

Utility Warehouse

Single bill for all your utilities

Award-winning customer service

Value that's unbeatable

Easy to switch



Phone



Broadband



Mobile



Gas



Electricity



NGN



Spring 2018

Welcome to Utility Warehouse

A cheaper way to buy

Utility Warehouse is a Discount Club operated by Utility Warehouse Limited, which is a wholly owned subsidiary of Telecom Plus PLC, a British company in the FTSE 250. We provide a wide range of essential utility services to over 30,000 small & medium sized businesses throughout the UK.

- 👉 Our members benefit from substantial savings on their Gas, Electricity, Phone, Broadband, Mobiles and Non-Geographic Numbers, combined with the convenience of just a single monthly bill.
- 👉 Members can choose to use as many (or few) of our services as they wish. The more services you choose, the more you can save!
- 👉 Members can also save between 3% and 7% on the cost of their shopping (both personal and business) by using our exclusive CashBack card.

Instead of spending money advertising our services, we rely instead on existing customers to recommend us to their friends, family and business colleagues. The money we save is used to provide our members with consistently low prices on all the services we offer. It's that simple!

To ensure the highest possible standards, our customer service centre is located right here in the UK. In the event you should need to contact us, you will be helped by a highly trained adviser who will deal with your query personally, professionally and as quickly as possible.

If this sounds like your sort of Club, we'd be delighted to welcome you as a member.

You'll be in good company!



Charles Wigoder, Executive Chairman



How to contact us

Member services: 0344 815 0506

Monday to Friday: 8.30am - 6pm

Technical support: 0344 815 0040

Monday to Friday: 8am - 8pm. Saturday: 9am - 4.30pm

Meter readings: 020 8955 5656

All day, every day: by calling our automated phone system.

Alternatively, you can submit them using our Smartphone App or in the Clubhouse.

Calls to the above 0344 numbers are free from a Utility Warehouse landline, and are included within inclusive call bundles from any mobile; otherwise they are charged at standard national rates.

Landline Phone



Line Rental

Our single analogue line rental costs just £13.50 per month. You'll find our prices for other line types, Select Services & Network Features are at least 10% cheaper than BT's standard charges – full details are available on request.

Line Rental Care Packages

Description	Analogue line (per line)	ISDN2 (per channel)	ISDN30 (per channel)
Standard Care	Free	Free	N/A
Prompt Care	£1.20	N/A	Free
Total Care	£3.30	£3.30	£2.10
Total Care Premium	£4.40	£4.40	£2.40

Calls to Directory Enquiry Numbers

The cheapest directory enquiry service available is **118 383** which costs just 42p per call. If you have multiple enquiries, **118 338** is just 59p per call, and for international enquires, **118 830** is £1.29 per minute. All calls to 118 numbers are subject to an additional access charge set by your phone provider (ours is 7.5p per minute). Other directory enquiry services are likely to cost significantly more; the latest pricing is shown on our website.

Inclusive Call Bundles

You could save 75% by adding a call bundle. Inclusive minutes shown below apply to calls to UK numbers beginning 01, 02, 03 and to any UK mobile.

Inclusive minutes	Cost
500 Anynet	£15
1,000 Anynet	£25
2,000 Anynet	£40

Calls

UK calls (at any time)

Local/National (01, 02, 03)	1.5p
UK mobiles	8p
Club members (landlines)	Free

International calling groups

Europe (see below)	5p
USA & Canada	5p
Pacific Rim (see below)	5p

Europe: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Spain, Sweden, Switzerland.

Pacific Rim: Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Singapore, Taiwan.

Our complete tariff containing call prices for all other call types and destinations is available on request. A call set-up fee of 6p applies to all chargeable calls. Calls to service numbers beginning 08, 09 & 118 (excluding 0800/0808) are subject to an access charge of 7.5p per min; this replaces our call set-up fee of 6p.

