# manx telecom

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«Person\_Title\_Account\_Name\_2\_Account\_Name» «Address\_Line\_1» «Street\_Name» «Area\_Name» «Country\_Name» «Post\_Code»

«Date»

## Notice of Annual Inflationary Price Changes, effective 1st April 2024

Dear Customer

After careful consideration and analysis of annually increasing electricity, global supply chain and overhead costs, it is with regret we must inform you of a necessary 5.5% inflationary price increase. Please be assured, we have made every effort to keep this increase to a minimum and will continue to honour our current prices up to 31st March 2024.

We remain committed to providing high quality telecommunications services and greatly appreciate your business and continued support. Our apologies for the lengthy notice, we are required in our Telecommunications License to publish all tariffs impacted and to provide you a right to terminate, should you choose, for detrimental effect.

A summary of the 5.5% or specific tariff increases that apply, excluding VAT, from the 1st of April 24 are as follows:

- · Fixed line rentals, including those with enhanced Service Care Levels
- All call setup charges increase from 22p to 23p, applies also to Talk Over Fibre, Talk Only, and SIP/VoIP tariffs
- Increase to Fixed call charge rates to all destinations by 1p or 5.5% whichever is greater (see table 6 overleaf)
- · Legacy fibre broadband tariffs, Fibre provided prior to June 2022, including enhanced Service Care Levels
- · All live and legacy copper broadband (xDSL) tariffs, including enhanced Service Care Levels
- · All live mobile tariffs, including Smart, Essential and MyFamily mobile tariffs listed
- Mobile out of bundle call, data and SMS charges to all zones
- All Intelligent Voice hosted VoIP tariffs and services
- Paper billing charges increase by £0.50 to £3.50 please note a free e-Bill option continues to be available

## **General Exclusions**

- · Current on sale fibre broadband tariffs launched post June 2022 are not impacted
- · Operator, Directory Enquiry and Information Services (e.g. Speaking Clock) are not impacted
- · The UK operator portion of non-geographic fixed and usage-based services are not impacted
- · Low User Choice tariff rental, our social inclusion tariff, is not impacted
- Inclusive call periods are not impacted
- · Router deferred payment charges are not impacted

## Important Notice – Your Right to Cancel

We greatly appreciate your business and hope we can count on your continued support. Given the price changes notified we are required by the terms of our Telecommunications License to provide you a right to terminate the affected part of our agreement, if the change we have made materially disadvantages you. Full details of our obligations are outlined within our Consumer General Terms & Conditions, clause 39.

If you are within your minimum contract term period and have a valid reason to terminate our agreement prior to the contract end date, you may do so without incurring an early termination charge for the provision of affected services. If this applies, you will be able to cancel your affected contract up to and including 31st May 2024. Charges will be backdated to 1st April 2024, the date on which the new rates applied.

If you have questions relating these changes, please contact our Customer Services team on 624624, visit our store on Strand Street, Douglas or email **customerservice@manxtelecom.com** 

Larger print versions of the following tables are available at Manx Telecom Headquarters, IOM Business Park, Braddan, The Manx Telecom Shop in Strand Street, Douglas and online at www.manxtelecom.com/news



### Fixed Lines

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Telephone Line Rental - Anytime Tariff Plan	Monthly Rental - Service Care Package 3	£30.57	£32.25
Telephone Line Rental - Evenings & Weekends Tariff Plan	Monthly Rental - Service Care Package 3	£25.01	£26.39
Telephone Line Rental - Weekends Tariff Plan	Monthly Rental - Service Care Package 3	£21.65	£22.84
Telephone Line Rental - Basic Tariff Plan	Monthly Rental - Service Care Package 3	£19.45	£20.52

## Talk over Fibre Products, including Talk Only

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Talk over Fibre - Anytime	24 month rental	£10.14	£10.70
Talk over Fibre - Evenings & Weekends	24 month rental	£7.09	£7.48
Talk over Fibre - Weekends	24 month rental	£5.05	£5.33
Talk over Fibre - Basic	24 month rental	£3.03	£3.20

