

Price changes 2026

We are committed to providing dependable, high-quality services while managing costs responsibly for our clients. Due to significant increases from our suppliers, some of our service charges will change from April 2026.

Wherever possible, we have absorbed or reduced these increases. As an example, our hosting costs have risen by nearly 9%, yet we are limiting the adjustment to client pricing to 3%.

The following sections outline the updates by service and provide full transparency on how these changes apply.

Legacy Analogue (PSTN, FTTC)

The network which these services rely on is being decommissioned by Openreach. Whilst the eventual date of the 'PSTN switch-off' keeps being pushed back, Openreach continues with significant price increases on analogue services to push people to switch to VoIP telecoms, or the new digital internet services (SOGEA & FTTP).

Prices for old-style phone lines, and internet which piggy-back off them, will increase by 25% from April 1st 2026.

If you are affected, we recommend switching now to a future-proof, cheaper digital alternative - contact us for assistance.

Internet (SOGEA, FTTP)

As a result of increased supplier costs, SOGEA and FTTP internet charges will increase by 4% from April 1st.

Mobile (Globe2 billed)

Mobile (Globe2 billed) SIMs are those where the charges are included on our monthly invoice to you. These include O2 and Vodafone SIMs for use in mobiles, or used as a data SIM for internet.

As a result of increased supplier costs, mobile charges will increase by 7.5% from April 1st.

Mobile (Network billed)

Mobile (Network billed) are where we have arranged the contract with the network, but you are billed directly by the network. Charge increases are as follows, and are driven by network the network.

O2

Agreements that started before 25th March 2021:

Rental charge(s) will increase by 3.6%.

Agreements that started between 25th March 2021 and 8th January 2025:

Rental charge(s) will increase annually by 3.8% plus 3.9%.

Agreements that started on or after 9th January 2025:

Rental charge(s) will increase annually by £1.50 (excluding VAT) on every April bill. This is referred to as the Annual Price Increase (API).

Exclusions:

For any new or renewed contracts from 26th March 2026 up to and including 31st March 2026, customers will not see an increase until 1st April 2027.

Vodafone

For connections or Out of Bundle (OOB) charges, or One-Net products purchased prior to 9th December 2020:

- Any connections purchased on (1) a business plan prior to 9th December 2020, or (2) a Consumer Red plan purchased prior to 17th December 2017, will increase by 4.2% effective from 1st April 2026.
- Any connections on either (1) an Unlimited plan purchased prior to 9th December 2020, or (2) a Consumer Red plan purchased from and including 17th December 2017 up to and including 8th December 2020, will increase by 4.2%.
- Any Out of Bundle charges on plans purchased prior to 9th December 2020 will also increase by 4.2% starting from 1st April 2026.
- For One-Net products purchased prior to 9th December 2020, the monthly cost will increase by the Retail Price Index rate of 4.2% starting from 1st April 2026.

For connections or Out of Bundle (OOB) charges purchased on or after 9th December 2020:

- For any connections on a plan purchased on or after 9th December 2020, the monthly cost of the plan(s) will increase by 3.4% plus an additional 3.9%, effective from 1st April 2026.

- Any Out of Bundle charges on plans purchased on or after 9th December 2020 will also increase by 3.4% plus an additional 3.9%, starting from 1st April 2026.
- For One-Net products purchased on or after 9th December 2020, the monthly cost will increase by 3.4% plus an additional 3.9%, effective from 1st April 2026.

Hosting

Our hosting costs have increased by close to 9%, but we have worked to keep our hosting charge increases to a minimum - as a result hosting charges will increase by 3% from April 2026.

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