An independent opinion

Which? is the UK's leading independent consumer organisation. This is what they say about the major Home Phone & Broadband suppliers:

	Speed	Reliability	Ease of setup	Customer service	Technical support	Value for money	Customer score
Utility Warehouse	★★★	★★★★	★★★★	★★★★★	★★★★	★★★★	**76%**
Plusnet	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	73%
Virgin Media	★★★★	★★★★	★★★	★★★	★★★	★★	58%
BT	★★	★★★	★★★	★★	★★	★	51%
TalkTalk	★★	★★	★★★	★	★	★★	50%
Sky	★★	★★★	★★★	★★★	★★★	★★	50%

Home Phone and Broadband (monthly charge) comparison

	BT	sky	Virgin media	UTILITY WAREHOUSE The Discount Club
Home Phone	£19.99	£18.99	£19	£18
Home Phone & Broadband	£45.49	£30	£42	£27.99

What's included

Cheapest calls	✗	✗	✗	✓
10% discount available	✗	✗	✗	✓
Recommended by Which?	✗	✗	✗	✓
No minimum contract on standard broadband	✗	✗	✓	✓

Prices and comparisons are based on the latest published competitor information for new customers as at the date shown below for closest equivalent service.

A mobile supplier you can trust

Here's how Utility Warehouse compares with other providers:

	UTILITY WAREHOUSE The Discount Club	vodafone	EE	O2
Switch price plan at any time – for free	✓	✗	✗	✗
No in-contract price rises	✓	✗	✗	✗
Lower bill at end of handset contract – automatically	✓	✗	✗	✗
Never overspend – with Budget Control	✓	✗	✗	✗
Free Mobile Handset Protection with Gold Talk/Double Gold	✓	✗	✗	✗

Mobile Comparison

SIM-only Cost per month (inc. Data)		UTILITY WAREHOUSE The Discount Club	vodafone	EE	O2
£10	- minutes - texts - data	**450** **Unlimited** **1GB**	N/A	N/A	N/A
£12.50	- minutes - texts - data	**900** **Unlimited** **2.5GB**	500 Unlimited 500MB	N/A	N/A
£15	- minutes - texts - data	**1800** **Unlimited** **5GB**	1000 Unlimited 1GB	Unlimited Unlimited 250MB	500 500 250MB
£20	- minutes - texts - data	**3000** **Unlimited** **10GB**	Unlimited Unlimited 5GB	Unlimited Unlimited 4GB	1000 Unlimited 2GB
£25	- minutes - texts - data	**Unlimited** **Unlimited** **20GB**	Unlimited Unlimited 10GB	Unlimited Unlimited 10GB	Unlimited Unlimited 6GB

Handsets available from just £1 per month.

Prices and comparisons are based on the latest published competitor information for new customers as at the date shown below for closest equivalent service.

An independent opinion

Here's what Which? say about Utility Warehouse mobile.

Customer Satisfaction Scores	
Utility Warehouse	81%
O2	62%
EE	56%
Vodafone	51%

Customer Service

"Great ratings across the board"

"Nine in ten said they would recommend it"

Which?

UK's Top Rated Energy Supplier

HOME FINANCES AWARDS 2018
moneywise
Utility Warehouse
WINNER
Best Value for Money

Here is what Which? had to say about the Utility Warehouse compared with the 'Big 6':

	Bill accuracy	Customer service (phone)	Customer service (online)	Value for money	Customer Score
Utility Warehouse	★★★★	★★★★	★★★★★	★★★★★	73%
SSE	★★★	★★★★	★★★★	★★★	58%
EDF Energy	★★★	★★★	★★★	★★★	57%
E.ON	★★★	★★★	★★★	★★★	57%
British Gas	★★	★★	★★★	★★	56%
Scottish Power	★★★	★★	★★★	★★★	54%
NPower	★★	★★	★★	★★	54%

- ✓ **We guarantee to always let you know about our cheapest available tariff, and allow you to change if you want.**
- ✓ **If you are not totally happy with the service and value we provide, you can switch to another supplier at any time.**
- ✓ **When you switch your gas and electricity to us, we guarantee you will save money compared to the average of the cheapest variable tariffs available from the 'Big 6' suppliers.**

Replacing the nation’s light bulbs for free

Members taking a Gold Energy or Double Gold bundle can benefit from having all their existing light bulbs replaced free of charge with the very latest state-of-the-art energy efficient LED light bulbs.