### Fixed Line Enhanced Service Care Levels

Fixed Service Care Level	Existing Monthly Rental	Monthly Rental from 01/04/2024
Service Care Package 1	£21.90	£23.10
Service Care Package 2	£3.66	£3.86
Service Care Package 3	£1.22	£1.29

Fixed Line Summary	New Call Charges in Pence							
Tixed Line Summary		Calls to IOM, ROI, UK & CI Fixed		Calls to IOM, ROI, UK & CI Mobile				
Rental Tariff Charges (ex VAT)	Current Rental	New Rental	Day	Evening	Weekend	Day	Evening	Weekend
Anytime	£30.57	£32.25	FREE	FREE	FREE	21p capped	21p capped	21p capped
Evenings & Weekends	£25.01	£26.39	8p	FREE	FREE	17p	21p capped	21p capped
Weekends	£21.65	£22.84	8p	8p	FREE	17p	17p	21p capped
Basic	£19.45	£20.52	8p	8p	8p	17p	17p	17p
Low User Choice	£4.48	£4.48	11p	8p	8p	24p	17p	17p

	Non Recurring Tariff Changes	Current Charge	New Charge
[	Fixed Call Setup Charge	£0.22	£0.23

Call Type	Price Change Applied to Out of Bundle Rate
Calls to MT Fixed Lines, MT mobile, other IOM fixed, other IOM mobile, UK fixed lines, UK mobile, international fixed, international mobile line, non-geographic calls	1p or 5.5% whichever is greater
Directory Enquiry Local	No Change

#### Broadband Tariffs

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Essential Broadband	24 Month Rental - Service Care Package 2	£28.36	£29.92
Essential Broadband	24 Month Rental	£25.27	£26.66
Fast Broadband	24 Month Rental - Service Care Package 2 - No Disc	£30.68	£32.37
Fast Broadband	24 Month Rental	£27.59	£29.11
Fast Broadband	24 Month Rental - No Disc	£27.59	£29.11
Fast Broadband	24 Month Rental - Service Care Package 2	£30.68	£32.37
SuperFast Broadband	24 Month Rental	£41.24	£43.51
SuperFast Broadband	24 Month Rental - Service Care Package 2	£44.34	£46.77
UltraFast Broadband	24 Month Rental	£32.75	£34.55
UltraFast Broadband	24 Month Rental - No Disc	£32.75	£34.55
UltraFast Broadband	24 Month Rental - Service Care Package 2	£35.84	£37.81
UltraFast Broadband	24 Month Rental - Service Care Package 2 - No Disc	£35.84	£37.81
Business Essential Broadband	24 Month Rental - Service Care Package 2	£69.10	£72.89
Business Essential Broadband	24 Month Rental	£66.00	£69.63
Business Lite Essential Broadband	24 Month Rental	£41.25	£43.52
Business Lite Essential Broadband	24 Month Rental - Service Care Package 2	£44.35	£46.78
Business Lite Fast Broadband	24 Month Rental	£40.44	£42.66
Business Lite Fast Broadband	24 Month Rental - Service Care Package 2	£43.54	£45.92
Business Lite SuperFast Broadband	24 Month Rental - Service Care Package 2	£61.58	£64.97
Business Lite SuperFast Broadband	24 Month Rental	£58.49	£61.71
Business Lite UltraFast Broadband	24 Month Rental	£42.92	£45.28
Business Lite UltraFast Broadband	24 Month Rental - Service Care Package 2	£46.01	£48.54
SIP Trunks Business Lite Fast Broadband	24 Month Rental - Service Care Package 2	£43.84	£46.25
Temporary Business Lite Essential Broadband	Monthly Rental	£80.02	£84.42

