

Digital Home Fibre to the Home broadband Charges and Fees

This document lists the additional charges and fees which you may incur as part of your home broadband service. The terms relating to these charges can be found in our home broadband Terms and Conditions. Digital Home may discount or waive these fees at its discretion. All prices include VAT.

Fee	Home broadband terms and conditions section reference	Amount	Applicable
Standard Installation fee :			
12-month contract	8.2.1	£49.00	One time
24-month contract	8.2.1	Free	-
Extended and Non-Standard Installation fee			
12-month contract & 24-month contract	8.2	Subject to survey	One Time
Appointment reschedule (up to 2pm the day before)	8.3.1	Free	One Time
12-month FTTH service charge	8.1	£55.00	Monthly
24-month FTTH service charge	8.1	£45.00	Monthly
Wi-Fi extender	8.1	£4.00	Monthly
Aborted Installation fee	8.3	£49.00	One time
Missed appointment fee (if not cancelled before 2pm the day before)	8.3	£49.00	One Time
Early termination fee	8.3.2	As calculated in accordance with the definition of early termination Fee in section 8.3.2 of our Terms & Conditions	One Time
Service restoration fee (unless otherwise stated at point of repair)	8.3.3	£99.00	One Time
Late payment fee (per day over and above the due date for the payment)	8.3.4	£1.00	Daily
Replacement of damaged Hardware			
Optical Network Terminal	13	£35	One Time
Router	13	£75	One Time
Extender	13	£60	One Time

Digital Home promotional pricing

- Digital Home may discount or waive fees at its discretion.
- Additional terms may apply to some services which may be provided as part of the promotion.
- There is no cash alternative to any promotional benefit.
- Digital Home reserves the right to amend or withdraw the promotion at any time.

Launch promotion

This is a 24-month contract where a discounted monthly price is applicable for months 1 to 12, when the price reverts back to the standard monthly charge

Fee	Home broadband terms and conditions section reference	Amount	Applicable
24-month FTTH service charge – Months 1-12	7.1	£35.00	Monthly
24-month FTTH service charge – Months 13-24	7.1	£45.00	Monthly