



Broadband

Mobiles

Smart Homes

Web-Security

V4 Consumer – Admin & Manual Fee-2023- V1.0

Item	Unit Cost	Covers
Direct Debit - Dishonor Fee	£25.99	Admin Fee for dishonor payments
Late Payment Fee	£19.99	Admin Fee for late payments
Engineer - Abortive Visit Fee	£199.00	Abortive Engineer Visit Fee
Move Of Premises	£95.99	Admin fee for move of services
Change-Account Ownership	£35.99	Admin fee for change in ownership
Non Direct Debit - Admin Fee	£19.99	Admin Fee for manual payments
Paper Bill - Dispatch Fee	£5.99	Admin Fee for paper bill dispatch
Paper Bill - Resend Fee	£5.99	Admin Fee for resending of a paper bill
Reconnection Fee - Terminated Service	£95.99	Reconnection Fee of a terminated service
Reconnection Fee - Suspended Service	£19.99	Reconnection Fee of a suspended service
Bad Credit - Security Fee	£119.99	Security Deposits for at Risk Accounts
Porting & Engineering Fee	£11.50	Porting Fee to an All IP License
Connect & Config - Engineer Fee	£13.99	Config Fee for SOGEA Installs
Outgoing - Barring & Suspension Fee	£13.99	Admin Fee for barring and suspension
Wifi - Extender	£4.79	Unit Cost for per extender supplied
P & P Fee	£19.99	Shipping & Handling Fee for hardware dispatch
V4-Assurance	£6.55	Assurance cover against Engineer Visits
Router - Assurance	£3.55	Assurance cover against hardware replacements
Non NGN - LLU Surcharge	£4.99	Surcharge where NGN connectivity is not available
Cheque - Dishonor Fee	£25.99	Admin Fee for cheques that return as dishonored
Voicemail 1571	£2.33	Covers 1571 Voicemail Service
Call divert	£3.00	Covers fee for call diversion
Ring back	£3.00	Covers fee for ring back service
Call waiting	£3.00	Covers fee for call waiting
Caller Display	£0.00	Covers fee for Caller Display
Call Reminder	£3.00	Covers fee for call reminder
Call Return Bar	£3.00	Covers fee for Call Return Barring
Premium Call Bar - High	£3.00	Covers fee for Premium Calls Barring



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Item	Unit Cost	Covers
Premium Call Bar - Low	£3.00	Covers fee for Premium Calls Barring
Call Waiting - (Like for Like Transfer)	£2.39	Covers fee for Call Waiting
Sub - Call Forward (Like for Like Transfer)	£2.39	Covers fee for Subscriber Call forwarding
Static- Internet Protocol Address	£2.39	Covers fee for Static Internet Address
Static IP- 1 (Like for Like Transfer)	£2.39	Covers fee for Like to Like Transfer of Static IP
Care Level - Advanced - (Like for Like Transfer)	£0.99	Covers fee for advanced care level
CLI - PR Rest of Call RTL (Like for Like Transfer)	£0.99	Covers fee for PR rest and or call return
High Risk International Bar - (Like for Like Transfer)	£0.99	Covers fee for High Risk International Call barring
CLI Retrieval - (Like for Like Transfer)	£0.99	Covers fee for CLI Retrieval service
Anonymous Call Rejection - (Like for Like Transfer)	£1.99	Covers fee for Anonymous call rejection
Choose to Refuse - (Like for Like Transfer)	£1.99	Covers fee for Choose to Refuse Service
Care Level 2	£3.55	Target fix time is 48 Hours
Care Level 3	£7.55	Target fix time is 24 Hours
Care Level 4	£9.95	Target fix time is 7 Hours
Debt Administration Fee (due when services are disconnected)	£100.00	Fee for administering your account via our debt collection partner
Rejected engineer visit charge	£199.00	Covers fee for rejecting an engineer visit
Late cancellation of engineer appointment	£199.00	Post 12pm (noon) two working days before your scheduled visit)
Fault within customer premises - first hour charge	£120.00	First hour fee for internal faults
Fault within customer premises - hourly charge	£60.00	(Chargeable after the first hour)
Customer requested service visit	£150.00	Phone socket relocation
Powerline Adaptors	£3.99	Powerline adaptors supplied by V4
Broadband- Extra Usage/GB	£1.99	Where excess usage has occurred beyond our fair usage policy
Care Level - Basic	£1.18	Target fix time is 7 working days