

Your life
Your future
Your opportunity



**UTILITY
WAREHOUSE** 
The Discount Club

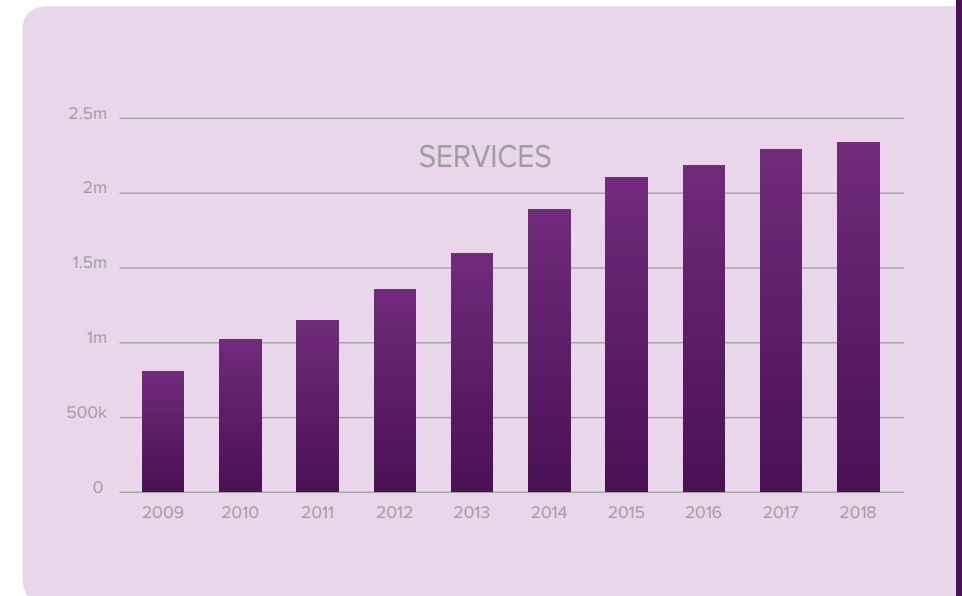
Congratulations, you've found the key to success!

Now all you have to do is open the door...

This booklet is your introduction to an incredible opportunity. If you have any questions, or want to know what to do next – please email or call the Utility Warehouse Partner who told you about us.

Who are Utility Warehouse?

Utility Warehouse is the trading name of Telecom Plus PLC, a FTSE-250 company listed on the London Stock Exchange with a turnover of over £790 million. We provide a range of essential services (gas, electricity, phone, broadband, mobile) to around 600,000 homes and businesses throughout the UK.



The business is growing fast!

Our phenomenal growth has been achieved without advertising in the national press or on TV. Instead, we rely on people like you to try our services, then recommend us to your family, friends and colleagues. We're growing fast, with a new customer joining (on average) every single minute of every working day.

Become a Partner and share in our future success

The company is headed by two outstanding individuals, who are supported by an experienced, dedicated and hard-working team of professional managers, and over 1,000 full-time staff.



Charles Wigoder

Executive Chairman

A successful entrepreneur with a strong track record. Before joining Telecom Plus in 1998, he founded Peoples Phone, the UK's first virtual mobile network, with 10% of the UK market.



Andrew Lindsay, MBE

Chief Executive

Olympic Gold Medal winner at the Sydney Games in 2000 – testament to his drive and determination.

We treat our customers fairly

It's really that simple. Our business is all about creating happy customers who save money. We provide an exceptional level of customer service, unbeatable value, and the convenience of a single monthly bill.

How big is the opportunity? Every single person in the UK!

We currently have around just 2% of the UK market; that means 98 out of every 100 households haven't yet discovered our unique Discount Club, so there's no limit to the size of business you could build.

We are:

Simply offering people the same services they already use every day, but with one major difference – better value!

We're not:

Asking people to spend extra on services they don't normally use, or trying to convince people to use products they don't need or want.

Utility Warehouse has huge potential to grow!

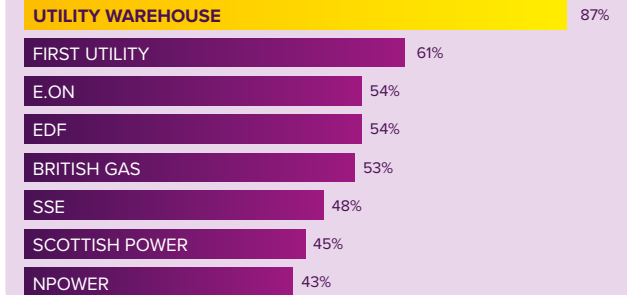
The Nation's most trusted Utility Supplier

We commissioned a major piece of market research to find out how consumers feel about their suppliers.

