

Residential Standard Charges

Providing Service	
Product	Price Inc VAT
Re-activation of existing internet service	£30.00
Non-standard installation charge	Subject to survey
Standard installation charge	£100
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	£100	Also charged for delivery or visit
Re-termination of network termination point	£75.00	Also charged visit charge
Re-location of network termination point or hardware	£100.00	Also charged visit charge
Miscellaneous hardware	RRP of Equipment	Subject to current market rates
Hardware postal delivery fee	£8.00	
Failure to return equipment	RRP of Equipment	Subject to current market rates
Visit to recover building-mounted hardware	£150.00	

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

Early Termination Charges	
Product	Price Inc VAT
Terminating service during contract	£150 or Remainder of Contract (Whichever is lower)