

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

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.

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 *
- £2 Additional Number
- £3 Advanced Call Flow
- £0.95 Fraud protection: per user
- £5 Telephone Number Change Fee
- £5 Calling Plan Change Fee (to downgrade no charge to upgrade)
- £5 Line Reactivation Fee
- £5 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.

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
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 a professional address such as Bob@xyzcompany.co.uk. 	per Line Rental	£4/m
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 Required	£3.49/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-out	£5.95/m
Premium Care* <ul style="list-style-type: none"> - Total Care plus 24 hours response time for faults 	Opt-in Upgrade	£14.95/m
Static IP Address	Per month	£2.50/m
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/m

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