#### Broadband Tariffs WITHDRAWN

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Essential Fibre Broadband	24 Month Rental	£33.00	£34.82
Fast Fibre Broadband	24 Month Rental	£35.75	£37.72
Fibre Zero - TALK ONLY BASIC	24 Month Rental	£15.29	£16.13
LightningFast Fibre Broadband	24 Month Rental - Service Care Package 2 - No Disc	£139.17	£146.83
LightningFast Fibre Broadband	24 Month Rental	£128.34	£135.40
MegaFast Fibre Broadband	24 Month Rental - Service Care Package 2 - No Disc	£81.42	£85.90
MegaFast Fibre Broadband	24 Month Rental	£70.59	£74.47
Optimal Fibre 20 Broadband	24 Month Rental	£38.50	£40.62
Optimal Fibre 40 Broadband	24 Month Rental	£41.25	£43.52
Optimal Fibre 100 Broadband	24 Month Rental - Service Care Package 2	£54.83	£57.85
Optimal Fibre 100 Broadband	24 Month Rental	£44.00	£46.42
Optimal Fibre 200 Broadband	24 Month Rental - Service Care Package 2	£63.99	£67.51
Optimal Fibre 200 Broadband	24 Month Rental	£53.16	£56.08
Optimal Fibre 500 Broadband	24 Month Rental - Service Care Package 2	£86.92	£91.70
Optimal Fibre 500 Broadband	24 Month Rental	£76.09	£80.27
Optimal Fibre 1000 Broadband	24 Month Rental - Service Care Package 2	£133.84	£141.20
SuperFast Fibre Broadband	24 Month Rental - Service Care Package 2	£58.49	£61.71
SuperFast Fibre Broadband	24 Month Rental	£47.66	£50.28
Temporary SuperFast Fibre Broadband	Monthly Rental - Service Care Package 4	£114.39	£120.68
UltraFast Fibre Broadband	24 Month Rental - Service Care Package 2	£49.33	£52.05
UltraFast Fibre Broadband	24 Month Rental	£38.50	£40.62
Business Lite Essential Fibre Broadband	24 Month Rental - Service Care Package 2	£58.49	£61.71
Business Lite Essential Fibre Broadband	24 Month Rental	£47.66	£50.28
Business Lite Fast Fibre Broadband	24 Month Rental	£51.33	£54.15
Business Lite Fast Fibre Broadband	24 Month Rental - Service Care Package 2	£62.16	£65.68