FREE LED light bulbs

We’ll replace all the light bulbs in your home with the latest energy efficient LED bulbs, typically worth £300 - £500 including fitting. The bulbs are bright, light up instantly, and are fully dimmable.

FREE expert installation

Our professional team of bulb fitters will install your new LED light bulbs, completely free of charge.

FREE lifetime guarantee

For as long as you keep your services with us, you’ll never need to buy a light bulb again.
If a bulb ever needs replacing, we’ll send you a new one in the post – free of charge.

Lower electricity bills

LED bulbs use up to 15 times less electricity than traditional ones.
This means a typical household will use around 15% less electricity – FOREVER!

Terms and conditions apply. See Utility Warehouse website for details.

Earn CashBack

With the UK's most generous CashBack card in-store and online:

1% CashBack everywhere, up to £120 CashBack per year

Plus, earn 3-7% **unlimited CashBack** at over 50 top partners, including:

3% CashBack

Sainsbury's

Includes supermarket spend and fuel. Fuel discount requires minimum £50 supermarket spend in previous 14 days.

5% CashBack

M&S EST. 1884 · Boots · Debenhams · B&Q · ASK ITALIAN · Argos · TOPSHOP · OUTFIT · halfords · TOPMAN · wilko · Waterstones · EVANS CYCLES · Est. CAFÉ ROUGE 1989 · MOSS BROS. · Miss Selfridge · GAP · Mappin & Webb LONDON · Zizzi · Clarks · Wallis · CAFFÈ NERO · carpetright. · Wyevale garden centres · THE BODY SHOP · EVANS · Bella Italia Pizza Pasta Grill · BURTON · yo! sushi · national express · americangolf · Laithwaite's WINE

6% CashBack

mothercare · NEW LOOK · RIVER ISLAND · PIZZA EXPRESS

7% CashBack

ERNEST JONES LOVE & LIFE · TGI FRIDAYS · Virgin EXPERIENCE DAYS · LESLIE DAVIS JEWELLERS OF DISTINCTION · PIZZA PAPA JOHNS Better Ingredients. Better Pizza. · H.SAMUEL THE JEWELLER · Thorntons · GOLDSMITHS SINCE 1778

Online Shopping CashBack

Earn up to 10% CashBack!

ebay
virgin atlantic
Thomas Cook
RAC
ao.com
asos discover fashion online
PUMA
AA
bensons for beds
Expedia.co.uk
Emirates
Hotels.com
Wickes Let's do it right
Booking.com
Currys
ebuyer.com
Dunelm
TUI Discover your smile
Radisson BLU
ticketmaster
hp
Disneyland Paris
LEGO
AVIVA
dyson
EST 1898 T·M·LEWIN LONDON
Majestic wine warehouse
WHSmith
MATALAN

Over 2,000 retailers to choose from!

Double Gold benefits

Members taking a Double Gold bundle can also benefit from:

10% off Home Phone and Broadband

- ✓ 10% discount off the combined total cost of your line rental and broadband
- ✓ Save between £33.59 and £47.99 depending on your line rental and choice of broadband
- ✓ Available to homeowners (and tenants who have been with us for at least two years)

£200 to help you switch

- ✓ If you are charged an early termination fee by your current Home Phone, Broadband, Mobile or Energy supplier
- ✓ Available to homeowners and tenants (tenants must be over 30 years old and have a UW smart meter installed before claiming)

Free Gourmet Society card

A free Gourmet Society card (on request) when you take a CashBack card, once you have activated your CashBack card.

You could save hundreds of pounds a year on the cost of eating out, plus discounts on cinema trips and days out.

- ✓ Annual membership worth up to £69.95
- ✓ Up to 50% off meals at over 7,000 restaurants
- ✓ Up to 40% off cinema tickets
- ✓ Huge discounts on family days out

The benefits above are also available to members taking our Gold Talk bundle.

Terms and conditions apply. See Utility Warehouse website for details.

Refer a Friend and earn shopping vouchers

5 friends signed up =

£100 +

£50 every Christmas

✓ Each Gold Customer

For each new Gold customer you introduce (who your Distributor can help sign up), you'll receive a £20 shopping voucher.

