

Shwmae. Hello.

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

Ogi Alt Home Fibre Broadband Services

Your Ogi Alt Home Fibre Broadband Service

Ogi Alt Home Fibre Broadband Services (per month)

Package	Speed	24 month contract	12 month contract
Ogi Alt 150	160/30	£30	£37
Ogi Alt 300	330/50	£40	£47
Ogi Alt 900	1000/115	£60	£67

*Minimum 12 month term

Customer Premise Equipment (CPE – your Optical Network Terminal and the Router/s that come as part of your chosen package) – is included as part of a standard package cost.

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

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	Standard Installation Price	Discounted Installation Price 12 month & 24 month contract
Ogi Alt 150	£104	£0
Ogi Alt 300	£104	£0
Ogi Alt 900	£104	£0

Openreach undertake the installation on behalf of Ogi. If you miss your Installation appointment, there is a Missed Installation charge of £104.

Optional Ogi add-ons

Additional Customer Premises Equipment (CPE) (per month)

Package	CPE Included with your Package	Additional CPE	Monthly cost - 12 month contract	Monthly cost - 24 month contract
Ogi Alt 150	Zyxel EX3301	Zyxel WX3100	£5.00	£3.00
Ogi Alt 300	Zyxel EX3301 Zyxel WX3100	Zyxel WX3100	£5.00	£3.00
Ogi Alt 900	Zyxel EX3301 Zyxel WX3100	Zyxel WX3100	£5.00	£3.00

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 Ogi Anytime 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 effect 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)

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 contract and buy-out your remaining term)

Hardware	Cost
Zyxel EX3301	£30
Zyxel WX3100	£30
Power lead	£10

Unreturned hardware if you terminate your service mid-contract

Hardware	Cost
Zyxel EX3301	£60
Zyxel WX3100	£60
Power lead	£10

Damaged hardware due to misuse

Hardware	Replacement with new item (delivered)
Zyxel EX3301	£65.00
Zyxel WX3100	£65.00
Optical Network Terminal	£35.00
Power lead	£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

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

The cost of an Engineer visit is £150 per visit. The Engineer will be an Openreach Engineer.

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.