



## Charges and Fees for Business Services

3 April 2023

The prices set out in this Price List are our normal charges. Your order for our Services may be subject to any specific pricing or special offer that was included in your order and confirmed in your Order Confirmation. Unless otherwise defined in this Price List, capitalised terms have the meaning given to them in the Terms for Business Services (the “Terms”).

Business Service					
Broadband					
	Price ex VAT	Download Speed	Upload speed	Minimum Term	Availability to Order
Swish Business 200	£55 per month	200Mbps	200Mbps	24 months	From 24 March 2023 - present
Swish Business 1G	£120 per month	940Mbps	940Mbps	24 months	From 24 March 2023 – present
Installation & Activation					
Installation Charge	Subject to survey, price will be advised				
Activation Charge	£0				
Add-ons					
Extra Swish Wi-Fi 6 node	£7 per month per node				
Static IP address	£2.50 per month				
/30 (4 IP addresses)	£8 per month				
/29 (8 IP addresses)	£16 per month				

Other Charges and fees	
Charge/fee	Price ex VAT
Early Termination Charge	<p>One-off charge equal to your total Monthly Charges for each month remaining during your Minimum Term (if any) (with the final month adjusted pro rata), less £10 for each such month remaining.</p> <p>For example, if you have purchased the Swish Business 200 at £55 per month and you cancel with 3 months of your Minimum Term remaining, the Early Termination Charge would be £135 (i.e. 3 multiplied by £55 (the £165 being your £55 per month charge, less £10 per month)).</p> <p>If, for any reason, the calculation above would result in a payment to you, then the Early Termination Charge will be deemed to be zero.</p>
Install Cancellation Fee	<p>Where we cancel your installation in accordance with clause 2.4 or 2.5 of the Terms: an amount equal to the greater of (i) £200; and (ii) 100% of the Installation Charge.</p> <p>Where you cancel your installation appointment less than 24 hours before the scheduled appointment time (see clause 2.6 of the Terms): an amount equal to the greater of (i) £100; and (ii) 50% of the Installation Charge.</p>
Other appointment cancellation fee	£40 One off charge where you fail to keep an agreed appointment made under clause 5.4 of the Terms (unless you give us at least 24 hours notice)
Re-activation fee	£50 One-off charge for reactivation if your account has been suspended (see clause 7.4 of the Terms).
Engineer call out (during business hours)	£85 Fixed minimum charge per on-site visit during business hours (covers visits up to one hour).

Engineer call out (outside of business hours)	£135	Fixed minimum charge per on-site visit outside of business hours (covers visits up to one hour).
Engineer labour charge hourly rate (during business hours)	£42	Where work takes more than one hour, rate that additional time will be charged at during business hours.
Engineer labour charge hourly rate (outside of business hours)	£67	Where work takes more than one hour, rate that additional time will be charged at outside of business hours.
Equipment charges	Variable	Where we charge you for equipment for any reason in accordance with our Terms we will charge an amount equal to its standard cost of replacement (this includes replacement of equipment damaged by you, or where you fail to return our equipment in accordance with the Terms).

#### **Engineer call out charges**

Engineers may be called out for a number of reasons. We reserve the right to charge for engineer time where specified in the Terms (in an amount specified in the Terms and/or this Price List).

One reason we may charge you is if, as described in Clause 5.4 of the Terms, you report a fault which we trace within the Site and we discover that the fault was caused by damage to our equipment or the network apparatus not caused by us (or the fault was a result of your own set up, as opposed to faulty equipment). In such instances a charge may be made in accordance with the above (and we may charge for both engineer call out time and any equipment). We may also charge you under clause 5.4 of the Terms in the event that you fail to keep an agreed appointment (unless you give us at least 24 hours notice) (such charge to be in accordance with the above).

#### **Business Hours**

Where reference is made above to business hours, our business hours are Working Days, 9am-5.30pm.