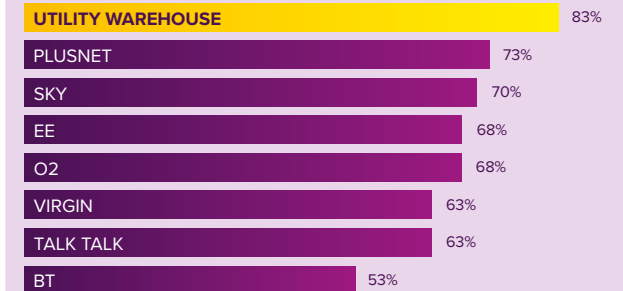
It showed that when it comes to customers trusting their utility supplier to treat them fairly, we really are head and shoulders above the competition.

And not just for Gas and Electricity, but for Home Phone, Broadband and Mobile too!

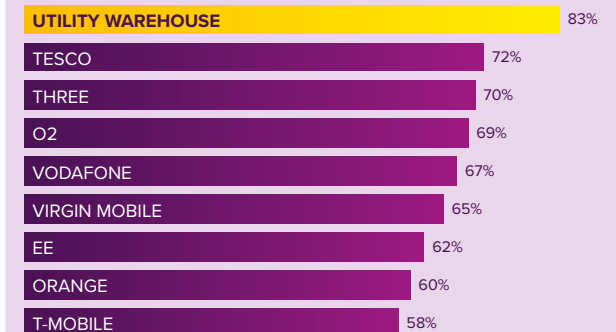
Energy



Home Phone and Broadband



Mobile



Save money, plus a wide range of other benefits

Our unique Price Promise

We guarantee our customers will save money when they switch all their services to us, or we will give them back 'Double the Difference'.



Member benefits

Utility Warehouse is a Discount Club, where members enjoy a wide range of benefits.

One monthly bill

All our services come on one monthly bill. It's simple, convenient and makes it much easier to budget.

CashBack card

The UK's most generous CashBack card – providing savings of 1% on everyday shopping up to £120 CashBack per year. Plus savings of between 3% and 7% unlimited CashBack on shopping at over 50 top retailers, including Sainsbury's, M&S, Argos, Boots and many others.

UK's cheapest online shopping

We've developed an exclusive search engine called **findmethecheapest** where members can find the cheapest price on the internet for any item they want to buy. We also have over 2,000 online retail partners who offer our members discounts or CashBack.

5 star customer service

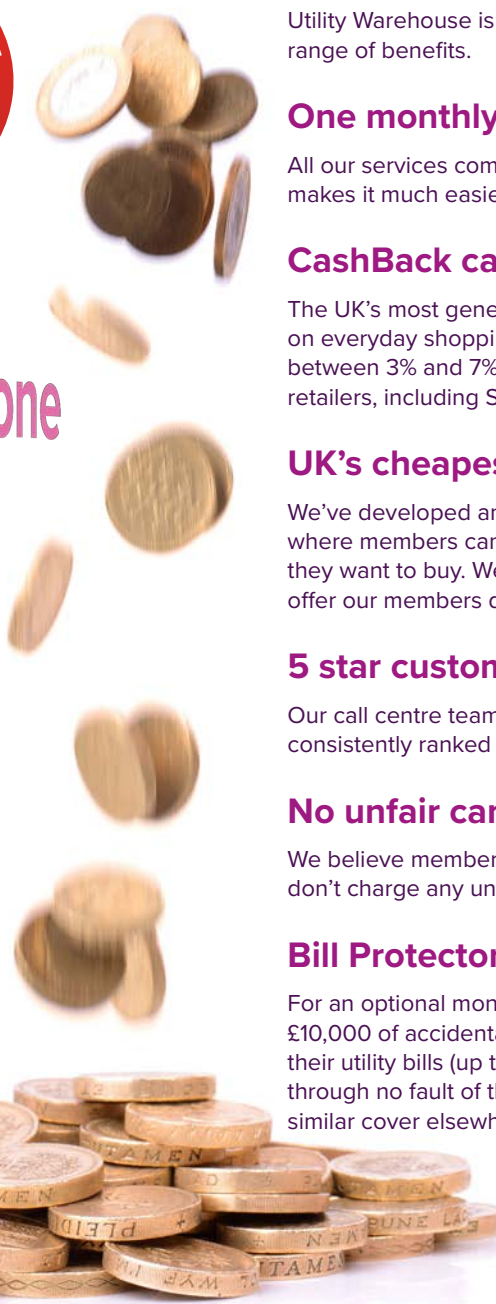
Our call centre teams are based here in the UK and Which? magazine has consistently ranked us as one of the best for customer service.