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Business Lite LightningFast Fibre Broadband	24 Month Rental - Service Care Package 2	£188.66	£199.04
Business Lite LightningFast Fibre Broadband	24 Month Rental	£177.83	£187.61
Business Lite MegaFast Fibre Broadband	24 Month Rental - Service Care Package 2	£109.83	£115.87
Business Lite MegaFast Fibre Broadband	24 Month Rental	£99.00	£104.44
Business Lite Optimal Fibre 20 Broadband	24 Month Rental - Service Care Package 2 24 Month Rental	£63.99	£67.51
Business Lite Optimal Fibre 20 Broadband Business Lite Optimal Fibre 40 Broadband	24 Month Rental - Service Care Package 2	£53.16 £67.66	£56.08 £71.39
Business Lite Optimal Fibre 40 Broadband	24 Month Rental	£56.83	£59.96
Business Lite Optimal Fibre 100 Broadband	24 Month Rental - Service Care Package 2	£71.33	£75.26
Business Lite Optimal Fibre 100 Broadband	24 Month Rental	£60.50	£63.83
Business Lite Optimal Fibre 200 Broadband	24 Month Rental - Service Care Package 2	£83.24	£87.82
Business Lite Optimal Fibre 200 Broadband	24 Month Rental 24 Month Rental - Service Care Package 2	£72.41	£76.39
Business Lite Optimal Fibre 500 Broadband Business Lite Optimal Fibre 500 Broadband	24 Month Rental - Service Care Package 2	£115.33 £104.50	£121.68 £110.25
Business Lite Optimal Fibre 1000 Broadband	24 Month Rental - Service Care Package 2	£194.16	£204.84
Business Lite Optimal Fibre 1000 Broadband	24 Month Rental	£183.33	£193.41
Business Lite SuperFast Fibre Broadband	24 Month Rental - Service Care Package 2	£77.74	£82.02
Business Lite SuperFast Fibre Broadband	24 Month Rental	£66.91	£70.59
Business Lite UltraFast Fibre Broadband	24 Month Rental - Service Care Package 2	£65.83	£69.45
Business Lite UltraFast Fibre Broadband	24 Month Rental	£55.00 £80.96	£58.02 £85.41
ADSL2+ Broadband Business - Managed ADSL2+ Broadband Business - Managed with WiFi	24 Month Rental - Service Care Package 2 24 Month Rental - Service Care Package 2	£80.96 £80.96	£85.41 £85.41
ADSL2+ Broadband Business - Wires Only	24 Month Rental - Service Care Package 2 24 Month Rental - Service Care Package 2	£71.67	£75.61
ADSL2+ Broadband Business - Wires Only	18 Month Rental - Service Care Package 2 - No Disc	£71.67	£75.61
ADSL2+ Broadband Business - Wires Only	24 Month Rental - 7 Site Discount	£50.02	£52.77
ADSL2+ Broadband Business - Wires Only	Monthly Rental	£68.58	£72.35
ADSL2+ Broadband Business - Wires Only	18 Month Rental - No Disc	£68.58	£72.35
ADSL2+ Broadband Business - Wires Only	18 Month Rental	£68.58	£72.35
ADSL2+ Broadband Business Lite - Managed	Monthly Rental - Service Care Package 2	£56.21	£59.30
ADSL2+ Broadband Business Lite - Wires Only ADSL2+ Broadband Business Lite - Wires Only	Monthly Rental - Service Care Package 2 18 Month Rental - Service Care Package 2	£46.92 £46.92	£49.50 £49.50
ADSL2+ Broadband Business Lite - Wires Only ADSL2+ Broadband Business Lite - Wires Only	Monthly Rental	£46.92 £43.83	£49.50 £46.24
ADSL2+ Broadband Business Lite - Wires Only ADSL2+ Broadband Business Lite - Wires Only	18 Month Rental - No Disc	£43.83	£46.24
ADSL2+ Broadband Business Lite - Wires Only	18 Month Rental	£43.83	£46.24
ADSL2+ Manx Telecom Corporate Broadband	Monthly Rental	£27.25	£28.75
ADSL2+ Manx Telecom Corporate Broadband	18 Month Rental - No Disc	£27.25	£28.75
Temporary Unlimited Broadband ADSL2+	Monthly Rental - Service Care Package 4	£25.27	£26.66
Temporary Unlimited Ultima Ultima Broadband	Monthly Rental - Service Care Package 4 18 Month Rental - Service Care Package 2 - No Disc	£84.03 £38.10	£88.65 £40.20
Ultima Broadband	12 Month Rental - Service Care Package 2	£36.10 £34.70	£40.20 £36.60
Ultima Broadband	12 Month Rental	£31.60	£33.34
