Hey!
Broadband

Price Guide

Last updated and effective from: February 2022

This Price Guide sets out Hey!Broadband's fees for the packages we offer to our **"Business Customers"**. These are customers who purchase our services under our Business Customer Terms and Conditions. This Price Guide also sets out the other fees we can charge our business 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 business 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 **exclusive of VAT** unless stated otherwise.

If you have any questions about this Price Guide please contact our Customer Services:

by phone on 0330 822 2878 (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 **Business Customer Terms and Conditions**.

Business Fibre Packages and monthly Service Fees

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

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Fibre Package	Service Fee
Business Super-FAST 100Mb	**£59/month +VAT**

- Unlimited* full fibre broadband at speeds of 100Mb for upload and 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
- 1 Static IP address

Business Mega-FAST 400Mb	**£99/month +VAT**

- Unlimited* full fibre broadband at speeds of 400Mb for upload and 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
- 1 Static IP address

Business Giga-FAST 1000Mb	**£129/month +VAT**

- Unlimited* full fibre broadband at speeds of 1000Mb for upload and 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
- 1 Static IP address

*Even if a package is described as “unlimited”, usage must be in accordance with section 6.1d ii of our Terms and Conditions for Business Customers.

Other fees	Fee Amount
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 Visit Fee	**£60/hour**

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, or (iii) you asks us to move the equip-

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ment 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 Terms and Conditions for Business Customers). 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 Terms and Conditions for Business Customers.

Equipment and Apparatus Fee - (only to be paid if not returned) £90-router

Other apparatus/equipment - amount as notified at relevant time

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 (for example where you damage it (see section 15.2b of our Business Customer Terms and Conditions) or our equipment isn't returned to us as it should be when you cancel Our Agreement or when it ends (see sections 10.3 and 24 of our Business Customer Terms and Conditions)).

Installation Fee

Standard Installation Fee ~~**£150**~~ **£99**

Bespoke Installation Fee **as notified on survey**

Our Standard Installation Fee covers work involved in our standard installation of our apparatus at your business. 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. See section 12 of Terms and Conditions for Business Customers 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 **£20**

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