



Fleur Tariffs

Sept 2021

1. Line rental

Our standard line rental is £16.20 per month.

However should you wish to pay 12 months' upfront, you will benefit from a 10% discount so you'll pay £174.96 instead of £194.40. This means you'll pay a lower monthly equivalent of £14.58 compared to our standard monthly charge of £16.20.

2. Call packages

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

Call package	Cost per month
200 UK Local, National and Mobile Minutes	£3.00
400 UK Local, National and Mobile Minutes	£5.00
600 UK Local, National and Mobile Minutes	£7.00
Unlimited UK Local, National and Mobile – Evenings and Weekend	£4.00
Unlimited UK Local, National and Mobile – Evenings and Weekend	£8.00
100 International Landline Minutes (45 Top Destinations)	£3.00
300 International Landline Minutes (45 Top Destinations)	£7.00
500 International Landline Minutes (45 Top Destinations)	£12.00

3. Call features

Our Call Features are all 82p each per month, apart from 1471 and Caller Display, which are 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
- Call Sign



4. Broadband

Broadband Service	Cost per month
Simplicity Broadband (up to 8Mbps)	£28.50
Simplicity+ Broadband (up 17Mbps)	£21.50
Fibre Simplicity Broadband (up 38Mbps)	£33.50
Fibre Simplicity+ Broadband (up 76Mbps)	£38.50

All our broadband packages come with unlimited usage as standard. We offer both 12 and 24 month contracts on all our packages.

Routers are included in the cost of 12-month contracts with an additional charge of £9.95 for 48-hour delivery.

For customers who have signed up to a 30-day contract, routers can be bought for £39 with an additional charge of £9.95 for 48-hour delivery.

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
Simplicity Broadband	£34.70
- Unlimited Broadband (up to 8Mbps)	
- Line rental	
Simplicity+ Broadband	£27.70
- Unlimited Broadband (up 17Mbps)	
- Line rental	
Fibre Simplicity	£39.70
- Unlimited Fibre Broadband (up 38Mbps)	
- Line rental	
Fibre Simplicity+	£44.70
- Unlimited Fibre Broadband (up 76Mbps)	
- Line rental	



All our broadband and calls packages come with unlimited usage as standard. We offer both 12 and 24 month contracts on all our packages.

Routers are included in the cost of 12-month contracts with an additional charge of £9.95 for 48-hour delivery.

For customers who have signed up to a 30-day contract, routers can be bought for £39 with an additional charge of £9.95 for 48-hour delivery.

6. 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 204 020 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.

7. Cancelled contracts – router returns

If you have placed an order with us and subsequently cancelled it before your order went live, you must return the router within 14 days. If the router is not returned, or is not returned as received, a charge of £50 is payable for the equipment.

8. Mobile SIM cards

We offer three different types of mobile SIM card on a 12 months 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
Unlimited + 5GB	Unlimited	Unlimited	5GB	£20.99/month	£10.99/month
Unlimited + 10GB	Unlimited	Unlimited	10GB	£22.99/month	£12.99/month
Unlimited	Unlimited	Unlimited	Unlimited	£31.99/month	£21.99/month



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

