



## 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 fees as detailed in your Order Confirmation email. The terms relating to these charges can be found in our 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 & conditions section reference	amount
Installation Fee (unless otherwise stated at point of order)	10.3.1	£0.00
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)		Amount of regular monthly home broadband service fee minus £7. For example, if you are paying £29 per month the Monthly Early Termination Charge will be $£29 - £7 = £22$ .
Early Termination Fee is the fee payable for early termination of your home broadband Service	6.3	Multiply the number of full months left on your home broadband Service Minimum Contract Period after your Cancellation Date by the Monthly Early Termination Charge.  For example, if your Cancellation Date is part way through month 5 of the Service and you are paying £29 per month on our 900 Mbps 18 month home broadband contract, your Early Termination Fee will be:  $13 \times £22$ (£29 minus £7) for the remaining 13 months of your contract = £315 total.
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
Rolling service price <ul style="list-style-type: none"> <li>● for toob home900 18 and 24 month contract customers, following expiry of their Minimum Contract Period:</li> <li>● for toob home150 customers, following expiry of their Minimum Contract Period:</li> </ul>	10.1	£37.00 per month  £26.00 per month
1 month rolling home broadband service price		£39.00 per month

### charges and fees applicable to complete wi-fi

fee	complete wi-fi terms & conditions section reference	amount
Monthly Early Termination Charge		Amount of regular monthly complete wi-fi fee minus £2. For example, if you are paying £6 per month the Monthly Early Termination Charge will be £6 - £2 = £4 per month.
Early Termination Fee	7.4	Multiply the number of full months left on your complete wi-fi Minimum Contract Period after your Cancellation Date by the Monthly Early Termination Charge. For example, if your Cancellation Date is part way through month 5 of the complete wi-fi service and you are paying £6 per month, your Early Termination Fee will be: 13 x £4 (£6 minus £2) for the remaining 13 months of your contract = £58 total.
Rolling service price for complete wi-fi after the expiry of the complete wi-fi Minimum Contract Period	4.2	£6.00 per month
Non-return Fee	9.4	£60.00 per mesh extender