

# Shwmae. Hello.

Here's Ogi's  
Price Guide for  
Home Services.

# Ogi Home Fibre Broadband Services

## Your Ogi Home Fibre Broadband Service

### Ogi Home Fibre Broadband Services (per month)

This includes the Ogi Welcome Offer if you're on a 24-month contract.

	24-month contract	12-month contract	Rolling contract
Ogi 150	£35.00	£37.00	£39.00
Ogi 300	£45.00	£47.00	£49.00
Ogi 900	£65.00	£67.00	£69.00

Customer Premise Equipment (CPE – your Optical Network Terminal and the Router/s that come as part of your chosen package) – are included as part of a standard package cost. If you'd like to continue using your existing equipment you can. Your contract price will remain as outlined, and will give you an Ogi Eco Voucher thank you, as it's kinder to the environment.

### Ogi Welcome Offer

Contract period	Monthly discount per month	Duration (months)	Total discount
24-month contract	£10	6	£60
12-month contract	N/A	N/A	N/A
Rolling contract	N/A	N/A	N/A

This is Ogi's standard Welcome Offer. Other Offers may be available at certain times. Please speak to the Ogi Sales Team for more information.

## Your Ogi Installation

### Ogi Standard and Enhanced Installations (one-off)

Package	Ogi Standard & Enhanced Installation	Discounted price		
		24-month contract	12-month contract	Rolling contract
Ogi 150	£60.00	£0.00	£0.00	Ogi Standard or Enhanced Installation price
Ogi 300	£60.00	£0.00	£0.00	
Ogi 900	£60.00	£0.00	£0.00	

### Other Ogi Installation Charges (one-off)

For work outside the scope of an Ogi Standard or Enhanced Installation. These must be booked in advance and are charged per 60 minute timeslot. You may also be charged for an Excess Construction Charges we incur. Any further visits requested by the customer post installation will also be charged at the rate below.

Customer-requested Enhanced Installation	Post Installation Visit (per 60-min visit)
£80.00	£80.00

## Optional Ogi add-ons

### Additional Customer Premises Equipment (CPE) (per month)

Package	Everyone gets:	You can add-on:	12-month contract	24-month contract
Ogi 150	Zyxel EX3301	Zyxel WX3100	£5.00	£3.00
Ogi 300	eero 6 ×2	eero 6	£7.00	£4.00
Ogi 900	eero Pro 6 ×2	eero Pro 6	£9.00	£5.00

\*These are only available on 12-month and 24-month contract terms. If you'd like to add-on CPE during a contract term with 3 months or less remaining, you'll need to sign-up for a new contract with Ogi for the appropriate term.

### Speed add-ons (per month)

Package	Average upload speed at peak times*	Double up your upload speed	Super up your upload speed to a symmetric service
Ogi 150	15 Mbps	£2.00	N/A
Ogi 300	30 Mbps	£2.00	N/A
Ogi 900	90 Mbps	N/A	£10.00

\*These can be achieved by 50% of customers at peak times (8pm-10pm.) As they are average speeds, they can't be guaranteed.

# Ogi Voice Services

## Ogi Voice services (per month)

Ogi Evenings & Weekends	Ogi Anytime	Ogi Voicemail
£5.00	£10.00	£2.00

## Ogi Voice basics (one-off)

Service	Price
Ogi Voice activation	Included as part of your Ogi Standard or Enhanced Installation cost
Ogi Voice number port in	£0.00
Ogi Voice number port out	£20.00

Your monthly Ogi Voice service includes the hosting of your phone number and your package service:

- **Ogi Voice Evenings and Weekends** includes evening and weekend calls to landlines and UK numbers.
- **Ogi Voice Anytime** includes anytime calls to UK landlines and mobiles.

The time periods are defined as:

- **Evenings:** Mon-Fri, before 7am, after 7pm
- **Weekends:** Sat-Sun, anytime.

Free calls to other Ogi Voice customers are included with both packages.

Your call plan includes 3,000 minutes per month. This fair usage limit is based on the volume of calls that is reasonably expected of a person using the service for domestic purposes. Any calls outside these packages, if allowed, will default to the advertised amount per destination.