Ultima Broadband	24 Month Rental - No Disc	£35.01	£36.94
Ultima Broadband	18 Month Rental - No Disc	£35.01	£36.94
Ultima Broadband 150GB	12 Month Rental	£28.51	£30.08
Ultima Broadband 150GB	24 Month Rental - No Disc	£31.92	£33.68
Ultima Broadband 15GB	24 Month Rental - No Disc	£24.71	£26.07
Ultima Broadband 40GB Ultima Broadband 40GB	24 Month Rental - Service Care Package 2 - No Disc 12 Month Rental	£31.92 £25.41	£33.67 £26.81
Ultima Broadband 40GB	24 Month Rental - No Disc	£28.82	£30.41
Ultima Broadband Capped 150GB	24 Month Rental - No Disc	£29.91	£31.56
Ultima Broadband Capped 150GB	24 Month Rental	£29.91	£31.56
Ultima Broadband Capped 40GB	24 Month Rental - No Disc	£28.87	£30.46
Ultima Broadband Capped 40GB	24 Month Rental	£28.87	£30.46
Ultima Broadband Non-Interleaving	18 Month Rental - No Disc	£35.01	£36.94
Ultima Broadband Unlimited Ultima Broadband Unlimited	24 Month Rental - Service Care Package 2 - No Disc 24 Month Rental - Service Care Package 2	£35.06 £35.06	£36.98 £36.98
Ultima Broadband Unlimited	24 Month Rental - Service Cale Fackage 2	£31.96	£33.72
Ultima Broadband Unlimited	24 Month Rental	£31.96	£33.72
Ultima Plus 200GB	24 Month Rental - No Disc	£34.49	£36.39
Ultima Plus 50GB	12 Month Rental	£27.99	£29.53
Ultima Plus 50GB	24 Month Rental - No Disc	£31.40	£33.13
Ultima Plus Broadband Capped 200GB	24 Month Rental - No Disc	£35.06	£36.99
Ultima Plus Broadband Capped 200GB Ultima Plus Broadband Capped 50GB	24 Month Rental 24 Month Rental	£35.06 £31.96	£36.99 £33.72
Ultima Plus Broadband Unlimited	24 Month Rental - Service Care Package 2 - No Disc	£31.36 £40.22	£33.72 £42.43
Ultima Plus Broadband Unlimited	24 Month Rental - Service Care Package 2	£40.22	£42.43
Ultima Plus Broadband Unlimited	24 Month Rental - No Disc	£37.13	£39.17
Ultima Plus Broadband Unlimited	24 Month Rental	£37.13	£39.17
Ultima Plus Unlimited	18 Month Rental - Service Care Package 2 - No Disc	£40.68	£42.92
Ultima Plus Unlimited	12 Month Rental	£34.18	£36.06
Ultima Plus Unlimited Ultima Plus Unlimited Non-Interleaving	18 Month Rental - No Disc 18 Month Rental - No Disc	£37.59 £37.59	£39.66 £39.66
Ultima Plus Unlimited Non-Interleaving Ultima V-Plus Broadband Unlimited	24 Month Rental - No Disc 24 Month Rental - Service Care Package 2	£37.59 £50.52	£39.66 £53.30
Ultima V-Plus Broadband Unlimited	24 Month Rental	£47.43	£50.04
Business Lite Ultima Managed	18 Month Rental - Service Care Package 2 - No Disc	£60.85	£64.20
Business Lite Ultima Managed	18 Month Rental - No Disc	£60.85	£64.20
Business Lite Ultima Plus Managed	18 Month Rental - Service Care Package 2 - No Disc	£63.33	£66.81
Business Lite Ultima Plus Wires-Only	18 Month Rental - Service Care Package 2 - No Disc	£53.73	£56.69
Business Lite Ultima Plus Wires-Only Business Lite Ultima Plus Wires-Only	12 Month Rental - Service Care Package 2	£50.39 £50.39	£53.16
Business Lite Ultima Plus Wires-Only Business Lite Ultima Plus Wires-Only	24 Month Rental - Service Care Package 2 12 Month Rental	£50.39 £47.30	£53.16 £49.90
Business Lite Ultima Plus Wires-Only	24 Month Rental	£47.30	£49.90
Business Lite Ultima Plus Wires-Only	18 Month Rental - No Disc	£50.64	£53.43
Business Lite Ultima V-Plus Broadband Wires Only	24 Month Rental - Service Care Package 2	£67.77	£71.50
Business Lite Ultima V-Plus Broadband Wires Only	24 Month Rental	£64.68	£68.24
Business Lite Ultima Wires-Only	18 Month Rental - Service Care Package 2 - No Disc	£51.26	£54.07
Business Lite Ultima Wires-Only	12 Month Rental - Service Care Package 2	£47.91	£50.55
Business Lite Ultima Wires-Only	24 Month Rental - Service Care Package 2 - No Disc	£51.26	£54.07
Business Lite Ultima Wires-Only	24 Month Rental - Service Care Package 2	£47.91	£50.55

