

## Time Related Charges

### Standard time related charges

Based on average hourly rates including overheads.

Category 1 ~ For work where there are no standard charges.

Category 2 ~ Repayment works - TRC plus stores, materials and direct expenses costs.

Category 3 ~ Supplementary charge for work where there are standard charges, performed outside normal hours.

### Category 1 - Labour (Per Hour)

	Repair of faults relating to PSTN, ISDN2 & Superway services within a customer's curtilage		Repair of faults relating to all other services including switches, voice wiring etc		Planning & Advisory	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard Inclusive Charge (No Overtime)	£85.00	£102.00	£85.00	£102.00	£50.00	£60.00
Overtime: Monday-Saturday	£85.00	£102.00	£85.00	£102.00	£55.00	£66.00
Overtime: Sunday	£85.00	£102.00	£85.00	£102.00	£55.00	£66.00
Overtime: Bank & Public Holidays	£85.00	£102.00	£85.00	£102.00	£55.00	£66.00
Minimum Period Charged	1 hour		1 hour		1 hour	

### Category 2 - Repayment works

	Rate Charged
Labour	As Above
Plus, Materials	Current prices + 15%
Plus, Direct Expenses, Hire of Plant etc.	Current prices + 15%

### Category 3 - Supplementary work on overtime

	Proportion of Category 1 Standard Inclusive Charge For All Business & Residential Works
Monday - Saturday	75%
Sunday	100%
Bank and Public Holidays	125%

The appropriate standard charge (if any) will be payable in addition.

## Engineer Visit Charges - Business Customers

Where an engineer attends a visit at the request of the customer for an engineer visit, or upon the customers acceptance of Technical Supports recommendation for an engineer visit because technical support cannot identify a fault on the network\*. An engineer visit charge will be applied to the customers bill in the following circumstances;

Charge Category	Description
Engineer Visit Charge	A fault has occurred due to home phone extension wiring or how equipment has been connected by the customer
Engineer Visit Charge	Telephone wires that have been accidentally cut
Engineer Visit Charge	Damage caused by damp, flood, fire, broken guttering or fallen trees or building work
Engineer Visit Charge	There is no fault on either the KCOM network or the customer CPE
Engineer Visit Charge	The customer is responsible for damage caused i.e. the dog has chewed the ONT, the customer has knocked the socket of the wall or building works have caused the damage
Engineer Visit Charge	There is not a fault but in home Wi-Fi issues such as an ill positioned router, a legacy router (i.e. not a Lighthouse router) or interference from a mobile device or alarm is the reason for the issue
*Demarcation point for the KCOM network is the ONT (Optical Network Termination unit)	

Time of Visit *	Visit Charge (For Each Site Visit)		Hourly Rate		Minimum Hours	Minimum Charge	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT		Ex VAT	Inc. VAT
Out Of Hours ~ Monday to Saturday	£100.00	£120.00	£85.00	£102.00	3	£355.00	£426.00
Sunday & Bank Holidays	£100.00	£120.00	£110.00	£132.00	3	£430.00	£516.00
CalloutCharge; NoKCOMFaultFound For visits made during normal hours where no fault is found with KCOM plant/equipment	£100.00	£120.00	£85.00	£102.00	1	£185.00	£222.00
CalloutCharge; RepairCompleted For visits made during normal hours where the fault is proven not to be with KCOM plant/equipment and a repair is carried out on the customer's equipment/wiring	£100.00	£120.00	£85.00	£102.00	1	£185.00	£222.00
Engineer Site Visit for relocation / renewal of telephone cable	£100.00	£120.00	£85.00	£102.00	1	£185.00	£222.00

\*Normal hours of business for business customers are Monday to Saturday, 8am to 6pm.

## Engineer Visit Charges – Remote Hands and Eyes Service (RHES)

Where an engineer attends a visit at the request of the customer beyond the included services with RHES. An engineer visit charge will be applied to the customers bill in line with the following charges

Call out charges	Standard visit charge (for each site visit) (excluding VAT)	Hourly rate (per hour or part thereof) (excluding VAT)	Minimum hours	Minimum call out charge (excluding VAT)
Out of hours (Monday to Saturday)	£100.00	£85.00	3	£355.00
Sunday and Bank Holidays	£100.00	£110.00	3	£430.00
Call out charge	£100.00	£85.00	1	£185.00
Missed Appointment Fee	£100.00	N/A	N/A	N/A

### Visit charge

	Ex VAT	Inc. VAT
Standard Visit Charge	£100.00	£120.00

### Customer Missed Appointment Charge

Where an appointment is arranged and scheduled with the customer a 'Customer Missed Appointment' charge will be applied to the customers bill in the following circumstances;

Charge category	Description
Missed Appointment	The appointment was pre-arranged and the customer has not made provisions to allow us access to the property/driveway i.e. prevents the installation or maintenance being carried out
Missed Appointment	The appointment was pre-arranged and we cannot carry out the installation or maintenance because the customer has not received permission from the landlord i.e. no permission for cabling/drilling
Missed Appointment	A pre-arranged appointment is cancelled within a day of the allotted appointment period by the customer i.e. the customer tells us to call back another time
Missed Appointment	We attend a pre-arranged appointment and customer wasn't home
Missed Appointment	We attend a pre-arranged appointment and the customer is not ready for the work to be completed i.e. building work
Missed Appointment	We attend a pre-arranged appointment and there is no-one at the premises who is over the age of 18 so we cannot carry out the work
Missed Appointment	We attend a pre-arranged appointment and there is nobody present who is able to give work instruction i.e. inform of socket location

	Ex VAT	Inc. VAT
Missed Appointment Charge	£100.00	£120.00