



toob home broadband: charges and fees

This document lists the additional charges and fees which you may incur as part of your home broadband service. These are in addition to your Monthly service fee as detailed in your Service Activation email. The terms relating to these charges can be found in our home broadband terms and conditions. toob may discount or waive these fees at its discretion. These fees may increase from time to time based on any changes in the costs incurred by toob for the related services. All prices include VAT.

Fee	Home broadband terms and conditions section reference	Amount
Installation fee (unless otherwise stated at point of order)	10.3.1	£49.00
Appointment reschedule (up to 2pm the day before)	6.1	Free
Missed appointment fee (if not cancelled before 2pm the day before)	10.4.1	£49.00
Monthly early termination charge (per remaining full month of the Minimum Contract Period)	10.4.2	£18.00
Service restoration fee (unless otherwise stated at point of repair)	10.4.3	£99.00
Late payment fee	10.4.4	£0.60
Static IP fee	9 and 10.2	£8.00 per month