OPEN FIBRE CHARGES TARIFF

This is document outlines Open Fibre's latest administrative fees.

DESCRIPTION OF CHARGE	TARIFF
Any equipment we provide is loaned to you and remains the property of Open Fibre. This includes but is not limited to, the router we provide at the outset of our agreement and any device we may lend during customer support. However, we will charge a top up charge for an upgraded router. Postage fees may apply. If you cancel a contract, you are responsible for returning any equipment within 14 days of canceling the order to avoid an equipment charge.	£59 replacement router £30 upgraded router £0 replacement router if it's within warrantee Up to £10 £50 non returned router or MiFi device charge
Any customers amending their installation date within 2 working days of the service go live date will be subject to a late amendment fee.	£150 late amendment fee
Engineer charges please be aware this may show on your next month's bill but can also take up to 6 months to be invoiced.	Up to £200
Paper bills can be requested. Should you want paper billing you should make your request in writing to Open Fibre.	£3.50 per bill
If a direct debit has not been set up, the customer will be charged a non-direct debit admin fee. The Customer shall pay all invoices by Direct Debit unless otherwise permitted by Open Fibre in writing. If Open Fibre permits the Customer to pay by a different option other than by Direct Debit,	Non-direct debit admin fee £10. Additional admin fee £10 per invoice.

Open Fibre reserves the right to charge the Customer an additional administrative fee. In the event the Customer cancels any established Direct Debit payment arrangement, Open Fibre reserves the right to suspend all services, as well as charge the Customer an admin fee.	Cancellation of direct debit payment admin fee, £10 per invoice, until the Direct Debit facility has been reinstated.
Overdue payments to Open Fiibre will incur a late payment fee. The Customer shall reimburse Open Fibre for all reasonable costs and expenses incurred as a result of suspension and any re- commencement of the Service as appropriate where suspension is implemented. Open Fibre will apply a late payment charge to recover these costs that will be applied to the Customer's next invoice.	£10 £10
The charges for the installation are dependent on the network area	For ADSL areas £75, For Fibre areas £119 Line Rental only £90.
If you do not cancel your order before 12pm two working days before your installation is due to take place, you will be responsible for paying a charge because we will incur costs for the wasted engineer visit.	Up to £200
If you cancel your order outside of your cooling off period, you will not receive a refund for any once–off fees or activation fees.	£45 for cancelling your order up to 2 working days before your services go live.

	Late cancellation fee of £145 for cancelling after this point, until they go live or for missed appointment.
Early termination fees If you decide to terminate your services before the end of your contract, we will charge you for the time remaining on that contract and you may also be liable for a disconnection fee.	£10 per month For example: If you have six months remaining in contract and decide to terminate your service. We will charge you £60 (6 x £10) as an Early Termination Fee on your final bill.
Disconnection Fee. If you cancel your service within 12 months of commencement without using a recognised transfer process, we may charge you a disconnection fee to cover costs from our suppliers or to recover the cost of your original installation	£50
Support Plus	£3 per month (minimum 12 month term). For more information, please visit: https://open-fibre.co.uk/support-plus
Annual Price Increase. We increase the price on all our tariffs on 1st April each year.	£3
Phone line renumbering	£14.99 Randomly assigned number £24.95 Specifically requested new number

Loyalty Scheme	Discretionary £1 off per month applied on the 12 month anniversary each year until a maximum 5 years (£5)