No unfair cancellation fees

We believe members should be free to switch if they want to – so we don't charge any unfair cancellation fees.

Bill Protector

For an optional monthly payment of just £2, members benefit from £10,000 of accidental death cover and up to six months' payment of their utility bills (up to £150 per month) from us if they are unable to work through no fault of their own. That's a fraction of the cost of obtaining similar cover elsewhere.



Independent Distributor (ID)

Earn an income to improve your life

This position is designed for anyone who wants to generate a regular additional income. It costs £100 to join. Existing Utility Warehouse members can pay a reduced joining fee of just £50. You can earn Fast Start Bonus payments of up to £1,000 in your first year, by meeting achievable and realistic goals.

You'll receive a one-off bonus of up to £50 for every customer you introduce **and** a regular monthly income based on a percentage of the amount your customers' spend on our services. So the more customers you sign up, the more your monthly income grows.

There's also an option to accelerate some of your future monthly income and receive an extra £50-£300 up-front per customer.

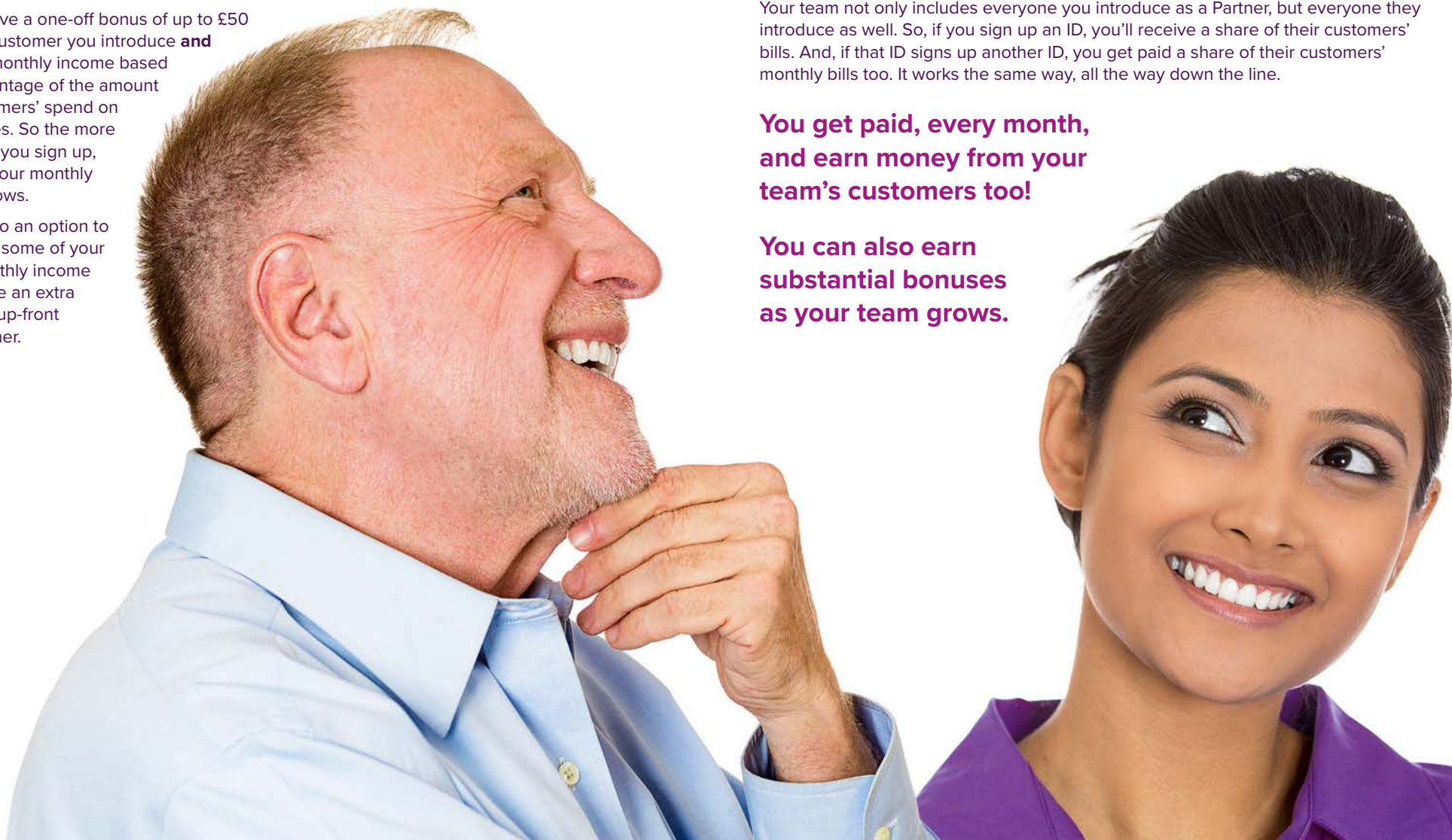
Build your own team of Partners... this gets really interesting!