Automatic Volume Discounts

Monthly call spend	Discount
£100 - £249	- 10%
£250 - £499	- 20%
£500 - £999	- 30%
£1,000 or more	- 40%

Monthly spend is based on total value of eligible calls made using our Landline Phone service.

Broadband



NGN



	Broadband			Mobile Broadband	
	Standard	Ultra	Ultra+	Standard	Premium
Speed (up to)	16 Mbps	38 Mbps	76 Mbps	7.2 Mbps	7.2 Mbps
Monthly charge	£7	£15	£20	£9	£12
Monthly download limit	Unlimited	Unlimited	Unlimited	1 GB	3 GB
Connection charge	Free	£30	£30	Free	Free
Free webspace	150MB	150MB	150MB	N/A	N/A
Equipment supplied	n-range Wireless Router (free)	n-range Wireless Router (free)	n-range Wireless Router (free)	Pocket Wireless Router (£4 per month)	Pocket Wireless Router (£4 per month)
Contract term (months)	N/A	18	18	24	24

- (i) Members who successfully apply for at least four different services (ie. Gold Status) will, for their first 6 months, receive free Standard Broadband or a £7 a month discount on Broadband Ultra/Ultra+.
- (ii) You may request a free n-range wireless router. We can also provide a premium router alternative, subject to a non-refundable additional up-front payment of £20. Either will attract a £5.99 postage and packing charge on your first invoice.
- (iii) Our Standard fixed line Broadband Service at £7 is only available if your phone line is connected to an exchange on our Main (LLU) network. Otherwise we will provide you with our comparable Broadband service on our Extended (BT) network where technically possible, which will be subject to a £10 monthly surcharge.
- (iv) Our Standard Ultra services are currently available to around 65% of the UK, and may require one of our engineers to visit your business premises. You will need a compatible n-range router to use this service. Our Standard (main LLU) broadband service must be installed and working before we can process an order to upgrade to one of our Standard Ultra services. Our Standard Ultra services are effectively a speed upgrade to our Standard (main LLU) broadband service for an additional £8 or £13 per month, making a total price of £15 or £20 per month as shown above, with a £30 one-off connection charge.
- (v) You must have a working compatible fixed telephone line on which the line rental is being billed by us to use our Standard or Ultra Broadband Services. We are unable to supply broadband on multi-line phone services.
- (vi) Static IP addresses are available upon request to customers taking our fixed line Standard and Ultra Broadband service at the following rates: 1 for Free; Block of 4 (2 useable) for Free; Block of 8 (6 useable) for £5 per month; Block of 16 (14 useable) for £10 per month.
- (vii) The speeds shown above are subject to availability at your local exchange; we will provide the best speed available for your line up to the maximum for the service you have chosen.
- (viii) There is no minimum contract term for customers using our Mobile Broadband Service where we have not supplied a Pocket Wireless Router.

	0800/0808	0844	0871
Monthly rental	£2	£2	£2
Retail rate* (per min)	N/A	7p	13p
Destination:			
- UK fixed numbers	4p	-1.5p	-2.5p
- UK mobile numbers	12p	8.5p	6p
- Overseas numbers (USA, Canada, Europe and Pacific Rim*)	8p	5p	3p

	0333	
	Option 1	Option 2
Monthly charge	£4.99	£39.99
Minutes (landline)	500	5,000
Minutes (mobile)	100	1,000
Out of bundle (landline)	1.5p	1.1p
Out of bundle (mobile)	6p	5p

Automatic Volume Discounts

Minutes	Discount p/min
2,000	- 0.25p
20,000	- 0.5p
100,000	- 0.75p
250,000	- 1.0p

On 0844 and 0871 calls being delivered to UK fixed numbers, we will increase our payments to you by the amounts shown in this table.

*For countries included in these categories, please refer to the lists on the Phone page in this booklet.
 *Calls are charged at our advertised rate, in addition to an access charge set by the service provider (excluding 0800/0808).

