

Standard Charges Consumer inclusive of VAT

These are our standard charges for customers using our range of consumer services and products.

Providing Service

Product	Price	Notes
Activation	£30	Re-activation when no visit is required
Connection	£POA	Non-standard installation - subject to survey
Visit charge	£75	
Missed appointment	£75	
Aborted maintenance visit	£75	
Labour	£75 / hour / engineer	

Equipment

Product	Price	Notes
Replacement Customer Router	£60 + Hardware Delivery fee	Or plus visit charge if engineer required
Re-termination of ONT or similar	£75 + Visit charge	
Re-location of ONT (or similar) or Customer Router	£100 + Visit charge	
Any equipment, other than the Customer router or ONT	RRP	Subject to current market rates
Hardware delivery fee	£8	
Failure to return equipment	RRP of equipment provided	
Visit to recover building-mounted hardware	£150	

Billing

Product	Price	Notes
Late payment	£5	Applied when payment is received by Quickline after the payment due date.
Early Release Fee	£150 or the remaining term fees	The lower of the two amounts

Standard Charges Business exclusive of VAT

These are our standard charges for customers using our range of business services and products.

Providing Service

Product	Price	Notes
Activation	£40	Re-activation when no visit is required
Connection	£POA	Non-standard installation - subject to survey
Visit charge	£85	
Missed appointment	£85	
Aborted maintenance visit	£85	
Labour	£85 / hour / engineer	

Equipment

Product	Price	Notes
Replacement Customer Router	£70 + Hardware Delivery fee	Or plus visit charge if engineer required
Re-termination of ONT or similar	£85 + Visit charge	
Re-location of ONT (or similar) or Customer Router	£110 + Visit charge	
Any equipment, other than the Customer router or ONT	RRP	Subject to current market rates
Hardware delivery fee	£8	
Failure to return equipment	RRP of equipment provided	
Visit to recover building-mounted hardware	£190	

Billing

Product	Price	Notes
Late payment	£8.33	Applied when payment is received by Quickline after the payment due date.
Early Release Fee	£190 or the remaining term fees	The lower of the two amounts