

## Schedule of Charges referred to in Terms of Business

**All charges exclude the prevailing rate of VAT - currently 20%**

### Monthly Charges (if applicable):

- £5.00 If your payment method is not Direct Debit.
- £3.50 For paper billing to cover printing and posting costs. eBilling is free of charge.
- £3.49 Fraud protection: per month per line
- £1.29 Itemised billing: per bill
- £1.95 Recurring credit card payment method

### Adhoc Charges (if applicable):

- £12 Standard delivery [delivery, tracking, configuration and remote diagnostics configuration]
- £5 To remove outbound call restrictions placed due to late payment.
- £10 To reinstate services suspended due to late/non-payment.
- £9.25 If you have cancelled your Direct Debit instruction.
- £20 To reinstate lines ceased due to non-payment:
- £40 Debt recovery charge for invoices outstanding 35 days after the invoice date.

### Engineering Fees:

- £59 New analogue line installation
- Free New digital line activation
- £120 Landline engineering charges for first hour; £60 per hour thereafter
- £149 Broadband fault engineering charge per visit.
- £149 Missed engineering charge per visit.

**Termination/Disconnection Fees: All terminations and disconnections CAN ONLY be initiated over the phone with the account holder via our direct line 02038663925. In Contract** - these charges depend on the remaining contract duration calculated at your normal monthly tariff. Please call 02038663925. **Out of Contract** - 30 days' termination notice **over the phone (via our direct line 02038663925)**, with the account holder is required and your account must be in good standing with all invoices paid to date. A final full invoice and a pro-rata invoice for the remaining days from the billing date will follow and must be paid in order to close your account.

- £49 Disconnection fee (broadband/fibre/phone lines)
- £50 Router return fee if applicable
- £90 Change of Premises charge for telephone lines.
- £150 Change of Premises with a new telephone line installation which requires engineer visit.
- £48 Change of Premises charge for broadband service,
- £69 Cancellation of new broadband order after 48 hours but prior to activation date:

### Cloud Phone/VoIP/bOnline phone Charges

- £25 Disconnection Fee (always applies when removing/ending user license even if out of contract)
- £50 Rebate Recovery Fee Free Headset \*
- £70 Rebate Recovery Fee Free Phone \*
- £5 Telephone Number Change Fee
- £5 Calling Plan Change Fee (to downgrade no charge to upgrade)
- £5 Line Reactivation Fee
- £25 1-1 VoIP consultations (REP admin training 30 mins)

\*Instant Rebate condition: If you terminate your bOnline service after the cooling-off period and within your minimum

commitment period, you will be charged the full rebate recovery fee in the schedule above..

\*\* Additional VoIP users can be added at any time but require a new contract at the current advertised rates for the services.

### Number Charges

- £3/mo Per additional number (local)
- £3/mo Per additional number (non-geo)
- £3/mo Per Silver number monthly rental fee
- £20/mo Per Gold number monthly rental fee
- £50 Per Non-geographic number selection & setup
- £50 Per Silver number porting charge
- £240 Per Gold number porting charge

### Annual April Price Changes:

- £2.50/mo Broadband Services (includes 4/5G, Broadband, Fibre)
- £1.50/mo VoIP phone services

### Additional (Add-on) Service Charges:

- £0/mo On-demand call recording
- £5/mo Automatic call record (Basic 1 year storage)
- £8/mo Automatic call record (Basic 7 year storage)
- £8/mo Automatic call record (Advanced 1 year storage)
- £11/mo Automatic call record (Advanced 7 year storage)
- £5/mo Advanced call flow
- £5/mo CRM integrations
- £9/mo CRM integrations
- £5/mo International Essential Destinations (unlimited - 1,500 min fair usage applies)
- £6/mo International Supersaver 100 Destinations (500 mins)
- £10/mo International Supersaver 100 Destinations (1,000 mins)

### Analogue phone charges:

Care Levels	Repair time	Price
Level 1	Fault repaired within 3 working days	FREE
Level 2	Fault repaired within 48 hours	£1.50 Per month per line
Level 3	Fault repaired within 24 hours	£3.95 per month per line

Area	Service	Quick Description	Our Price
CALL ANSWERING	Answer 1571	Answering service that simply takes your messages.	£2.50/m
	Call Minder	Voice messaging service consisting of one mailbox. You can personalise your greeting and receive SMS alerts when a message is received.	£2.60/m
	Call Minder Extensions	Voice messaging service consisting of nine mailboxes.	£3.50/m
CALL DIVERSION	Smart Divert	Smart Divert diverts incoming calls to most contact numbers - so customers can always get through, even to most overseas locations. Activate or deactivate Smart Divert remotely at any time	£4.50/m
	Call Redirect	With Call Redirect you don't have to worry about losing calls because you've moved premises.  Callers will be made aware of your new telephone number by this message: e.g. "The number called has been changed to [new number]". Automatic and available 24/7.	£13.50/m
CALLER IDENTITY	Caller Display	Allows you to identify the caller before answering and links with Computer Telephony Integration	FREE

**Additional analogue features and monthly charges (£/mo + vat):**

FREE Call Barring  
 £2.50 Call Waiting  
 £2.50 Anonymous Call Reject  
 £2.50 Call Diversion  
 £2.50 Call Waiting  
 £2.65 Choose to Refuse  
 £2.50 Reminder Call  
 £2.50 Call Sign  
 £2.50 Ring Back

Note: cost of these features will be included free of charge if you have a digital phone line.

Other Services	Terms	bOnline
<b>Domain &amp; 2 Emails</b> <ul style="list-style-type: none"> <li>- Branded domains bought and set up such as www.xyzbuilder.co.uk</li> <li>- Emails set up to work on any device with a professional address such as Bob@xyzcompany.co.uk.</li> </ul>	per Line Rental	£4/m
<b>Fraud Protection</b> <ul style="list-style-type: none"> <li>- Fraud Protection - call barring for all premium, high-risk INTL and Adult numbers.</li> <li>- High daily call spend alerts</li> <li>- Security monitoring</li> </ul>	per Line Rental  Required	£3.49/m
<b>Total Care*</b> <ul style="list-style-type: none"> <li>- Fraud Protection plus free engineering call-out visits (up to £150)</li> <li>- Router replacements if required</li> <li>- Dual network access if required</li> <li>- Priority service</li> </ul>	Opt-out	£5.95/m
<b>Premium Care*</b> <ul style="list-style-type: none"> <li>- Total Care plus 24 hours response time for faults</li> </ul>	Opt-in Upgrade	£14.95/m
<b>Static IP Address</b>	Per month	£2.50/m
<b>bSecure - Online Security</b> <ul style="list-style-type: none"> <li>- Anti-virus malware</li> <li>- Safe searching, browsing protection</li> <li>- Anti-spam, anti-phishing</li> <li>- Identify protection</li> <li>- PC parental controls</li> <li>- Automatic updates</li> </ul>	with Broadband service only  opt-in	£2.95/m

\*fair usage applies, please see [fair usage policy](#)