

Schedule of charges referred to in the T&Cs
All charges exclude prevailing rate of VAT currently at 20%

Payment Charges

Non Direct Debit charge; £3.95/£5.00 plus VAT per month depending on your package

Credit card standing orders: £2.00 Paper Billing Surcharge: £1.50 Non-payment charge: £40

Charge for restricted Outbound calls due to non-payment; £40 Charge for reinstating services suspended to non-payment: £40 Charge to reinstate lines ceased due to non-payment: £85

If your account remains unpaid 7 days after the date of the invoice, a minimum late payment fee of £40 will be applied to your account and passed to our debt recovery company to pursue on our behalf

Installation & Cancellation Charges New line installation charge: £99

Cancellation/Disconnection fee when terminated within minimum contract length:

- £499 per fixed or mobile telephone line
- £99 per broadband connection

Change of Premises charge: from £99.00

Cancellation of new broadband order after 48 hours prior to activation date: £69.99

Other Charges

Business Assurance/Support: £1.95 per month per line

Non-NGN surcharge: £3.00 (Charged monthly to broadband customers where their telephone

line is incompatible with, or is not in area supported by, our next generation network)

Land line engineering charges: £149 for first hour, £60 per hour thereafter

Broadband fault engineering charges: £165 per visit