✓ Extra Vouchers at Christmas

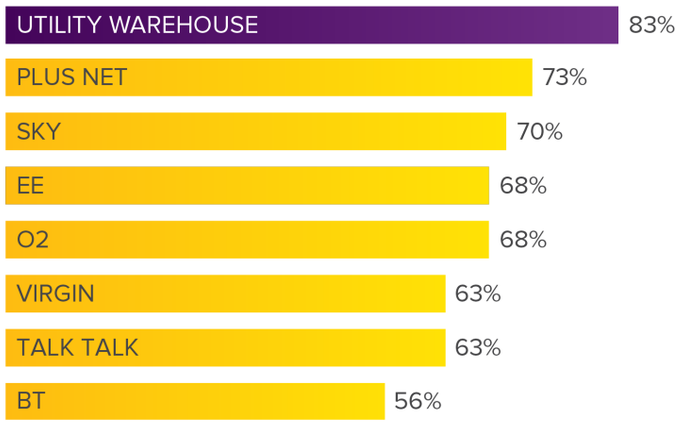
Utility Warehouse will also send you a £10 shopping voucher EVERY Christmas, for everyone you introduce that is still a member.

Choose vouchers from: amazon · M&S EST. 1884 · John Lewis · Sainsbury's

The Nation's most trusted utility supplier

The Utility Warehouse recently commissioned an independent study, asking tens of thousands of people if they trusted their utility supplier. Here's what they said...

Home Phone & Broadband



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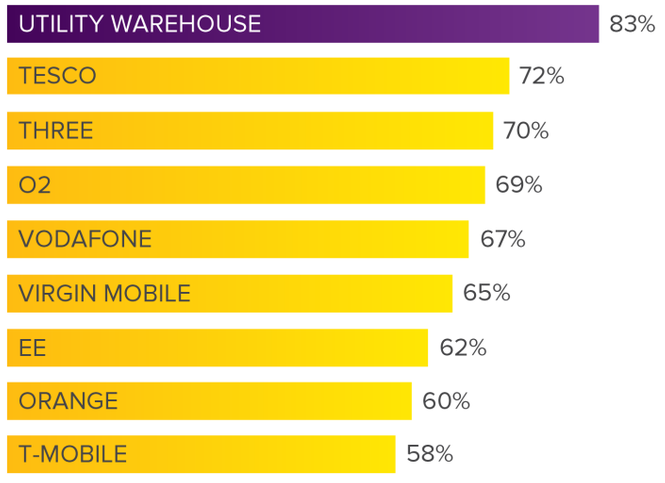
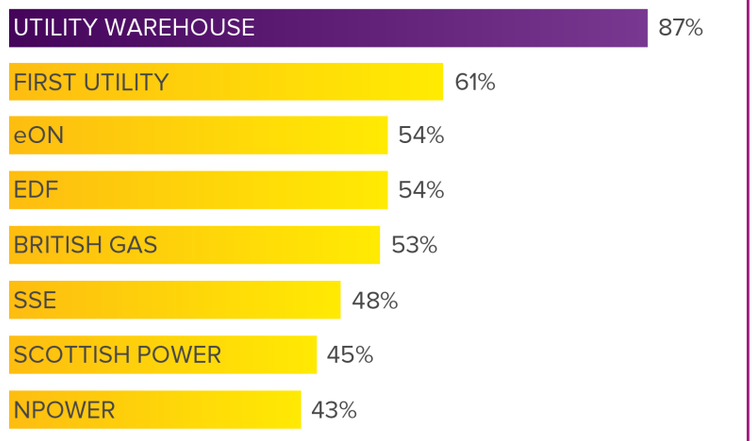


Energy



What our members say...

“ Utility Warehouse customer service is the best we have received from a utility company - ever.”

Mr Thomson and Miss Cathcart, Renfrewshire

“ I love having just one monthly bill, with all my five services.”

Mrs Croft, Norfolk

“ We have been using our magical CashBack card for all our day to day shopping, and have saved money every month.”

Mr and Mrs Kazim, Basingstoke

“ Utility Warehouse took the stress out of moving providers and saves us money at the same time.”

Mr and Mrs Cowan, Hampshire