Charges from 1st April 2024

Cancellation & Termination

Charge Type	Description	Fee
Order cancellation fee	Cancellation of contract after installation and within the cooling off period	£500
Early termination charge	Charge for ending your contract within the fixed period. See clause 8.4 of our standard terms and conditions	POA
Equipment uninstallation	Removal of installed equipment	POA

Installation & Activation

Charge Type	Description	Fee
Standard installation	Up to a two person team taking up to two hours to complete installation	£250
Non-standard installation	Subject to survey – exact quote will be supplied prior to commencement of works	POA
Self-install charge	Provisioning and delivery of equipment to live premise	£50
Failed installation	Failure to attend or allow access for agreed installation appointment	£180
Voucher Issuance	Where a voucher has been issued, failure to action the release of the BDUK Voucher after a successful installation	£500

Late Payments

Charge Type	Description	Fee
Missed or late payment fee		£25
Reactivation / Administration	Charge for reactivating service suspended due to late payment	£25

Equipment

Charge Type	Description	Fee
Router	Charge for replacement of lost / damaged router, or failure to return in working order	£100
Router & installation	Charge for replacement of lost / damaged	£25
ONT	Charge for replacement of lost / damaged Optical Network Terminal, or removal without consent	£250
Netgem TV Box	Replacement of lost or damaged TV box	£200
Whole Home WiFi Guarantee	Charge for replacement of lost / damaged Whole Home WiFi device or failure to return in working order (for the first unit)	£150
Whole Home WiFi Guarantee	Charge for replacement of lost / damaged Whole Home WiFi device, or failure to return in working order (for each additional unit)	£100

VoIP

Charge Type	Description	Fee
Single call exceeding 60 minutes	Charged from 60th minute onwards	20p per minute
Exceeding more than 1,000 call minutes within a monthly period		20p per minute

Miscellaneous	Any charges not listed above will be calculated on a bespoke basis