IDs can also build a team by signing-up other Partners, and get paid for all their customers as well!

Your team not only includes everyone you introduce as a Partner, but everyone they introduce as well. So, if you sign up an ID, you'll receive a share of their customers' bills. And, if that ID signs up another ID, you get paid a share of their customers' monthly bills too. It works the same way, all the way down the line.

You get paid, every month, and earn money from your team's customers too!

You can also earn substantial bonuses as your team grows.



Independent Representative (IR)

Generate additional income for your business

This position is designed for businesses and other commercial organisations, who want to promote our services to their customers, employees and business contacts.

You simply need to encourage them to visit our website, or to call our dedicated Sales team using a freephone number. We'll explain all the savings and benefits on offer with no hard sell, and when the customer signs up they'll be added to your IR position.

To join as an IR costs £199.75, which is refundable when you introduce 12 customers within your first 90 days. You'll receive a one-off cash bonus for each customer you sign up, and a percentage of their monthly spend, every month.

Promote the benefits of our Discount Club to your customers and employees – boost your company's income at the same time!

Community Fundraiser (CFR)

Raise money for your local community

This position is designed for community groups or organisations (eg. schools, charities, churches and social clubs). You can earn a regular monthly income for your chosen cause by encouraging your supporters to switch their utilities to the Utility Warehouse.

Just prompt your supporters to visit our website, or call our Community Fundraising team, using a freephone number. We'll explain all the savings and benefits with no hard sell, and when the customer signs up they'll be added to your CFR position.

Joining as a CFR costs just £25, which is refundable when you gather 12 customers within your first 90 days. We pay a one-off bonus and an ongoing monthly income, based on a percentage of your customers' bills, directly to your chosen cause.

Your supporters save money, you raise money!

Your own business

Utility Warehouse is a network marketing company, giving you the opportunity to run your own, flexible part-time business.

You get paid for recommending our services to people you know and meet.

It's our secret to saving lots of money!

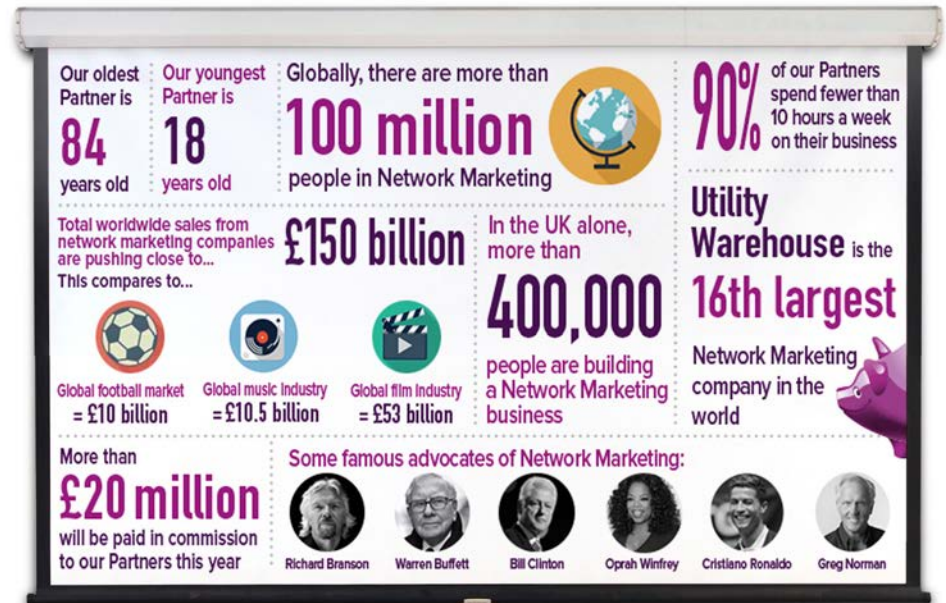
We don't have any high street shops and (unlike our competitors) we don't spend customers' money on expensive national advertising campaigns on television or in newspapers. That means we can afford to offer much better value.

