



# **Fleur Tariffs**

**May 2018**

## 1. Line rental

Our standard line rental is £15.50 per month.

However should you wish to pay 12 months' upfront, you will benefit from a 10% discount so you'll pay £167.40 instead of £186. This means you'll pay a lower monthly equivalent of £13.95 compared to our standard monthly charge of £15.50.

## 2. Call packages

We offer the following call packages to be added to your Fleur line rental.

Call package	Cost per month
UK Evening and Weekend Landline (local & national)	£4.00
UK Evening and Weekend Landline + Mobile (mobile, local & national)	£7.50
UK Anytime Landline (local & national)	£8.00
UK Anytime Landline + Mobile (mobile, local & national)	£11.50
UK Anytime + International (UK Anytime + mobile + 500mins to 100 countries, with up to 95% discount on calls elsewhere)	£16.50

## 3. Call features

Our Call Features are all 82p each per month, apart from 1471, which is free. A list of our available features can be found below:

- Call Waiting
- Call Diversion
- Ring Back
- 1471 (free)
- 1571
- Three-Way Calling
- Reminder Call
- Call Barring
- Anonymous Call Rejection
- Choose to Refuse
- Caller Display
- Call Sign



## 4. Broadband

Broadband Service	Cost per month
Simplicity Broadband	£25.00
Simplicity+ Broadband	£18.00
Fibre Simplicity Broadband	£30.00
Fibre Simplicity+ Broadband	£35.00

All our broadband packages come with unlimited usage as standard. We offer both 30-day contracts and 12-month contracts on our Simplicity Broadband and Simplicity+ Broadband services. Fibre services require the customer to sign up to a 12-month contract.

Routers are included in the cost of 12-month contracts with an additional charge of £8.50 for 48-hour delivery.

For customers who have signed up to a 30-day contract, routers can be bought for £39, which includes 48-hour delivery.

Other delivery options are available, as detailed in the table in section 7.

**Fleur Security Suite** – our home internet security package – is included free when a customer signs up to a 12-month broadband package, or can be added to 30-day broadband contracts for a fee of £2.00 per month.

## 5. Line rental & broadband packages

We offer a range of line rental and broadband packages that cover both traditional and fibre broadband services.

Package name	Cost per month
<b>Simplicity Broadband</b>	<b>£30.50</b>
- Unlimited Broadband	
- Line rental	
<b>Simplicity+ Broadband</b>	<b>£23.50</b>
- Unlimited Broadband	
- Line rental	
<b>Fibre Simplicity</b>	<b>£35.50</b>
- Unlimited Fibre Broadband	
- Line rental	
<b>Fibre Simplicity+</b>	<b>£40.50</b>
- Unlimited Fibre Broadband	
- Line rental	



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Other delivery options are available, as detailed in the table in section 6.

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## 6. Broadband speeds

Due to ASA (Advertising Standards Authority) regulations, we are no longer able to display generic speeds for each of our broadband products on our website.

For a bespoke speed quotation which is based on your own line or location, please contact our customer service team on 0333 320 4020.

The table below shows the average speeds our customers can theoretically achieve between 8pm and 10pm each evening:

Package Name	Technology Type	Average Speeds Theoretically Achievable
Simplicity+ Broadband	ADSL Copper	11Mbps
Fibre Simplicity	Fibre	35Mbps
Fibre Simplicity+	Fibre	63Mbps

Please note, broadband speeds depend on many factors including whether you connect wired or wirelessly, whether other household members are also using the service and also the load on the service which you are trying to access. For example, streaming Netflix will use up more bandwidth than reading emails.

Broadband speeds can also depend on the number of concurrent users in your local telephone exchange, i.e. the number of other broadband users in your local area that are accessing their service at the same time. The number of people in the same household using the internet connection at the same time can also affect broadband speeds.



## 7. Routers

Fleur Telecom provides routers free of charge with 12-month broadband contracts, with an additional charge of £8.50 for 48-hour delivery.

We also cater for customers who do not wish to be tied into a lengthy contract through our 30-day rolling contract option. This is only available with our Simplicity and Simplicity+ Broadband packages.