Popular numbers excluded from or included in call bundles:

Not included in call bundles	Included in call bundles*
Directory numbers e.g. 118	Free phone numbers starting with 0800, 0808, 0500
International landlines	UK national numbers starting with 01, 02, 03
International mobiles	UK mobiles starting with 07
Numbers starting 0845, 0870, 0871, 09, 070	

A minimum term of 30 days applies.

Any changes will take affect at the beginning of the next billing period. All calls falling outside the call package will be charged on a call-by-call basis, rounded up to the nearest minute and at the appropriate pence per minute rate.

\* Depending on call bundle selected.

# Costs for unreturned and damaged Customer Premises Equipment (CPE)

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Please note that you'll need to return your Router/s to us, as they are owned by Ogi. Your Optical Network Terminal (the little box inside your house where the fibre terminates) will stay at your home, unless you'd specifically like us to remove it.

## Hardware costs

**Costs for unreturned hardware when your contract ends (or if you terminate your contact and buy-out your remaining term)**

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Hardware	Cost
Zyxel EX3301	£30
Zyxel WX3100	£30
eero 6	£40
eero 6 Pro	£60
Power lead	£10

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**Unreturned hardware if you terminate your service mid-contract**

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Hardware	Cost
Zyxel EX3301	£60
Zyxel WX3100	£60
eero 6	£129
eero 6 Pro	£229
Power lead	£10

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### Damaged hardware due to misuse

Hardware	Replacement with refurbished item (delivered)	Replacement with new item (delivered)
Zyxel EX3301	£15.00	£65.00
Zyxel WX3100	£15.00	£65.00
eero 6	£50.00	£129.00
eero 6 Pro	£80.00	£229.00
Optical Network Terminal	£25.00	£35.00
Power lead	£10.00	£10.00

### Faulty routers – costs if you're out of contract

If you're out of contract and your wifi router develops a fault, a replacement router will be provided by Ogi, but we'll need to charge an administration and delivery fee. The router may be replaced with a refurbished router.

#### Administration & delivery fee per CPE item

£20.00

# Other

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## Ogi Home Fibre Broadband cancellation

### Post installation cooling-off cancellation charge

If you decide to cancel the service during the 14-day cooling-off period and the installation has already taken place, you'll need to pay the cost of the installation, which is £60. The hardware will also need to be returned, as outlined above.

## Ogi Home Fibre Broadband contract termination

### Terminating your contract

If you terminate your contract whilst you're still within your contract period, you will be charged for the remaining term of the contract. This means if you cancel at the end of month 7 of a 12-month contract, you will be charged for the 5 months you have remaining until the end of your contract. Your hardware must be returned in good and full working condition.

## Ogi Home Fibre Broadband contract upgrade

Upgrades are considered as a change to the package (150 to 300 or 900, or 300 to 900). Other elements such as additional routers, upload speed increases, or Ogi Voice are considered as add-ons.

If you're at the end of your contract or are out of contract, any upgrade (and downgrade) will require entering into a new contract with Ogi.

If you want an upgrade during your contract period, you can:

1. Keep your existing CPE hardware and increase the speed for the rest of your term; or
2. Sign a new 12 or 24-month contract with us. You'll receive the hardware appropriate to the package you've taken out and you'll also need to return any existing hardware to us.

## Ogi Home Fibre Broadband contract downgrade

If you'd like to downgrade your package, you'll be charged the difference in the remaining term fees of the old package vs the new package. You'll keep your existing hardware.

Downgrade	Monthly difference	Example
300 to 150	£10.00	14 months remaining = 14 x £10.00 = £140 charge
900 to 150	£30.00	5 months remaining of term = 5 x £30 = £150 charge
900 to 300	£20.00	7 months remaining of term = 7 x £20 = £140 charge

## Ogi Paper Bill

Bills will be available digitally by default and you will be emailed a PDF bill each month. If you'd like a Paper Bill, at an additional cost of £2.00 a month, please speak to our Customer Care team on 029 2002 0550. We also offer bills and key materials in accessible formats. Again, please speak to Customer Care for further details.

## Ogi Call-out Charge

If you're out of contract and an Ogi Engineer visit is needed, or if you're in contract and we can't find a fault with your service, you may be charged £60.00.

## Ogi Late Payment charge

You'll need to pay Ogi the total outlined in your Bill on a monthly basis as outlined above as well as in your Order Confirmation and our General Terms and Conditions for Home Customers. Where payment isn't made in accordance with these terms, Ogi may charge a late payment fee of £10.