As an Independent Distributor, you can recruit other Partners, which is another important part of network marketing. It gives you the chance to build your own team and enjoy the extra benefits that come from people you have recruited, supported and motivated.

Here are a few of the benefits of becoming a Partner:

- Be your own boss - you are in control
- Earn a valuable monthly income
- More spare time
- Hours to suit you
- No experience necessary
- Free training

Fascinating Facts



Great incentives and rewards

As well as receiving a one-off bonus and on-going commission for every customer you sign up, we also offer Independent Distributors a wide range of other benefits and incentives.

Cash Bonuses

Receive a cash bonus when you reach certain milestones, or grow your business quickly. Here are just some of the bonuses available:

Fast Start Bonus: An opportunity to receive bonus payments of up to £1,000 in your first year!

Promotion Bonuses: Significant bonuses are available to IDs who achieve promotion up the 'Stairway to Success' within a certain time frame. By hitting all the targets, you could earn over £38,500!

These bonus payments are on top of everything else you earn along the way.

Share Options

From time to time, we run Share Option promotions as an additional way for IDs to share in the success of the company. The Options issued so far now have a market value of £80 million!



Distributor Car Plan – BMW Mini

Once you have established yourself as a successful ID, you can apply for a new, company branded BMW Mini. A great tool to take your business to the next level – and completely free if you keep building your business!



Plus Clubs

Gather 50, 100, 200, 500 or 1,000 personal customers to be promoted to our 'Plus Clubs', earning extra commission, the use of a Porsche Boxster for a month and invitations to special events.

Holiday Promotions

We run other promotions to motivate IDs. These have included all-expenses-paid luxury holidays, European city breaks and trips to the Olympics.



London
STOCK EXCHANGE

Help and support to build your business

Although you'll be in business for yourself, you're never by yourself

IDs are offered comprehensive training to help promote our products and services. Training is provided online and at venues across the UK – it's free, and you can attend as often as you like.

You'll also receive a wide range of free marketing materials to help you show people how to save money on their utilities, food, shopping and petrol by joining our Discount Club!

We'll even provide your own websites to help you build your business, where customers and new Partners can sign up online and be added to your position. And there's a wide range of other professional marketing materials, and promotional items available.

Head Office support

Head Office has a dedicated Partner Services team to provide phone and online support for your business, and to help with your customer queries.

You'll also receive regular email updates, a quarterly magazine and access to the Partner Portal, filled with information and resources to help you succeed.



A tablet to build your business

To promote your business professionally, you'll need a tablet! If you don't have one, don't worry – we offer all our IDs one of the world's best-selling tablets, for just £10 up-front, followed by 30 monthly payments of £10.



Advice, motivation & guidance

What makes this business really special is our network of Partners!

You'll receive advice and support from your peers to help you build a successful business. You'll also benefit from a unique opportunity for personal development, not to mention the chance to meet people and make friends.



Awards and Endorsements

Which? awards

Which?, the UK's leading independent consumer champion, has named Utility Warehouse the **UK's Best Utility Provider**.

That's number one for Home Phone, Broadband, Mobile, Gas and Electricity.

And, UW has recently been ranked number one in the Which? annual energy satisfaction survey. It's in stark contrast to the 'Big Six' who were among the ten lowest scoring suppliers.

Massive UK success

Utility Warehouse was named **European Public Champion** in the European Business Awards in 2015. This completely independent programme is the major accolade in European business, and recognises excellence, best practice, ethical conduct, innovation and financial success.

The company has been named **Best Telecommunications PLC** at the UK Stock Market Awards in 2011, 2012 and 2014.