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Business Lite Ultima Wires-Only	12 Month Rental	£44.82	£47.29
Business Lite Ultima Wires-Only	24 Month Rental - No Disc	£48.16	£50.81
Business Lite Ultima Wires-Only	24 Month Rental	£44.82	£47.29
Business Lite Ultima Wires-Only	18 Month Rental - No Disc	£48.16	£50.81
Temporary Business Lite Ultima - Wires Only	Monthly Rental - Service Care Package 4	£101.64	£107.23
Manx Telecom Corporate Ultima	18 Month Rental - No Disc	£33.01	£34.83
Manx Telecom Corporate Ultima Plus	18 Month Rental - No Disc	£34.86	£36.78
ADSL2+ Broadband 150GB	18 Month Rental - Service Care Package 2	£30.89	£32.59
ADSL2+ Broadband 150GB	Monthly Rental	£27.80	£29.33
ADSL2+ Broadband 150GB	18 Month Rental - No Disc	£27.80	£29.33
ADSL2+ Broadband 150GB	18 Month Rental	£27.80	£29.33
ADSL2+ Broadband 150GB (Non-interleaving)	18 Month Rental - No Disc	£27.80	£29.33
ADSL2+ Broadband 15GB	Monthly Rental - Service Care Package 2	£23.67	£24.97
ADSL2+ Broadband 15GB	18 Month Rental - Service Care Package 2 - No Disc	£23.67	£24.97
ADSL2+ Broadband 15GB	Monthly Rental	£20.58	£21.71
ADSL2+ Broadband 15GB	18 Month Rental - No Disc	£20.58	£21.71
ADSL2+ Broadband 15GB	18 Month Rental	£20.58	£21.71
ADSL2+ Broadband 40GB	12 Month Rental - Service Care Package 2	£27.80	£29.33
ADSL2+ Broadband 40GB	Monthly Rental	£24.71	£26.07
ADSL2+ Broadband 40GB	24 Month Rental - No Disc	£24.71	£26.07
ADSL2+ Broadband 40GB	24 Month Rental	£24.71	£26.07
ADSL2+ Broadband 40GB	18 Month Rental - No Disc	£24.71	£26.07
ADSL2+ Broadband 40GB	18 Month Rental	£24.71	£26.07
ADSL2+ Broadband 40GB (Non-interleaving)	18 Month Rental - No Disc	£24.71	£26.07
ADSL2+ Broadband Unlimited	18 Month Rental - Service Care Package 2	£32.01	£33.76
ADSL2+ Broadband Unlimited	Monthly Rental	£32.01 £28.91	£30.50
ADSL2+ Broadband Unlimited	24 Month Rental - No Disc	£28.91	£30.50
ADSL2+ Broadband Unlimited	24 Month Rental	£28.91	£30.50
ADSL2+ Broadband Unlimited	18 Month Rental - No Disc	£28.91	£30.50
ADSL2+ Broadband Unlimited	18 Month Rental	£20.91	£30.50
		£20.91 £33.99	£35.85
ADSL2+ Broadband Unlimited	18 Month Rental - Service Care Package 2 - No Disc		
ADSL2+ Broadband Unlimited	Monthly Rental	£30.89	£32.59
ADSL2+ Broadband Unlimited	18 Month Rental - No Disc	£30.89	£32.59
ADSL2+ Broadband Unlimited	18 Month Rental	£30.89	£32.59
ADSL2+ Broadband Unlimited Bundle	24 Month Rental - No Disc	£21.58	£22.77
ADSL2+ Broadband Unlimited (Non-Interleaving)	Monthly Rental	£28.91	£30.50
ADSL2+ Broadband Unlimited (Non Interleaving)	18 Month Rental - No Disc	£28.91	£30.50
ADSL2+ Standard Broadband Capped 150GB	24 Month Rental	£26.82	£28.30
ADSL2+ Standard Broadband Capped 15GB	24 Month Rental	£20.63	£21.76
ADSL2+ Standard Broadband Capped 40GB	24 Month Rental	£23.73	£25.04
ADSL2+ Standard Broadband Unlimited	24 Month Rental - Service Care Package 2	£30.94	£32.63
ADSL2+ Standard Broadband Unlimited	24 Month Rental	£27.84	£29.37
SIP Trunks ADSL2+ Broadband Business - Wires Only	12 Month Rental - Service Care Package 2	£71.99	£75.95
SIP Trunks Business Lite Optimal Fibre 20 Broadband	24 Month Rental - Service Care Package 2	£58.49	£61.71
SIP Trunks Business Lite Optimal Fibre 20 Broadband	24 Month Rental	£47.66	£50.28
SIP Trunks Business Lite Optimal Fibre 40 Broadband	24 Month Rental - Service Care Package 2	£63.24	£66.72
SIP Trunks Business Lite Optimal Fibre 100 Broadband	24 Month Rental - Service Care Package 2	£66.91	£70.59
SIP Trunks Business Lite Optimal Fibre 200 Broadband	24 Month Rental - Service Care Package 2	£78.83	£83.17
SIP Trunks Business Lite Ultima Plus Wires-Only	12 Month Rental - Service Care Package 2	£47.30	£49.90
SIP Trunks Business Lite Ultima Wires-Only	12 Month Rental - Service Care Package 2	£44.82	£47.29

