



FLEUR BROADBAND CHARGES TARIFF

This is document outlines Home Telecom's latest administrative fees.

| DESCRIPTION OF CHARGE | TARIFF |
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| <p>Any equipment we provide is loaned to you and remains the property of Fleur Telecom. This includes but is not limited to, the router we provide at the outset of our agreement and any device we may lend during customer support. However, we will charge a top up charge for an upgraded router.</p> <p>Postage fees may apply.</p> <p>If you cancel a contract, you are responsible for returning any equipment within 14 days of cancelling the order to avoid an equipment charge.</p> | <p>£59 replacement router</p> <p>£30 upgraded router</p> <p>£0 replacement router if it's within warrantee</p> <p>Up to £10</p> <p>£50 non returned router or MiFi device charge</p> |
| <p>Any customers amending their installation date within 2 working days of the service go live date will be subject to a late amendment fee.</p> | <p>£150 late amendment fee</p> |
| <p>Engineer charges please be aware this may show on your next month's bill but can also take up to 6 months to be invoiced.</p> | <p>Up to £200</p> |
| <p>Paper bills can be requested. Should you want paper billing you should make your request in writing to Fleur Telecom.</p> | <p>£3.50 per bill</p> |



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| <p>If a direct debit has not been set up, the customer will be charged a non-direct debit admin fee.</p> <p>The Customer shall pay all invoices by Direct Debit unless otherwise permitted by Fleur Telecom in writing. If Fleur Telecom permits the Customer to pay by a different option other than by Direct Debit, Fleur Telecom reserves the right to charge the Customer an additional administrative fee.</p> <p>In the event the Customer cancels any established Direct Debit payment arrangement, Fleur Telecom reserves the right to suspend all services, as well as charge the Customer an admin fee.</p> | <p>Non-direct debit admin fee £4.50.</p> <p>Additional admin fee £4.50 per invoice.</p> <p>Cancellation of direct debit payment admin fee £4.50 per invoice, until the Direct Debit facility has been reinstated.</p> |
| <p>Overdue payments to Fleur Telecom will incur a late payment fee.</p> <p>The Customer shall reimburse Fleur Telecom for all reasonable costs and expenses incurred as a result of suspension and any re-commencement of the Service as appropriate where suspension is implemented. Fleur Telecom will apply a late payment charge to recover these costs that will be applied to the Customer's next invoice.</p> | <p>£10</p> <p>£10</p> |
| <p>The charges for the installation are dependent on the network area</p> | <p>For ADSL areas £75,</p> <p>For Fibre areas £119</p> <p>Line Rental only £90.</p> |
| <p>If you do not cancel your order before 12pm two working days before your installation is due to take place, you will be responsible for paying a charge because we will incur</p> | <p>Up to £200</p> |



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| costs for the wasted engineer visit. | |
| If you cancel your order outside of your cooling off period, you will not receive a refund for any once-off fees or activation fees. | £45 for cancelling your order up to 2 working days before your services go live. Late cancellation fee of £145 for cancelling after this point, until they go live or for missed appointment. |
| If you cancel your contract and do not switch your services to another provider, a broadband disconnection charge. | £40 |
| Enhanced Care | £1.95 per month during the contract term £2.95 per month once the contract has ended and has entered a monthly rolling contract |