

G.Network Residential Price Guide

Residential Full Fibre Broadband

Introduction

G.Network is London's full fibre broadband provider. Our brand-new, full-fibre network uses superior technology, advanced monitoring tools, and is entirely independent of other broadband providers, meaning we're confident you'll be satisfied with our service.

For clarity, we've put together a price guide of all the services available to residential customers today.

Installation Fees – Residential Lines

All customers have a **14-day cooling-off period** to cancel their broadband orders. Customers who cancel their order after this period or have already been connected will incur the full installation charge.

		Installation Fee
New Installation	All Customers	£29.00
Working Line Takeover	Home Movers	£0

Excess Construction Charges

While we typically do not charge for building our planned network, all orders are subject to survey and there may be the occasional case where additional works are required. The price is dependent on the amount of plant or works (such as ducts, poles, or construction work) that are needed. We will let you know of the charge and get your agreement to continue before we start any work.

Important Information for Residential Full-Fibre customers

These are our maximum listed prices for our Residential Full-Fibre broadband products during the minimum contract term.

The price you pay for your product might be less than the maximum monthly cost if you were eligible for a discount at point of purchase and this can be found on MyAccount or in your welcome communication.

All contracts are up to 24 months.

All contracts have unlimited data unless otherwise stated.

All prices are inclusive of VAT.

Standard Broadband Packages

Broadband Package	Standard In-contract price
Residential Full Fibre Ultrafast	£36.00
Residential Full Fibre Gigafast	£41.00
Residential Full Fibre Gigafast Extra	£51.00

Residential WiFi Router

G.Network will supply a router device to all customers taking Residential Full-Fibre broadband where the package includes it, or where a new router device is needed for the service to work. This may be a new or reconditioned router device. All replacements supplied will be reconditioned. A reconditioned router device is one which has been reconditioned to an "as new" standard and is supplied with the same 12-month warranty that would apply to a brand-new router device. When you end your service with G.Network, you may leave your devices in the premises for the next user or request a returns envelope to send back your router device within 30 days of the service termination date.

Full-On WiFi

G.Network will supply Full-On WiFi Beacons to all new G.Network customers when they order the Full-On WiFi service. If required, a further two (2) Beacons can be supplied to extend the mesh network, enable stronger WiFi signal in every room, and eliminate black spots. At all times, G.Network owns all Full-On Wi-Fi Beacons. When you end your service with G.Network, you may leave your devices in the premises for the next user or request a returns envelope to send back your devices within 30 days of the service termination date.

New & Existing customers	Monthly price	£10.00
Additional Beacon	One-off Postage & Packaging charge	£19.99

Fixed IP

If you need to know that your IP address will stay the same from day to day and from game to game. This will ensure your router's I.P. address stays the same no matter what. For monthly charge, G.Network will fix the IP address to your router.

	Monthly price
Fixed IP	£4.80

Voice Over IP (VoIP)

G.Network offers Full-Fibre Voice (FFV) services to its residential base. They have 3 license options to choose from. Basic, Standard and Premium. Standard and Premium come with the UC-One app that allows end users to make use of HD video calling, conferencing, instant messaging, chat and integration of BAU office apps to their voice service. FFV runs over the internet, so it is important that the end user is a G.Network broadband customer. All customers must purchase approved handsets from G.Network for the voice service to run. G.Network offers a range of the latest DECT phones and desk phones.

VoIP Packages	Monthly price
Basic Station	£9.50
Standard Station	£14.50
Premium Station	£19.50

Early Termination Charges (ETCs)

If you want to leave your contract before your minimum term has expired, you may be required to pay an Early Termination Charge. This covers what you owe us for the remaining time of your minimum term. What you are charged will depend on the monthly price you pay and the amount months remaining in your contract.

For example, if you pay £22 a month and have 5 months remaining of your initial term, you will be charged £110 (£22 x 5 months).