



# **Additional Charges Information**

April 2015

These charges may be applied to your account in certain circumstances which are described below.

## **1. Account Administration Charges**

### **1.1 Non Direct Debit charge - £1.99 per monthly bill**

The payment method for our broadband service is by Direct Debit. However, if this payment method is not maintained we will apply this extra charge to cover additional costs of payment processing.

### **1.2 Credit card payment charge**

Payments by credit cards will attract a surcharge which is reflective of the costs passed on by credit card companies for processing the payment. The surcharge amount will be advised at time of making payment.

## **2. Engineering Visit Charges**

### **2.1 Engineer charge - £170.00**

This will be applied to your account when you request a visit by an engineer for the purpose of resolving a broadband fault and the fault is found to be with your own equipment such as computer, wiring and other devices that may interfere.

### **2.2 Abortive Visit Charge - £108**

This will be applied to your account when no access is gained to the property at an agreed appointment time. All engineering charges are determined by BT Openreach and we will be passed on as per their charging policy. These charges may vary from time to time.

When a customer calls our faults line to book an engineering appointment, they will be informed of the latest applicable charge. In this Products & Charges document we will show the latest correct charge; any changes will be communicated on our website at the following location: [www.fleurtelecom.co.uk/pricing](http://www.fleurtelecom.co.uk/pricing).

## **3. Debt Management Charges**

### **3.1 Debt collection administration charge**

Our Terms & Conditions allow us to recover our reasonable costs of seeking to recover overdue payments.

### **3.2 Disconnection charge for non-payment**

As a last resort, we may disconnect your broadband service if you do not pay your account in full. This disconnection charge will then be applied. The amount charged will be £5.00.

### **3.3 Reconnection charge after disconnection for non-payment - £30**

If you wish your service to be reconnected then this charge will apply.