Rank	
1st	UTILITY WAREHOUSE The Discount Club
22=	EDF ENERGY
22=	e-on
24	SSE
26=	British Gas
26=	SCOTTISHPOWER
31	ni-power



Moneywise awards

Utility Warehouse is also recognised by leading consumer finance magazine Moneywise as the **Best Gas and Electricity Provider** for value for money and clarity of bills, as well as for offering the **Best Money Saving Tips & Gadgets** in the utility sector.



National press recognition

THE TIMES

Telecom Plus stands out in the telecoms industry. While other companies tempt customers to join with faster internet speeds or flashy mobile phones, this telecoms provider draws subscribers in with cheap gas and electricity rates.

Daily Mail

Telecom Plus aims to make life cheaper and easier. The company trades under the name Utility Warehouse and is the only business to offer gas, electricity, phone, mobile and broadband services all together. Customers can take one or two services or all of them, but the more they take, the more they save.

FINANCIAL TIMES

By any measure, a FTSE 250 business that is doubling revenues annually is remarkable; to be doing so in the utility sector, by definition mature, is all the more astonishing.

A few of our successful business partners...



Wes Linden

University drop-out now semi-retired in his 30s

“I thought that working this opportunity part-time would be a good way to help me repay my student debts, overdrafts, and credit cards. But after just a few years, I was able to clear my debts and build a property portfolio. Ten years ago I was at uni hoping to become a teacher... now I am earning great money with the time to enjoy it! It took about five years to become semi-retired – that sure beats working until I’m 75. If you’re looking to beat the rat race, you’ve found the right vehicle.”



Steve Critchley

No boss, no stress, great lifestyle... why not you?

“This opportunity has allowed me to design a life of choice for my family and me. It’s a wonderful feeling to support your children through university without them having to work. In the past few years I have been able to travel extensively, set up my own charity, and have lots of fun. With self-belief, ambition, and a willingness to learn, you could have the same time and money freedom that I have. Many join for extra money, however they stay for the friendships, support, belonging, and personal development.”



Angela & Mark D’Souza

Teacher has more quality time with the family

“The residual income we earn has given me the freedom to choose to work just one day a week, allowing me to spend more quality time with our boys; supporting them through their education and sporting activities. As a parent, you can’t put a price on that. We have worked this business very part-time, but consistently and, as a result, it’s enabled Mark to stay in a role he thoroughly enjoys, rather than enter the promotion rat race.”



Fran Boorman

Pregnant mum builds business

“I started this business when I was pregnant. I was looking for a way to stay at home with my children and not have to return to work with expensive childcare costs. Whilst I achieved this by the end of my maternity leave, Utility Warehouse has gone on to give me so much more. I’ve been able to enjoy every moment of my children growing up. I’m also creating an exciting legacy that has given our family more choices than we ever expected. My career and earnings are now better than they ever were before having children and I now have complete flexibility over my time!”



Clive Leach & Diana Ross

Ex-wet fish merchant finds financial freedom

“Our backgrounds were perfect for this opportunity. Diana was a mum with eight part-time jobs and I was a wet fish merchant! We made the decision to treat this as a real business and learn the skills to become successful. Our residual income has made us financially free! We have homes in Cheshire, Hertfordshire and Florida, two luxury sports cars and two luxury saloons, all debt free! When I was diagnosed with prostate cancer we didn’t have to worry about money and were able to take immediate private medical action and I am now fit and cancer free!”

What you need to do now!

Joining fee just £100!

It costs just £100 to become an ID. Existing Utility Warehouse members can pay a reduced joining fee of just £50. That's not much for an opportunity that really could transform your future.

But if you want to succeed, you must be prepared to spend time building your Utility Warehouse business. You need to talk to everyone you meet about Utility Warehouse and spread the word about the great savings, service and value we provide.

You can run this opportunity in your spare time, but the more time and effort you put in, the more successful your business will become, and the faster your income will grow.

If you were given this booklet by someone, email or call them back. They'll answer any questions you have and show you what to do next. If you downloaded this booklet from a website, go back to where you requested it and follow the links to join online or find more information.

Whatever success means to you – this business is your opportunity to achieve it.



All rights reserved. Reproduction, adaptation or translation without prior written permission is prohibited, except as allowed under copyright laws. It is illegal for a promoter or participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting other people to join a trading scheme. Do not be misled by claims that high earnings can be easily achieved.

Version 27, July 2018 © Utility Warehouse/Telecom Plus PLC

**UTILITY
WAREHOUSE**
The Discount Club

