



Voom Fibre Price Guide



Do more with Voom Fibre business broadband

We're all about helping small businesses thrive. So whether you're on the kitchen top, growing a small business, building an enterprise or running a shop, our lightning-fast fibre is here to help you fly.

There are four different Voom fibre broadband tiers (or packages) to pick from: **Voom 400**, **Voom 600**, **Voom 800** or **Voom Gig1**. To keep things simple, start by choosing the right upload speed for you. Then check you're happy with the package's tech support response times as well as the dynamic and static IP address options.

Our products

	Essentials	Voom 400	Voom 600	Voom 800	Voom Gig1
Download (Mbps)	100	400	600	800	1000
Upload (Mbps)	10	40	60	80	100
Install charge	£50				
IP address	N/A	Dynamic IP included Up to 5 static IPs +£10 13 static IPs +£15	Dynamic IP or static included Up to 5 static IPs +£10 13 static IPs +£15	Dynamic IP or up to 5 static IPs included 13 static IPs +£15	Dynamic IP or up to 5 static IPs included 13 static IPs +£15
Contract term	Minimum term is 24 months. 12 month contracts available for additional £5 per month.				
Fault response time (working hours)	48	24	16	16	12
Broadband only (per month)	£25	£33	£42	£51	£60
Bundle (per month)	£32	£40	£49	£58	£67

Broadband bundle also includes a digital phone line, plus calls to UK landlines & selected international destinations which are free for the first 60 minutes alongside free calls for the first 30 minutes to UK mobiles.

In addition, Voom 400, 600, 800 & Gig1 include Constant Connect which switches your broadband to 4G in the unlikely event of an outage whilst automatically highlighting the issue to our engineers so we can fix the issue whilst you stay connected.

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Voom fibre fixed price guarantee

The monthly prices of the Voom products in our Products table above are fixed during the contract term. This means you will pay the price of the Voom tier you have opted for e.g. Voom 400 broadband only £33 per month, or Voom 800 bundle for only £58 per month. Once your contract term has expired, the prices for the Voom products in the Products table may no longer be applicable to you and the price you pay may change. You cannot switch from a monthly broadband product to a monthly broadband bundle or vice versa. If you choose to do this, you will have to sign a new contract. This fixed price guarantee excludes promotional offer periods, add-on prices or usage fees.

Flex your Voom broadband tier

We understand that your broadband needs can change, which is why we give you the flexibility to move tier. You can move up to any tier and move down to one tier below the tier you chose when you first entered the contract (**'flex'**). The prices in this price guide are based on our packages as at 5th May 2023 but they may change during your contract term. If you flex within your contract term, the chosen tier you flex to will be based on our published pricing at the time you make the change.

The ability to flex only applies to customers who take out contracts from 5th May 2023. If you have a contract from before that date and wish to take advantage of the flex feature, you will have to sign a new contract.

You can flex only once every thirty (30) days. The move can take a maximum of three (3) working days (longer if a new router is required). You will be charged the stated price for the new tier and this will be pro-rated and reflected on the next bill as a credit or charge.

If you have a broadband fault, you will not be able to flex from your chosen tier until the fault has been resolved. The fault resolution will be within your current tier fault response time (see table on previous page).

Where you require a new router, please follow the QuickStart process at [QuickStart for Business Broadband | Virgin Media Business](#)

Table A: Examples of flex for standard Voom fibre broadband tiers

Contracted Voom Tier	'Flex' up to...	'Flex' down to...	ETC Calculated on (Lowest)
Voom Gig1 (£60)	N/A	Voom 800 (£51)	Voom 800
Voom 800 (£51)	Voom Gig1 (£60)	Voom 600 (£42)	Voom 600
Voom 600 (£42)	Voom Gig1 (£60) Voom 800 (£51)	Voom 400 (£33)	Voom 400
Voom 400 (£33)	Voom Gig1 (£60) Voom 800 (£51) Voom 600 (£42)	N/A	Voom 400

IP addresses

Customers can upgrade their IP address feature for an additional charge per month. Please note, any movement between the different levels of static IP addresses will result in changes in the IP address number range issued for your use.

If you already have static IP addresses from another provider, these can't be transferred so we will have to allocate new static IP addresses for your use.

Voom Fibre

Option details and Bolt-ons

Contract term Bolt-on

The standard contract term for all packages is 24 months. For an additional charge of £5 per month you can reduce this to a 12 month contract term on all packages.

Install cost

The installation fee is payable post point of purchase for each package.

Early termination charge

If you terminate your package before the end of the minimum term, in addition to the standard cancellation charges you will pay to us an amount equal to the sum of:

- A** If you are cancelling an associated phone and call package, the remaining minimum amount payable under the terms of your phone contract
- B** (Without double counting) an amount equal to the Rental for each of the Bolt-ons you have selected for the rest of the Minimum Term, less any payments you have already made for that period.

Where you flex your Voom broadband tier, the early termination charge you pay will be calculated using the price of the tier below the one you chose when you first entered your contract. Please see the way this works in the 'ETC Calculated On (Lowest)' column in Table A above.

For full terms and conditions, please visit [virginmediabusiness.co.uk/legal/terms-and-conditions](https://www.virginmediabusiness.co.uk/legal/terms-and-conditions)