

## Line Rental Cessation Charges Prior Installation

If an order is cancelled prior to installation of the service, then the customer must immediately pay to Spitfire an Early Termination Charge for the Service as follows:

Description	Early Termination Charge	Notes
Analogue Line - New Provide (> 2 wk days)	£20 + 10% of the total contracted monthly rental	Cancellation of order more than 2 full working days before appointed install date.
Analogue Line - New Provide (< 2 wk days)	£160 + 10% of the total contracted monthly rental	Cancellation of order less than 2 full working days before appointed install date.
Analogue Line - Transfer (> 2 wk days)	£20 + 10% of the total contracted monthly rental	Cancellation of order more than 2 full working days before appointed install date.
Analogue Line - Transfer (< 2 wk days)	£20 + 10% of the total contracted monthly rental	Cancellation of order less than 2 full working days before appointed install date.
ISDN2e Circuit - New Provide (> 2 wk days)	£20 + 10% of the total contracted monthly rental	Cancellation of order more than 2 full working days before appointed install date.
ISDN2e Circuit - New Provide (< 2 wk days)	£280 + 10% of the total contracted monthly rental	Cancellation of order less than 2 full working days before appointed install date.
ISDN2e Circuit - Transfer (anytime)	£20 + 10% of the total contracted monthly rental	Cancellation of order at anytime.
ISDN2e Circuit - Conversion (> 2 wk days)	£40 + 10% of the total contracted monthly rental	Cancellation of order more than 2 full working days before appointed install date.
ISDN2e Circuit - Conversion (< 2 wk days)	Connection + 10% of the total contracted monthly rental	Cancellation of order less than 2 full working days before appointed install date.
ISDN30e Circuit - New Provide	Up to 90% of Connection + 10% of the total contracted monthly rental	Cancellation of order at anytime - percentage of connection charged subject to number of clear days before Customer Confirmed Date (1 or less 90%; 2-4 75%; 5-6 60%; 7-14 30%; 15 or more 0%).
ISDN30e Circuit - Transfer (anytime)	10% of the total contracted monthly rental	Cancellation of order at anytime.

## Line Rental Cessation Charges Post Installation

If a service is ceased or cancelled prior to the expiry of the minimum contract, the customer must immediately pay to Spitfire an Early Termination Charge for the Service as follows:

Description	Early Termination Charge	Notes
Analogue Line	50% of the total rental under the remaining minimum term of the contract.	
ISDN2e Circuit	50% of the total rental under the remaining minimum term of the contract.	
ISDN30e Circuit	50% of the total rental under the remaining minimum term of the contract.	

## Installation & Other Related Additional Charges

Description	Charge	Notes
Analogue Line - Restart	£15.00	Subject to minimum 12 month contract.
Analogue Line - Transfer	£0.00	Subject to minimum 12 month contract.
Analogue Line - Expedite	£185.00	New analogue line orders only. Excludes SIM provides; multiline or using a stopped line. Charge is in addition to the normal connection charge and is per appointment date.
ISDN2e Circuit - Transfer	£0.00	Subject to minimum 12 month contract.
ISDN30e Circuit - Transfer	£0.00	Subject to minimum 12 month contract.
Abortive Visit	£110.00	If visit is aborted for any reason caused by the customer other than no site access i.e. appointment date change requested with less than 48 hours notice; access to DP/termination point not given; no link cable to requested terminating point. This cost includes an allowable change order to re-appoint.
Missed Appointment	£110.00	Site access not provided on day of appointment. This cost includes an allowable change order to re-appoint.
Amendment to Order	£20.00	Requested change to existing order e.g. contact detail; appointment date inc. installation, number ports, transfers; information regarding site access etc. Charge applies per request per line/circuit
Time Related Charge Normal Fulfilment	£60 per hour plus material costs	Additional time on site to install single lines. Cost per hour + materials.
SSRAMS	£300.00	Site Specific Method Statement & Risk Assessment.

Last updated: 20.12.18

All information correct at time of issue. This document is subject to change.