

## FLEUR TELECOM CHARGES TARIFF

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

DESCRIPTION OF CHARGE	TARIFF
Any equipment we provide is loaned to you and remains the property of Fleur	£59 replacement router
Telecom. This includes but is not limited to, the router we provide at the	£30 upgraded router
outset of our agreement and any device we may lend during customer	£0 replacement router if it's within warrantee
support. However, we will charge a top up charge for an upgraded router.	Up to £10
Postage fees may apply.	£50 non returned router or MiFi device charge
If you cancel a contract, you are responsible for returning any equipment	
within 14 days of cancelling the order to avoid an equipment charge.	
Any customers amending their installation date within 2 working days of the	£150 late amendment fee
service go live date will be subject to a late amendment fee.	
Engineer charges please be aware this may show on your next month's bill	Up to £200
but can also take up to 6 months to be invoiced.	
Paper bills can be requested. Should you want paper billing you should make	£3.50 per bill
your request in writing to Fleur Telecom.	
If a direct debit has not been set up, the customer will be charged a nondirect	Non-direct debit admin fee £10.
debit admin fee.	
The Customer shall pay all invoices by Direct Debit unless otherwise	Additional admin fee £10 per invoice.
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	Cancellation of direct debit payment admin fee, £10 per
the right to charge the Customer an additional administrative fee.	invoice, until the Direct Debit facility has been reinstated.



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.	
Overdue payments to Fleur Telecom will incur a late payment fee.	£10
The Customer shall reimburse Fleur Telecom for all reasonable costs	
and expenses incurred as a result of suspension and any re-	£10
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.	
The charges for the installation are dependent on the network area	For ADSL areas £75,
	For Fibre areas £119
	Line Rental only £90.
If you do not cancel your order before 12pm two working days before	Up to £200
your installation is due to take place, you will be responsible for	
paying a charge because we will incur costs for the wasted engineer	
visit.	
If you cancel your order outside of your cooling off period, you will	£45 for cancelling your order up to 2 working days before your
not receive a refund for any once-off fees or activation fees.	services go live.
	Late cancellation fee of £145 for cancelling after this point,
	until they go live or for missed appointment.
	and they go are or for missed appointment.



Early termination fees	£10 per month
If you decide to terminate your services before the end of your	220 poonen
contract, we will charge you for the time remaining on that contract and you may also be liable for a disconnection fee.	For example: If you have six months remaining in contract and decide to terminate your service.  We will charge you £60 (6 x £10 as an Early Termination Fee on your
	final bill.
Cancellation of Virgin services:	90 days notice per service. This charge is applied regardless of whether the customer is in or out of contract.
Disconnection Fee. If you cancel your service within 12 months of commencement without using a recognised transfer process, we may charge you a disconnection fee to cover costs from our suppliers or to recover the cost of your original installation	£50
SupportPlus	£3 per month (minimum 12 month term). For more information, please visit: <a href="https://bit.ly/FleurTelecomSupportPlus">https://bit.ly/FleurTelecomSupportPlus</a>
Annual Price Increase.	f3
We increase the price on all our tariffs on 1 <sup>st</sup> April each year.	
Phone line renumbering	£14.99 Randomly assigned number £24.95 Specifically requested new number