

GOFIBRE/BORDERLINK PRICE GUIDE AND CHARGES SCHEDULE

Service	Description	Charge (excluding VAT)
LOS or Installation Survey.	Carried out in connection with a re-location by the Customer.	£150
Installation	One off charge payable to install Service	Charged at the amount agreed in advance with the Customer and specified in the Order Confirmation.
Relocation Installation.	Carried out in connection with a re-location by the Customer.	£100
Re-connection of service.	Following the suspension of the supply/performance of the Services as a result of the Customer's breach.	£25
Reappointment due to failed attendance by Customer.	Where the Customer fails to attend a pre-arranged site visit and has failed to notify the Company by 2.00pm the previous day. Assumes 1 hour on site for 2 engineers.	£25
Cancelled appointment.	Where the Customer cancels an appointment less than 72 hours before an agreed date and time for the Company to attend the Customer's premises.	£25
Abandoned Call Out due to Customer not arranging access or access is prevented.	Where the Customer has failed to arrange access for the Company and the Company is unable to gain access to the Customer's premises or the building in which the Customer's premises form part.	£100
Engineer call out and no-fault found with the Company supplied and managed Customer Supplied Equipment.	Where the Customer reports a Fault under the Service Levels and the Equipment is found not to be faulty.	£75
The preparation of a risk assessment and method statement.	Where the Agreement is terminated or the service cancelled because the Customer has prevented the Company delivering the service, or the Customer is unable to meet the conditions set out in the Order Confirmation or this Agreement.	£50

Service	Description	Charge (excluding VAT)
Replacement of equipment.	Where necessary as a result of damage caused by the Customer.	£150
Additional sundries.	Where a non-planned cable run exceeds "5" metres.	£150
Missed payment fee.	The Customer fails to pay an amount due under the Agreement.	£50
Administration fee.	Paying by method other than by direct debit.	£25
Paper billing.	Where the Customer insists on receiving a paper bill.	£25
Non-return of Equipment.	At the end of the contractual term.	£50
Collection of Equipment	If the Customer has decided to leave and needs to return equipment	£125
SMAC	Any ad-hoc small work once service provided,	Charged at the amount agreed in advance with the Customer and specified in the Order Confirmation.
Order Cancellation Fee	Cancellation of any Service element or this Agreement prior to the Service Start Date.	Charged as the amount specified in the Order Confirmation
Termination Fee	Cancelation any Service element or this Agreement at any time after the Service Start Date.	Charged as the amount specified on the Order Confirmation.