

Schedule of charges referred to in bOnline's Terms of Business

All charges exclude prevailing rate of VAT - Currently 20%

Payment Charges:

Payment method other than Direct Debit: £2.50

Charge for restricted outbound calls due to non-payment: £5

Charge for reinstating services suspended due to non-payment or late payment: £10

Charge for cancelling Direct Debit instruction: £9.25 (each time)

Charge to reinstate lines ceased due to non-payment: £20

If your account remains unpaid 35 days after the date of the invoice, a late payment charge of £40 will be applied to your account and passed to our debt recovery company to pursue on our behalf.

Fixed Line/Broadband Installation and Cancellation Charges: New line installation: £59

Cancellation/Disconnection fee when terminated within minimum contract length:

These charged depend on - How long left on the minimum contract length (minimum term) from the date a subscription ends, calculated in days; The days you've already been billed for in advance; and The products that you subscribe to when your subscriptions end. This means the amount you're charged may not be an exact multiple of the monthly charges listed. [Please read - Cancellations FAQs](#)

Cancellation/Disconnection fee when terminated after the minimum contract length:

Account balance must be current and in good standing with 30 days notices and final invoice paid.

Change of Premises charge for Telephone lines: £90

Change of Premises charge for Telephone lines where new line is required: £150

Change of Premises charge for Broadband: £48

Cancellation of new broadband order after 48 hours prior to activation date: £69

Cloud Phone/VoIP Charges

Description	Price +Vat
Disconnection Fee (Applicable at any point during minimum commitment period or beyond, includes ending services or removing VoIP users and for exiting with the '90 day love-it' guarantee)	£25
Rebate Recovery Fee Free Headset *	£30
Rebate Recovery Fee Free Phone *	£30
Additional Number Activation Fee	£5
Telephone Number Change Fee	£5
Calling Plan Change Fee (to downgrade no charge to upgrade)	£5
1-1 VoIP consultations (REP admin training 30 mins)	£25
Line Reactivation Fee	£5

*Instant Rebate condition: If you cancel your bOnline service after the cooling off period and within your minimum commitment period, your account will be charged for the remaining balance of the equipment.

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

Other Charges:

Business assurance/support: £1.49 per month per line

Itemised billing: £1.29 per bill

Landline engineering charges: £120 for the first hour, £60 per hour thereafter

Broadband fault engineering charges: £149 per visit

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.	£1.00/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	£1.95/m

Additional traditional phone line features and charges:

Call Barring - FREE

Call Waiting - £1.95 per month

Anonymous Call Reject - £3.50 per month

Call Diversion - £1.95 per month

Choose to Refuse - £2.65 per month

Reminder Call - £1.95 per month

Call Sign - £1.95 per month

These features can be used on our VoIP and digital phone lines, ask and agent to upgrade!

Add-on Services	Terms	bOnline
Domain & 2 Emails <ul style="list-style-type: none"> - Branded domains bought and set up such as www.xyzbuilder.co.uk - Emails set up to work on any device with professional address such as Bob@xyzcompany.co.uk. 	per Line Rental	£2 or 10 emails for £5 deal.
Fraud Protection* <ul style="list-style-type: none"> - Fraud Protection - call barring for all premium, high-risk INTL and Adult numbers. - High daily call spend alerts - Security monitoring 	per Line Rental opt-out	£1.49 /m
Total Care* <ul style="list-style-type: none"> - Fraud Protection plus free engineering call out visits (up to £150) - Router replacements if required - Dual network access if required - Priority service 	Opt-ot	£3.95 /m
Premium Care* <ul style="list-style-type: none"> - Total Care plus 24 hours response time for faults 	Opt-in Upgrade	£10.95 /m
Static IP Address	Per month	75p and 1.99/for 4
bSecure - Online Security <ul style="list-style-type: none"> - Anti-virus malware - Safe searching, browsing protection - Anti-spam, anti-phishing - Identify protection - PC parental controls - Automatic updates 	with Broadband service only opt-in	£2.95

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