster than 4G
- 30 days commitment period

10GB SIM - 24 months

£12/month

- Unlimited UK minutes & text
- 10GB data limit
- 99% UK coverage [4G/5G]
- Unrivalled 5G speed up to 100x faster than 4G
- Price increase by £1 each April
- 24 months commitment period

10GB SIM - 12 months

£12/month

- Unlimited UK minutes & text
- 10GB data limit
- 99% UK coverage [4G/5G]
- Unrivalled 5G speed up to 100x faster than 4G
- Price increase by £1 each April
- 12 months commitment period

10GB SIM - 30 days

£16/month

- Unlimited UK minutes & text
- 10GB data limit
- 99% UK coverage [4G/5G]
- Unrivalled 5G speed up to 100x faster than 4G
- 30 days commitment period

BUNDLES

AMOUNT

Hey! Family Connect Pro - 24 months

£51/month

- Home Gigafast 900Mbps
- WiFi Pro
- Norton 360 Advanced
- Mobile SIM Unlimited
- Price increase by £2 each April

Hey! UltraPlay Pro - 24 months

£39/month

- Home Gigafast 900Mbps
- WiFi Pro
- Static IP
- Price increase by £2 each April

Hey! WorkSmart Pro - 24 months

£42/month

- Home Gigafast 900Mbps
- WiFi Pro
- Static IP
- Norton 360 Advanced
- Price increase by £2 each April

H!B + ADT BUNDLES**AMOUNT****Hey! Connect & Protect SILVER****£63.47/month****Gigafast 900 + WiFi Pro + ADT Home Security**

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- WiFi Pro
- 1 Alarm Control Panel
- 1 External Decoy Box
- 2 Movement Detectors
- 1 Window Sensor
- 1 Keypad

Hey! Connect & Protect GOLD**£68.67/month****Gigafast 900/900 + WiFi Pro + ADT Home Security**

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- WiFi Pro
- 1 Alarm Control Panel
- 1 External Decoy Box
- 2 Movement Detectors
- 1 Outdoor Motion Camera [256GB]
- 1 Window Sensor
- 1 Keypad

Hey! Connect & Protect PLATINUM**£81.24/month****Gigafast 900/900 + WiFi Pro + ADT Home Security**

- Unlimited* full fibre broadband at symmetrical speeds of 900Mb for upload & download
- Our H!B router provided for your use with the package at no extra cost
- WiFi Pro
- 1 Touchscreen [7inch] Alarm Control Panel
- 1 External Decoy Box
- 2 Movement Detectors
- 1 Outdoor Motion Camera [256GB]
- 1 Window Sensor
- Additional video doorbell or motion camera

ADT Home Security**AMOUNT****ADT Home Security SILVER****£35.47/month**

- 1 Alarm Control Panel (No screen)
- 1 External Decoy Box
- 2 Movement Detectors
- 1 Window Sensor
- 1 Keypad

ADT Home Security GOLD**£40.67/month**

- 1 Alarm Control Panel (No screen)
- 1 External Decoy Box
- 2 Motion Detectors
- 1 Outdoor Motion Camera (64GB)
- 1 Window Sensor
- 1 Keypad

ADT Home Security PLATINUM**£53.24/month**

- 1 Touchscreen (7 inch) Alarm Control Panel
- 1 External Decoy Box
- 2 Motion Detectors
- 1 Outdoor Motion Camera (256GB)
- 1 Window Sensor
- + additional video doorbell or motion camera

OTHER FEES**AMOUNT**

[*] If the customer signs up for it at the same moment of the fibre [before the first visit to the fibre installation], the delivery cost will be waived

*Even if a package is described as “unlimited”, usage must be in accordance with section 6.1d iii of our [Residential Customer Terms and Conditions](#).

