Home Service Price Guide

Please read this document side-by-side with your Terms and Conditions.

Home Broadband Services

Ogi's home broadband services are charged monthly on a contractual or rolling basis. Prices valid from 05 January 2026 and increase by +£3.00 on 1 April* each year.

	Initial Price	Annual Increase*	Rolling price
Ogi 150	-	-	£41.25
Ogi 200	-	-	£41.25
Ogi 250	£32.00	£3.00	£41.00
Ogi 300	-	-	£52.00
Ogi 400	-	-	£52.00
Ogi 500	£42.00	£3.00	£51.00
Ogi 900	-	-	£72.50
Ogi 1Gig	£55.00	£3.00	£64.00

Equipment supplied to you including the Optical Network Terminal (ONT) and router(s) are included as part of the standard package cost. If you'd like to continue using your own equipment you can. Your contract price will stay the same, but we'll give you an Ogi Eco Voucher as a thank you for reducing e-waste. Terms apply.

Ogi is the trading name for: Spectrum Fibre Limited: Registered in England & Wales. Company Registration number: 12883320. Spectrum Internet Limited: Registered in England & Wales. Company Registration number: 07849485. Ogi Networks Limited: Registered in England & Wales. Company Registration number: 03625793. Registered office: Tŷ Ogi - Hodge House, 114-116 St Mary Street, Cardiff/CF10 1DY.

Home Broadband Installation

Ogi's home broadband services is a one-off charge for standard and enhanced installations. Prices valid from 05 January 2026.

	Standard + Enhanced (RRP)	**24-month contract**	**12-month contract**	**Rolling price**
Ogi 250	£60.00	£0.00	-	Standard or Enhanced price applies
Ogi 500	£60.00	£0.00	-	
Ogi 1Gig	£60.00	£0.00	-	

Custom installation

Enhanced installations must be booked in advance and carry a minimum 60-minute charge. You might also be billed for additional materials and or engineering support needed to complete the non-standard or enhanced install.

Customer-requested custom installation	**Post-installation visit hourly charge** (min 60-minute charge)
£80.00	£80.00

Optional Equipment Add-ons

Additional equipment can be added to your package at any time. Prices are charged monthly on top of your existing monthly charge(s).

Package	**Additions**	**12-month contract price**	**24-month contract price**
Ogi 150	Zyxel EX3301	£5.00	£3.00
Ogi 200 *	Zyxel EX3301	£5.00	£5.00
Ogi 200	eero 6	£5.00	£5.00
Ogi 250	eero 6	£5.00	£5.00
Ogi 300	eero 6	£5.00	£4.00
Ogi 400/500	eero 6	£5.00	£5.00
Ogi 900/1Gig	eero 6+ **	£5.00	£5.00
Ogi 500/1Gig	eero 7 ^	£5.00	£5.00

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Available on 12-month and 24-month contract terms. If you'd like to add-on equipment with 3 months or less remaining on your contract, you'll need to sign-up for a new service to take advantage of these prices.

* Ogi 200 customers who joined before 17 January 2025.
** Equivalent product might be offered, depending on availability at the time of install.
^ From 26 January 2026.

Optional Speed Add-ons

Additional speed enhancements can be added to your package at any time. Prices are charged monthly on top of your existing monthly charge(s).

	Average upload speed at peak times*	Double your upload speed	"Super up" your upload speed
Ogi 150	15Mbps	£2.00	-
Ogi 200	20Mbps	£2.00	-
Ogi 250	25Mbps	£2.00	-
Ogi 300	30Mbps	£2.00	-
Ogi 400	40Mbps	£2.00	-
Ogi 500	50Mbps	£2.00	
Ogi 900	900Mbps	-	£10.00
Ogi 1Gig	900Mbps	-	£10.00

* Average speeds achieved by 50% of customers at peak times (8.00pm – 10.00pm). Averages can't be guaranteed and are subject to local usage and wider network demand.

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Home Digital Landline (Voice) Services

Ogi's digital landline (voice) services are charged monthly on a 30-day rolling basis. Prices valid from 05 January 2026.

