

## APPENDIX C - Charges Schedule - April 2021

*This Charges schedule forms part of our general terms and conditions and applies to all customer contracts from 1 April 2021. If there are any discrepancies between this document and our Fibairo Terms and Conditions document the Terms and Conditions document should be deemed authoritative.*

### Subscription Costs

All Residential prices are shown inclusive of VAT. All Business prices are shown exclusive of VAT.

Fibairo Consumer broadband options have a minimum period of either 12 or 24.

Business connections are subject to a minimum 36 month commitment.

The charges for the service will vary according to the Fibairo Broadband service option and minimum contract period chosen at signup.

### Subscription Charges

As per sales proposal

### Additional charges

#### Fibairo Customer Premise Equipment (CPE)

Equipment including an antenna, client radio and wireless router will be provided as part of the initial install of our service. All equipment installed by us will carry a 12-month warranty.

Where replacements are required outside of a fault condition or warranty claim the following charges will apply:

Item	Contract period	Replacement Cost	Delivery Charge	Install fee
Wireless Router	24 Month	£0.00	£5.00	Self-install
	12 Months			
	No contract	£50.00		
Antenna	24 Months	£25.00	£15.00	£70.00
	12 Months	£35.00		
	No contract			

Client Radio	24 Months	£200.00	£25.00	£100.00
	12 Months	£300.00		
	No contract	£350.00		

### Abortive visit charge

The abortive visit charges referred to in paragraph 4.9 of the Service schedule are as follows:

Broadband fault - £144.00

New service installation - £100.00

### Cancellation charges

If you wish to cancel the contract or the service at any time before Fibairo provides the service, Fibairo may charge an abortive visit charge (if applicable, see costs above). An additional charge of £50.00 will be made for any router provided by us if you do not wish to return it.

### Early termination charges

The termination charges referred to in clause 6.6. of the General Business Conditions are due for any remaining part of the minimum period and are as follows for broadband customers:

Product	Contract period	Monthly Early Termination Charge
Residential broadband	24 months	£10.00
	12 months	£14.00
Business broadband	24 months	£25.00
	12 months	£35.00

**Example:** You sign up for a 24 Month contract as a Home Broadband customer and decide to cancel your service in month 10. You will be charged  $14 \times £10 = £140$  by way of an early termination charge (£10 per month for each of the 14 months left on your contract).

These charges are compensatory and not subject to VAT.

If your contract has expired, you can move for free by agreeing to start a new contract or pay the £50 premises move fee.

## Broadband care level charges

Standard care is included with all Fibairo Broadband products.

Enhanced Care is charged at £8.50 per month