Mobile

Call prices shown are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated



Prices shown include VAT

Fixed monthly charges

Price Plan (per month)

Inclusive monthly allowance

- Anynet minutes (incl. voicemail)
- Anynet texts
- Smartphone Data

Calls charges outside bundle

- Local/National (01, 02, 03)
- UK mobile numbers
- Voicemail retrieval - per call

Texts (SMS)

- Non-UK mobiles
- Picture messages to UK mobiles

Other charges

- Customer Services (150) - per call
- Top 50 International destinations
- Freephone (eg. 0800/0808)
- Mobile internet (dial-up WAP)
- Data (per MB) in the UK
- Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)

	Value450	Value900	Value1800	Value3000	ValuePrime
Price Plan (per month)	£10	£12.50	£15	£20	£25
450	450	900	1800	3000	Unlimited
Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
1GB	1GB	2.5GB	5GB	10GB	20GB
15p	15p	15p	15p	15p	Free
15p	15p	15p	15p	15p	Free
15p	15p	15p	15p	15p	Free
24p	24p	24p	24p	24p	24p
30p	30p	30p	30p	30p	30p
Free	Free	Free	Free	Free	Free
15p	15p	15p	15p	15p	15p
Free	Free	Free	Free	Free	Free
15p	15p	15p	15p	15p	15p
2p	2p	2p	2p	2p	2p
30p	30p	30p	30p	30p	30p

Top 50 International Destinations

Andorra	Denmark	Japan	Russia
Argentina	Estonia	Korea (South)	Singapore
Australia	Finland	Luxembourg	Slovakia
Austria	France	Madeira	Slovenia
Belgium	Germany	Malaysia	Spain
Brazil	Gibraltar	Monaco	Sweden
Brunei	Greece	Netherlands	Taiwan
Bulgaria	Hong Kong	New Zealand	Thailand
Canada	Hungary	Norway	USA
Chile	Iceland	Peru	Venezuela
China	Ireland	Poland	Zambia
Colombia	Israel	Portugal	
Croatia	Italy	Puerto Rico	

Roam Like Home

Inclusive calls, texts and data on all our mobile price plans can be used for roaming in some European countries at no extra cost. If your price plan includes over 10GB of data, certain restrictions apply. For more information, see uwdc.co.uk/roamlikehome.

(i) 'Anynet' means calls to any UK mobile network or UK landline number (starting 01, 02, 03) and includes voicemail retrieval. (ii) Where we have supplied you with a handset, you will need to pay a monthly handset charge (as shown in our mobile handset guide) for the duration of your minimum contract term, in addition to the charge for your chosen price plan as shown above; thereafter your monthly payment will automatically reduce to the cost of your underlying chosen price plan. (iii) For details of other International call prices, roaming costs, and all other charges, please refer to our website.

CashBack card



Save an extra 25% each month

Customers can save even more by using our exclusive CashBack card in store and online at a wide range of leading UK retailers.

You will earn up to 7% CashBack on your everyday business purchases.

This can quickly add up to a big saving on your bill.



Save money on:

- 😊 Supermarket shopping
- 😊 DIY products
- 😊 Electrical goods

and much, much more!

Your CashBack card works just like a 'Pay-as-you-Go' mobile – you top it up with money, then go shopping!

It's not a credit card, so there's no interest to pay and you can't get into debt.

There is no limit to the amount of CashBack you can receive.

Example

Spend: £500 per month

CashBack: £25 per month

Plus retailer loyalty points



Retail partners include:



Energy



Gas and Electricity

Peace of mind

Our low-cost tariffs are designed to provide business customers with consistently good value on their gas and electricity, across a wide range of usage profiles.

These include customers running their own business from home, through to small and medium-sized commercial premises such as shops, churches, workshops and office buildings.

