



## 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; NoKCOMFaultFound 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 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

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