



# **Additional Charges Information**

March 2019

These charges may be applied to your account in certain circumstances which are described below. Please note that all prices in this document are inclusive of VAT.

## 1. Account Administration Charges

### 1.1 Non Direct Debit charge - £4.50 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 Administration fee for customers paying by credit and debit cards - £1.99 per transaction

Payments by credit and debit cards will attract an administration fee of £1.99 per transaction.

## 2. Installation Charges

Line installation costs are subject to survey. The total cost of an installation will take into consideration any additional work that may be required on site.

Charges are determined by BT Openreach and we will be passed on as per their charging policy.

## 3. Engineering Visit Charges

### 3.1 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 fault and the fault is found to be with your own equipment such as computer, wiring and other devices that may interfere.

### 3.2 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).



## 4. Debt Management Charges

### 4.1 Debt collection administration charge

Our Terms & Conditions allow us to recover our reasonable costs of seeking to recover overdue payments. If a customer fails to make payment, we will place a 'temporary out of service' against a line in order to prompt payment. This is chargeable and the costs from our supplier will be passed to the customer. A charge of £1.66 will apply.

### 4.2 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.

### 4.3 Reconnection charge after disconnection for non-payment - £30

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