No contracts

Unlike most other suppliers of commercial energy, we won't tie you into a long-term contract – so you are free to take advantage of cheaper gas and electricity prices if the wholesale price of energy becomes cheaper in future.

You'll also have the peace of mind which comes from knowing that if we don't remain competitive, you can switch to another supplier without penalty at any time!

Easy to switch

In order to benefit from our energy services, your premises must meet the following criteria:

Gas – we can supply premises with an annual consumption profile up to 292,780kWh (equivalent to around £10,000 of gas each year).

Electricity – your premises must have an electricity meter with a profile 01, 02, 03 or 04. The profile class of your electricity meter is included in the Supply Number on your current electricity bill, as indicated in the diagram below.

The number in red must be 01, 02, 03 or 04

00	000	000
XX	0000	0000

To get a quotation and to switch to us, simply go to our website: www.utilitywarehouseforbusiness.co.uk

We are unable to supply Business energy to customers where energy usage is wholly or mainly for domestic purposes.

The Small Print (applies to all customers)

The Utility Warehouse Discount Club for Business offers savings on a wide range of essential services to business customers. Membership costs £2 per month (included on your monthly bill) and provides a wide range of benefits. All telephony call charges shown are in pence per minute and billed on a 'per second' basis unless otherwise stated. We reserve the right to waive any charges at our sole discretion. All prices are current as at 18 March 2018, and exclude VAT (except for mobile). VAT is applied to the ex-VAT total of all charges for each service and is mathematically rounded to the nearest penny. This document, together with our Terms and Conditions, contains all the terms of the agreement between you and us. In the event of any discrepancy between the pricing on our website and any other published price information, the web pricing will take precedence.

More Small Print (applies to each service as shown)

Landline Phone

If we have provided a new line, then our Landline Phone service is subject to a minimum contract term of 12 months; if you wish to cancel your service you must give a minimum of 30 days notice; such notice cannot be given before the end of any applicable minimum contract term. All call charges (unless otherwise stated) are flat rate and apply anytime, any day. Calls to non-UK mobile numbers (other than numbers in North America) will be charged at the appropriate international rate plus a surcharge of up to 30p per minute. Calls to international ISDN data rates or add-on text numbers may be charged at higher rates than the standard international call charge. Prices for calls to non-geographic, premium rate and other international destinations not shown in this booklet are available on request. Only calls to UK numbers (beginning 01, 02, 03) and UK mobiles (beginning with 07) are included in the call bundles available on this service – the duration of each of these calls is rounded up to the nearest whole minute and deducted from your allowance and any unused inclusive minutes remaining at the end of the month are lost. Occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be deducted from your inclusive call allowance for the following billing period. All chargeable calls are billed per second, rounded up to the nearest whole penny, and a call set-up fee of 6p is then added. If your line rental service is transferred to us from BT, you will continue to receive any Select Services you had previously chosen, with the exception of 'Customer Controlled Call Barring' which is not available from us. Select Services will be invoiced by us on your monthly bill at a discount of at least 10% to the applicable standard BT retail price for each service. We may not be able to provide line rental service to customers who do not have a BT line. To benefit from 'Free calls to other members', the member being called must also be using a landline phone service being billed by us; the maximum duration of each free call is 75 minutes, after which standard call charges apply; the free calls must be to a standard UK number beginning 01, 02 or 03 connected to our Phone, Internet Phone, Home Phone, Home Internet Phone, or FreeCall service. Free member to member calls are in addition to any Call Bundle calls. In calculating your total call spend for Volume Discount purposes, calls to premium rate numbers (eg. 09XXX), Directory Enquiry services and the Speaking Clock are excluded; in addition, Volume Discounts are not applied to any calls of this type.