Evening + Weekends	Anytime	Voicemail
£5.00	£10.00	£2.00

Digital Landline Basics

Service	Price
Ogi Voice Activation	[Included as part of standard or enhanced installation charges]
Number Porting (in)	£0.00
Number Porting (out)	£0.00

Plans include 3,000 minutes a 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 for destination. A minimum 30-day term applies.

You can find price per minute charges in our 'summary of charges'

Ogi Voice services include the hosting of your phone number and your package service. For Ogi Voice Evenings and Weekends this includes evening and weekend phone calls to UK Landlines.

For Ogi Voice Anytime this includes anytime phone calls to UK Landlines and Mobiles.

Evenings
Monday to Friday, before 7.00am, after 7.00pm.

Weekends
Saturday and Sunday, anytime.

Free phone calls to other Ogi Voice customers are included free of charge with both packages.

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Popular numbers included or excluded from bundles include:

Included *	**Not included**
Numbers Starting 0500, 0800, 0808	Directory Numbers (e.g. 118)
UK National Numbers Starting 01, 02, 03	International Landlines
UK Mobiles Starting 07	International Mobiles
	Numbers Starting 070, 0845, 0870, 0871, 09

*

Depending on bundle. Any additional charges will be billed on a call-by-call biases, and rounded up to the nearest minute and nearest pence per minute rate,

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Damaged or Unreturned Equipment

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.

Unreturned Hardware Costs

These are the charges for any hardware that isn't returned to us at the end of the contract (or if you end the contract early with a contract buy-out scheme).

Hardware (Equipment)	**End of Contract Cost**	**Early Termination Cost**
Zyxel EX3301	£30.00	£60.00
Zyxel WX3100	£30.00	£60.00
eero 6	£40.00	£129.00
eero 6+	£60.00	£229.00
eero 7	£60.00	£229.00
Power Cable	£10.00	£10.00

When you return equipment, we'll arrange this through our partner DPD. You'll receive a link and need to provide your Ogi customer reference and a unique returns reference number that we'll provide. You can then drop the parcel off free of charge at a time to suit you at any DPD UK drop-off point.

Damaged Hardware Costs

These are the charges for any hardware that is damaged by you resulting in your service being disrupted and a replacement being issued. * Refurbished items are tested thoroughly and work 'as new' but may have small signs of wear and tear.

Hardware (Equipment)	**Refurbished** *(delivered)	**New** (delivered)
Zyxel EX3301	£15.00	£65.00
Zyxel WX3100	£15.00	£65.00
eero 6	£50.00	£129.00
eero 6+	£80.00	£229.00
Optical Network Terminal	£25.00	£35.00
Admin + Delivery	-	-

* Refurbished items are tested thoroughly and work 'as new' but may have small signs of wear and tear.

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Downgrading Services

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.

Here are a couple of examples that you can use as a guide only. Please refer to your contract price or contact us for more information.

Downgrade	Monthly difference	Example
500 to 250	£10.00	14 months remaining = 14 x £10.00 = £140.00 charge
1Gig to 500	£10.00	5 months remaining = 5 x £10.00 = £50.00 charge
1 Gig to 250	£20.00	7 months remaining = 7 x £20.00 = £140.00 charge

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.

Cancellation
If you decide to cancel the service within 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. Hardware must be returned in good and full working condition.

Ending your contract
If you end 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. Hardware must be returned in good and full working condition.

Late Payment charge
You'll need to pay the total outlined in your bill monthly 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, we might charge a late payment fee of £10.

Paper Bills
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 a month, please speak to our Customer Care team on 029 2002 0550.

We also offer bills and key materials in accessible formats free of charge. Again, please speak to Customer Care for details.

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Returning Equipment
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Upgrades
Upgrades are changes to your package (e.g. 150 to 300 or 900). Extras such as additional routers, speed boosts, or Ogi Voice are classed as add-ons.

If you're at or out of contract, any upgrade or downgrade will start a new agreement. During your contract, you can either increase speed using your existing equipment or start a new contract and receive new hardware. Any unused hardware must be returned in full working order.

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