

Residential Standard Charges

Residential

Providing Service		
Product	Price Inc VAT	Notes
Re-activation of existing internet service	£30.00	Re-activation when no visit is required
Non-standard installation charge	Subject to survey	Non-standard installation - subject to survey
Standard installation charge	£99.00	
Engineer visit charge	£75.00	
Missed engineer appointment	£75.00	
Aborted maintenance visit	£75.00	
Engineer labour charge	£75.00	

Equipment		
Product	Price Inc VAT	Notes
Replacement router	£97.00	Plus hardware delivery fee, or plus visit charge if engineer required
Re-termination of network termination point	£75.00	Plus visit charge
Re-location of network termination point or hardware	£100.00	Plus visit charge
Miscellaneous Hardware	RRP of equipment provided	Subject to current market rates
Hardware postal delivery fee	£8.00	
Failure to return equipment	RRP of equipment provided	
Building to building Wireless Repeater	£360.00	Can be split across contract term
Building to building wireless repeater	£15.00	
Visit to recover building-mounted hardware	£150.00	

Billing		
Product	Price Inc VAT	Notes
Late payment	£5.00	Applied when payment is received by Quickline after the payment due date.