Broadband (including Mobile Broadband)

Internet services are subject to a minimum contract term where shown in this booklet. Only one free n-range wireless router will be provided to any fixed line broadband customer. If we agree to replace it under warranty, then you must return the faulty router back to us at your expense; if it develops a fault after the end of the warranty period then you will need to purchase a replacement at your own expense. If we have provided a free router (or premium router upgrade) and your fixed line broadband service is disconnected for any reason within the first 12 months, you must pay £20 towards the cost of the router we provided. An administration fee of £10 is payable when any fixed line broadband service is cancelled or disconnected at any time, in addition to any early termination fees which may be payable and/or any charge relating to a free wireless router (if applicable). Provision of our Broadband service is subject to availability on your local exchange and is not available to customers with cable lines. Actual speed achieved is dependent on line quality and distance from the local exchange. We will provide the fastest speed available for your line. On our Mobile Broadband service (i) early termination fees apply if we have provided a Pocket Wireless Router, calculated in the same way as for mobile handsets supplied by us; the monthly charge for a Pocket Wireless Router is £4. (ii) any data used in excess of your inclusive allowance will be charged at 1.5p per MB within the UK. (iii) any overseas data used will cost from £1.20 per MB dependent on the country in which it is being used, rounded up to the nearest whole MB. Full details are available on our website.

Mobile

If we have supplied you with a handset on any of our price plans it will be subject to a 24 month minimum contract term, and you will have to pay an early termination fee if, before the expiry of the minimum contract term; i) the service is disconnected for any reason; or ii) you ask us to port your number to an alternative provider; or iii) you lose the handset we have provided and wish to terminate the service rather than sourcing an alternative handset to use in its place. Please refer to our Terms and Conditions for details on how early termination fees are calculated. Any mobile handsets supplied may be locked to our network and are subject to credit checking and availability. There is no charge for switching between price plans, although you may only request one price plan change in any consecutive six-monthly period. If we agree to transfer you to a different price plan, then the new price plan will become effective on the 1st of the month following the date on which we process your request, or at your option if you are moving to a price plan with a higher fixed monthly charge, the 1st of the month preceding the date on which we process your request. If you are on Budget Control, all price plan changes will become effective on the 1st of the month following the date on which we process your request. Except where explicitly stated, our charges and inclusive allowances exclude calls made or texts sent (i) to non-UK numbers; (ii) to premium rate numbers in the UK (eg. 09xxx); (iii) while roaming outside the EU; and (iv) to Call Access numbers. Any calls or texts which use data (eg. WhatsApp) will be charged as if they were not. You will not be charged for calls diverted to a voicemail, or to set up or cancel the call divert facility, except while roaming. With the exception of calls to numbers beginning 08, 09 or 118, the duration of each call is rounded up to the nearest whole minute and deducted from any inclusive call allowance or charged at the 6p per minute rate for that type of call, as applicable, then the ex VAT price of each chargeable call is subject to a set-up fee of 5p and rounded up to the nearest whole penny. Any inclusive allowance remaining at the end of a month is lost and does not roll over to the subsequent month; occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be included in your inclusive calls allowance for the following billing period. International calls are subject to a call set-up charge of 10p. Calls to non-UK mobile numbers are subject to a surcharge of up to 36p per minute on our international landline call charges from mobiles. Inclusive free texts only applies to text messages sent while you are within the UK to other UK mobiles and is subject to you not sending text messages to more than 200 different numbers during any calendar month; if you exceed this limit we reserve the right to charge individually for each text you have sent at a price of 4p per text message. While roaming, calls to our customer service number are charged at standard roaming rates for the country you are in. For customers who have selected our Budget Control option, international calls will be charged on your monthly bill. All SIM cards are supplied with an international and roaming call bar for your protection which can be lifted on request, however we reserve the right not to lift the international and/or roaming bar at our sole discretion, and/or to require a 'Whistle' call to be made to lift the bar. Budget Control is not available on BlackBerry handsets. While roaming inside the EU, calls, text messages and data usage will be deducted from your inclusive allowance or charged at the applicable out of bundle cost for your price plan; details of our EU roaming surcharges (and any fair use policy which applies) are shown on our website. While roaming outside the EU, calls made (or received) and text messages sent are chargeable at international call and SMS rates; these vary depending on the country you are in, duration, type of call/text, and destination (where applicable). Picture messages are chargeable at higher rates. Any data used while roaming outside the EU will cost from 50p per MB dependent on the country in which it is being used, rounded up to the nearest whole MB. Calls to numbers beginning 08 (but excluding 0800 and 0808), 09 or 118 made using our mobile service (eg. 0845, 0870, 09XXX) will be charged by adding the service charge set by the organisation you are calling to our published mobile service access charge for these types of calls. The access charge is calculated on a per second basis subject to a minimum of one minute per call, rounded up to the nearest whole penny. You will be charged for each call on the network that provided the service, even if this was not your intended Communications Provider; to prevent this from happening, you should turn off automatic network selection on your handset and manually select the preferred network - this is particularly important in areas close to national borders (where calls may be charged as if you were roaming) and when travelling outside the UK. A call ends when: i) you end the call on your device; or ii) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or iii) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call. Text messages that are over 160 characters in length may be split by your mobile device into smaller messages and recombined by the recipient's mobile device. In this event, each individual message is deducted from any inclusive allowance or charged at the appropriate rate for the text message, including the roaming rate, if you are abroad. Some Smart Phone Applications (Apps) send text messages to the App Developer when first used or activated and/or subsequently, and you may not be aware that such text messages have been sent. Any such messages will be deducted from any inclusive allowance or charged at the appropriate rate for the text message. Replacement SIM cards (if required) will be charged at £5 each. All claims under our Mobile Phone Protection Scheme are subject to an excess; for full details please refer to our Terms and Conditions booklet. Our Mobile service is subject to 30 days' notice, in addition to the minimum contract term which applies where we have supplied a handset; if you give us notice and subsequently port your number to another provider, then you will need to pay us your fixed monthly charges for the remainder of the notice period.

