



Time related charges

Call out, Visit, Missed Appointment Charges and Expedite charges

Time Related Charges are payable where the CP requests the additional Services as set out in the table immediately below.

Call Out charges	Operative Date	Until	Standard Visit Charge (For Each Site visit)	Hourly Rate (per hour or part thereof)	Minimum hours	Minimum Call Out charge
			Inc VAT	Inc VAT		Inc VAT
Engineer Visit charge : No KCOM Fault Found	01/05/2019		£120.00	£102.00	1	£222.00
Missed Appointment Fee	01/05/2019		£120.00	N/A	N/A	N/A
PRO Team Visit	10/05/2021		£60	N/A	1	N/A

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

Engineer Visit Charge

Where an engineer attends a visit at the request of the customer for an engineer visit, or upon the customer's acceptance of Technical Support's recommendation for an engineer visit because technical support cannot identify a fault on the network*. An engineer visit charge will be applied to the customer's 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)	