

QUICKLINE

Standard Charges

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 Inc VAT	Notes
Quickline - Re-activation of existing Internet service	£30.00	Re-activation when no visit is required
Quickline - Non-standard installation charge	£subject to survey	Non-standard installation - subject to survey
Quickline - Engineer Visit charge	£75.00	
Quickline - Missed engineer appointment	£75.00	
Quickline - Aborted maintenance visit	£75.00	
Quickline - Engineer labour charge	£75.00	



Equipment

Product	Price Inc VAT	Notes
Quickline - Replacement router	£60.00	Plus hardware delivery fee, or plus visit charge if engineer required
Quickline - Re-termination of network termination point	£75.00	Plus visit charge
Quickline - Re-location of network termination point or hardware	£100.00	Plus visit charge
Quickline - Miscellaneous Hardware	RRP of equipment provided	Subject to current market rates
Quickline - Hardware postal delivery fee	£8.00	
Quickline - Failure to return equipment	RRP of equipment provided	
Quickline - Building to building Wireless Repeater	£360.00	Can be split across contract term
Quickline - Building to building wireless repeater	£15.00	
Quickline - Visit to recover building-mounted hardware	£150.00	



Billing

Product	Price Inc VAT	Notes
Quickline - Late payment	£5	Applied when payment is received by Quickline after the payment due date.
Quickline - Early Release Fee	Remainder of contract value	Or the remaining term fees, the lower of the two amounts



Standard Charges for Business Connections

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

Providing Service

Product	Price ex VAT	Notes
Business - Re-activation of existing Internet service	£40.00	Re-activation when no visit is required
Business - Non-standard installation charge	£subject to survey	Non-standard installation - subject to survey
Business - Engineer visit charge	£85.00	
Business - Missed engineer appointment	£85.00	
Business - Aborted maintenance visit	£85.00	
Business - Engineer labour charge	£85.00	Per hour, per engineer



Equipment

Product	Price ex VAT	Notes
Business - Replacement router	£70.00	Plus hardware delivery free, or plus visit charge if engineer required
Business - Re-termination of network termination point	£85.00	Plus visit charge
Business - Re-location of network termination point or hardware	£110.00	Plus visit charge
Business - Miscellaneous Hardware	RRP of equipment provided	
Business - Hardware postal delivery fee	£8.00	
Business - Failure to return equipment	RRP of equipment provided	
Business - Building to building wireless repeater	£400.00	Can be split across contract term
Business - Building to building wireless repeater	£16.67	
Business - Visit to recover building-mounted hardware	£190.00	



Billing

Product	Price ex VAT	Notes
Business - Late payment	£8.33	Applied when payment is received by Quickline after the payment due date.
Business - Contract release fee	Remainder of contract value	Fee or the remainder of the contract value, the lower of the two amounts