Energy

We provide a range of tariffs designed to provide consistently good value across a range of usage profiles – for electricity this is for customers with an 01, 02, 03 or 04 meter profile and for gas this is for customers with a maximum annual usage of up to 292,780 kWh per annum. Details of our pricing and non-price related terms and conditions for our energy services are available on our website. Customers whose energy is used wholly or in part for charitable purposes will be subject to VAT at the lower domestic rate and will not be liable for Climate Change Levy. Customers classified as 'non-domestic' will be charged Climate Change Levy and VAT at the standard rate, in addition to any energy prices you are quoted.

NGN






All chargeable calls are billed per second and rounded up to the nearest whole penny. Call rebates on 0844 and 0871 numbers are paid on a per second basis and to the nearest tenth of a penny. CallCare license is subject to a monthly license fee of £4.

CashBack card

Each CashBack card is supplied subject to a one-off application fee of £10 which will be collected when we process your order from the debit card details provided to us; this amount will be credited to your card if you activate it within 14 days of receiving it. CashBack from our retail partners varies between 3% and 7% on qualifying spend only; there is no CashBack if you use your card at non-participating retailers. There is a monthly fee of £1 per card which applies from the date each card is issued, and there is a charge of 35p per top-up using a debit card. Detailed terms and conditions are available on our website, and a printed copy will be sent to you with your card. Our current Utility Warehouse prepaid MasterCard® is issued on behalf of Prepay Technologies Ltd.



Gold Status benefits

-  **£200 allowance to help you switch**
-  **10% Extra Discount on your Gas and Electricity**
-  **Free Standard Broadband for six months**
-  **Free Mobile Phone Protection Scheme**
-  **Free Landline Phone calls to Utility Warehouse mobiles**

To receive the above benefits as a Gold Status member, you simply need to switch at least four services to us (choose from Gas, Electricity, Phone, Broadband and Mobile) and pay by direct debit.

Full details of these benefits are available on our website; terms and conditions apply.

