

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
Call Out 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

Missed appointment charge

If we have made a scheduled appointment with you for an installation or faults visit, you may be charged a missed appointment fee if an engineer has been despatched to your premises and:

- The appointment is cancelled by you after the engineer has been despatched to your premises
- Person in attendance is under the age of 18
- There is no one at the premises
- There is no one at the premises who knows what work is required/where socket etc. is to be located
- You ask the engineer to call back at an alternative time

The engineer is refused entry