Cancellation Fee**As notified on cancellation**

This is the one-off fee we'll charge you if you cancel the agreement under which we provide you with our services (“**Our Agreement**”) within the 14-day cancellation period [see section 1 of our [Residential Customer Terms and Conditions](#)]. The amount of the fee covers the cost of any installation-related work we carried out in connection with your order for our services as well as any broadband and/or telephone service you received, in each case up until the time you cancel. Further details of this fee are set out in section 10.2a of our [Residential Customer Terms and Conditions](#).

Early Termination Charge**As notified on termination**

This one-off fee is payable if your Service ends while there's still a minimum commitment period that applies to it. We'll calculate this fee based on the remaining months of your minimum commitment period. It will never be more than the total of the monthly Service Fee payments you'd have to make until the end of that minimum commitment period.

Engineer technical survey Fee**£60**

If you require an engineer technical survey previous to the full fibre install in your premise you will be charged with this fee. You will also charged with this fee if you've agreed a visit time with an engineer but they're unable to carry out their work due to your fault or to your decision.

Engineer Visit fee**£60**

This one-off fee is payable if (i) you cancel a scheduled engineer visit at short notice, (ii) you've agreed a visit time with an engineer but they're unable to carry out their work due to your fault, (iii) you asks us to move the equipment after the installation or (iv) the engineer has come to fix a fault you reported and either finds that there is none or that the fault wasn't caused by our

apparatus, our equipment or the broadband and/or telephone service we are providing you [all as set out in sections 12, 13 and 15.2 of our [Residential Customer Terms and Conditions](#)]. We can also charge this fee if you send us our equipment to check for faults but we can find no fault in such equipment – see section 15.2 of our [Residential Customer Terms and Conditions](#).

Engineer Visit request **£60**

You will be charged with this amount if you ask us to send an engineer to your home for any special bespoke set up.

Equipment and Apparatus Fee – (only to be paid if not returned)

Router - £90
per Extender - £89
ONT (Optical Network Terminal) - £45

Equipment and Apparatus Damage Fee **£120**

This is the one-off fee for the repair or replacement of any of our equipment or apparatus that we can charge you for under Our Agreement when you damage it [see section 15.2b of our Residential Customer Terms and Conditions].

Relocation Fee **£140**

The one-off, non-refundable fee for any work involved if you ask us to move our apparatus after it has been installed at your property.

Installation Fee

standard Installation Fee [12+24 months contract]	£150	Free
Standard Installation Fee [rolling contract]	£150	£39
Bespoke Installation Fee	as notified after survey	
Pre- Installation Fee	as notified after survey	

Our Standard Installation Fee covers work involved in our standard installation of our apparatus at your property. Our Bespoke Installation Fee covers non-standard installation work related to our apparatus. The amount of the Bespoke Installation Fee depends on the bespoke work needed and you'll be told the cost once we've calculated it. We'll get your specific agreement to any Bespoke Installation Fee before we carry out, or charge you for, any bespoke installation work. The Pre-Installation Fee covers any additional works that need to be carried out before the Installation. See section 12 of our [Residential Customer Terms and Conditions](#) for more information on these Installation Fees.

Late Payment Interest Charge **as notified at relevant time**

This one-off fee is payable if you don't fully pay what you owe us by its due date. The fee will be charged as interest on your overdue payments (at the rate of 4% per annum above Barclays Bank plc's base rate at that time) from the date you should have paid us, until the date we receive the full amount you owe (which includes the full amount of any Late Payment Interest Charge on your late payment).

Payment Fail Fee **£10**

The one-off fee every time your Direct Debit payment or other payment method we've agreed with you fails for any reason.

Patch Cord Replacement Fee **£50**

The one-off fee that you have to pay if you want to replace/change the patch cord.

Static IP address **£5/month**

Home Phone Service

Phone Package **Service Fee**

Anytime UK Mobile and landline **£11.00/month**

Price increase by £1 each April

Anytime calls to UK standard mobile & landline numbers

See Home Phone Service Description for details (LINK)

Line Rental	Free
Voicemail	Free
International calls not included in the Anytime UK	
Mobile & Landline package	See Call charges
Set-up with a New local number	£10 (one-off)
Set up and attempt to port an existing number	£15 (one-off)