Customers are able to purchase a new router without signing up to a new contract. Routers can be bought for £39, which includes 48-hour delivery.

The tables below lists the costs should you require an alternative delivery service.

### Customers who sign up to a 12-month contract

Router Cost	Delivery Type	Delivery Cost	Total Cost of Router and Postage
Free	48-hour	£8.50	<b>£8.50</b>
Free	Next day	£11.50	<b>£11.50</b>
Free	Saturday	£19.50	<b>£19.50</b>

### Customers with 30-day contracts or who wish to purchase a new router

Router Cost	Delivery Type	Delivery Cost	Total Cost of Router and Postage
£30.50	48-hour	£8.50	<b>£39.00</b>
£30.50	Next day	£11.50	<b>£42.00</b>
£30.50	Saturday	£19.50	<b>£50.00</b>

## 8. Faulty routers

Routers do occasionally develop faults, but this is rare. Typically, less than 1% of returns are found to be faulty.

If we have supplied you with a router within the past 12 months, and you believe you have a fault with your router or broadband service, simply call us on 03333 204020 and one of our technical support team will conduct a series of diagnostic tests with you, which may resolve the problem.

If a potential fault is found with your equipment, Fleur Telecom will organise a replacement router to be sent to you, with a returns bag so that you do not incur any return postage charges, in order for you to return the potentially faulty router to us.



If, however, the 'faulty' router is not returned, or when returned, it is subsequently found that the equipment has been damaged, or is faulty as a result of the customer's actions, a charge of £39 may be raised on your account to cover our costs of repair and postage.

**Non-faulty:** If, after testing, the router is found to be non-faulty, you will receive a credit of £12.

**Faulty:** If, after testing, the router is found to be faulty, it will be disposed of in a WEEE compliant manner and you will receive a refund of £34.

## 9. Cancelled contracts – router returns

If you have placed an order with us and subsequently cancelled it before your order went live, you will receive the following partial credit. Please note, we are unable to issue a full refund for the router due to the costs we incur from our supplier in configuring and setting up the router credentials.

**Unopened:** If the router is returned with its packaging unopened, you will receive a credit of £24.

**Opened:** If the router is returned and its packaging has been opened, you will receive a credit of £12.

## 10. Mobile SIM cards

We offer four different types of mobile SIM card on a 30 day rolling contract. Customers with a Fleur Line Rental and Broadband package can take advantage of a **£10 discount on the price of each SIM card.**

Package Name	Minutes	Texts	Data	Standard Cost	Discounted Cost
Fleur 300	300	300		£13/month	<b>£3/month</b>
Fleur 500	500	500	500MB	£15/month	<b>£5/month</b>
Fleur 5GB	Unlimited	Unlimited	5GB	£20/month	<b>£10/month</b>
Fleur 20GB	Unlimited	Unlimited	20GB	£30/month	<b>£20/month</b>

**Each package includes free calls to other Fleur mobiles and Fleur landlines.**

- £10 discount only applies to Fleur customers who have both a Line Rental and Broadband package.
- There is a maximum of five discounted SIMs per account.
- Bundled texts to UK mobiles only – excluding premium rate SMS and photo messaging.



- Bundled minutes to UK landlines starting 01, 02, 03 only and mobile numbers registered and located on a UK network.
- Data allowance is for smartphone use only.
- Our unlimited minutes and texts are subject to the acceptable usage terms outlined in our Terms and Conditions.
- Fair usage policy applies.

Please consult the table below for a breakdown of the maximum allowance for the Fleur Mobile fair usage policy.

<b>Package Name</b>	<b>Minutes</b>	<b>Texts</b>	<b>Data</b>	<b>Minutes from Fleur Mobile to other Fleur Mobiles</b>	<b>Minutes to Fleur Customer Services</b>
Fleur 300	300	300		3000	3000
Fleur 500	500	500	500MB	3000	3000
Fleur 5GB	3000	3000	5GB	3000	3000
Fleur 20GB	3000	3000	20GB	3000	3000

**Please note, all prices in this document are inclusive of VAT.**

