

## Time Related Charges

### Standard time related charges

Based on average hourly rates including overheads.

- Category 1 ~ for work where there are no standard charges.
- Category 2 ~ Repayment works - TRC plus stores, materials and direct expenses costs.
- Category 3 ~ supplementary charge for work where there are standard charges, performed outside normal hours.

### Category 1 - Labour (Per Hour)

	Repair of faults relating to PSTN, ISDN2 & Superway services within a customer's curtilage		Repair of faults relating to all other services including switches, voice wiring etc.		Planning & Advisory	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard Inclusive Charge (No Overtime)	£85.00	£102.00	£85.00	£102.00	£50.00	£60.00
Overtime: Monday-Saturday	£85.00	£102.00	£85.00	£102.00	£55.00	£66.00
Overtime: Sunday	£85.00	£102.00	£85.00	£102.00	£55.00	£66.00
Overtime: Bank & Public Holidays	£85.00	£102.00	£85.00	£102.00	£55.00	£66.00
Minimum Period Charged	1 hour		1 hour		1 hour	

## Category 2 - Repayment Works

	Rate Charged
Labour	As Above
Plus, Materials	Current prices + 15%
Plus, Direct Expenses, Hire of Plant etc.	Current prices + 15%

## Category 3 - Supplementary Work on Overtime

	Proportion Of Category 1 Standard Inclusive Charge for all Business & Residential Works
Monday - Saturday	75%
Sunday	100%
Bank and Public Holidays	125%

The appropriate standard charge (if any) will be payable in addition.

## Call out Charges - Business Customers

Time of Visit *	Visit Charge (For Each Site Visit)		Hourly Rate		Minimum Hours	Minimum Charge	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT		Ex VAT	Inc. VAT
Out Of Hours ~ Monday to Saturday	£100.00	£120.00	£85.00	£102.00	3	£355.00	£426.00
Sunday & Bank Holidays	£100.00	£120.00	£110.00	£132.00	3	£430.00	£516.00
Callout Charge; No KCOM Fault Found For visits made during normal hours where no fault is found with KCOM plant/equipment	£100.00	£120.00	£85.00	£102.00	1	£185.00	£222.00

Callout Charge; Repair Completed For visits made during normal hours where the fault is proven not to be with KCOM plant/equipment and a repair is carried out on the customer's equipment/wiring	£100.00	£120.00	£85.00	£102.00	1	£185.00	£222.00
Engineer Site Visit for relocation / renewal of telephone cable	£100.00	£120.00	£85.00	£102.00	1	£185.00	£222.00

Normal hours of business for business customers are Monday to Saturday, 8am to 6pm.

## Visit charge

	Ex VAT	Inc. VAT
Standard Visit Charge	£100.00	£120.00

## 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 16
- 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

	Ex VAT	Inc. VAT
Missed Appointment Charge	£100.00	£120.00