#### Broadband Enhanced Service Care Levels

Broadband Enhanced Service Care Levels	*Only impacts F	ibre products issued before 1st June 2022.	
Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Broadband Service Care Level	Service Care Package 2	£3.09	£3.26
Fibre Service Care Level*	Service Care Level 2	£10.83	£11.43

## Mobile Tariffs 💴

Product Description	Charge Type	Existing Monthly Rental	Monthly Rental from 01/04/2024
Essential 175 Mobile Tariff Plan	12 Month Rental	£12.50	£13.19
Essential 175 Mobile Tariff Plan SIM Only	12 Month Rental	£10.00	£10.55
Essential 175 Mobile Tariff Plan 30 Day SIM Only	Monthly Rental	£10.00	£10.55
Essential 300 Mobile Tariff Plan	12 Month Rental	£18.33	£19.34
Essential 300 Mobile Tariff Plan SIM Only	12 Month Rental	£14.67	£15.48
Essential 300 Mobile Tariff Plan 30 Day SIM Only	Monthly Rental	£14.67	£15.48
Essential 600 Mobile Tariff Plan	12 Month Rental	£25.00	£26.38
Essential 600 Mobile Tariff Plan SIM Only	12 Month Rental	£20.00	£21.10
Essential 600 Mobile Tariff Plan 30 Day SIM Only	Monthly Rental	£20.00	£21.10
Essential 1200 Mobile Tariff Plan	12 Month Rental	£31.67	£33.41
Essential 1200 Mobile Tariff Plan SIM Only	12 Month Rental	£25.33	£26.72
Essential 1200 Mobile Tariff Plan 30 Day SIM Only	Monthly Rental	£25.33	£26.72
Smart Islander 1GB Mobile Tariff Plan with Handset	36 Month Rental	£16.67	£17.59
SmartSIM Islander 1GB Mobile Tariff Plan without Handset	24 Month Rental	£16.67	£17.59
Smart Islander 2GB Mobile Tariff Plan with Handset	36 Month Rental	£17.50	£18.46
SmartSIM Islander 2GB Mobile Tariff Plan without Handset	24 Month Rental	£17.50	£18.46
Smart 15GB Mobile Tariff Plan with Handset	36 Month Rental	£22.50	£23.74
SmartSIM 15GB Mobile Tariff Plan without Handset	24 Month Rental	£22.50	£23.74
Smart Unlimited Mobile Tariff Plan with Handset	36 Month Rental	£36.67	£38.69
SmartSIM Unlimited Mobile Tariff Plan without Handset	24 Month Rental	£36.67	£38.69
Smart 100GB Mobile Tariff Plan with Handset	36 Month Rental	£28.33	£29.89
SmartSIM 100GB Mobile Tariff Plan without Handset	24 Month Rental	£28.33	£29.89
myFamily tariff - 1 SIM	12 Month Rental	£10.42	£10.99
myFamily tariff - 2 SIMs	12 Month Rental	£9.58	£10.11
myFamily tariff - 3+ SIMs	12 Month Rental	£8.75	£9.23