



# **Additional Charges Information**

January 2021

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 Paper Invoice charge – £1.90 per monthly bill

The bill options are E-billing which is free of charge and you can access your bills either online, or via an attachment sent on a monthly bill email. If you would like a paper bill to be sent however, an additional fee is payable for printing and postage.

## 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 £10.00 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 £40.00.

### 4.3 Reconnection charge after disconnection for non-payment - £49 (£89 for Fibre)

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

### 4.4 Failed Direct Debit charge

Our Terms & Conditions allow us to recover our reasonable costs of seeking to recover overdue payments. If a customer's direct debit fails, then there are additional costs incurred to collect the overdue balance and if applicable, re-attempt to collect the Direct Debit. A charge of £10.00 will apply for this.

