

# Wessex Internet Price List



This page provides pricing information for all of our Services except where we have agreed bespoke pricing with you. Please contact Customer Support if you have any questions.

## Broadband Monthly Subscription Fee

The Monthly Subscription Fee is a recurring Charge, paid monthly in advance, for the provision of your Broadband Service.

The first payment will be pro-rated from the date of connection to the end of the calendar month. The regular billing cycle for regular Service charges is the 1st day of the calendar month.

The Monthly Subscription Fee for the different Service packages available are published on our website and the one applicable to your Service will be stated on your Order Confirmation.

## Telephone Service Charges

Charge	Amount
The Monthly Subscription Fee will be as set out on your Order Confirmation	
Charges for outbound calls made using our Telephone Service are published on our website	
Note that Charges for calls to non-geographic call services using numbers starting with 084, 087, 09 and 118 (including Premium Rate Service numbers) are not included in any Telephone Bundle you order from us and will be charged separately	Calls to non-geographic call services using numbers starting with 084, 087, 09 and 118, are charged by means of a service charge set by the relevant service provider and a per-minute access charge set by us. Generally, our access charge for such calls is 12 pence per minute.

## Additional Installation charges

The following charges apply only where you order the relevant Service and you either request that the relevant work or item is provided, or we inform you that the work or item must be provided in order for you to receive the Service.

Charge	Amount	Additional points to note
Painting a wireless receiver or dish for wireless-based connections:	£20+VAT per wireless dish/receiver	(colour choices may be limited and the Customer's preferred choice may not always be available)
Additional Basic 802.11n Wi-Fi Access Point with 4-port switch:	Subject to quotation for non-standard wireless installation	
External CAT5e cable beyond 30m included as part of a standard installation for wireless-based connections:	Subject to quotation for non-standard wireless installation	
Internal CAT5e cable that connects to the LAN port on a PoE injector for wireless-based connections or from the fibre media convertor:	Subject to quotation for non-standard wireless installation	
RJ45 Surface Mounted Box:	Subject to quotation for non-standard wireless installation	
Labour associated with routing cables beyond a standard installation during the initial installation:	Subject to quotation for non-standard wireless installation	
Non-standard fibre installation (a 'Custom Build Quote' as defined in the Contract)	Individual quotation	This is for a fibre installation that does not fall within a Wessex Internet scheme and does not attract any funding subsidy.

## Service / Support Charges

Charge	Amount	Additional points to note
Abortive engineering charge	£80 + VAT	Paid if you are not available during a pre-arranged on-site survey, installation of Service, or repair of Service, or our engineer is preventing from proceeding with the arranged work because of factors within the Customer's control.
Administration fee	£10+VAT on each occasion at our sole discretion, acting reasonably (unless otherwise stated)	An administration fee is chargeable in certain circumstances set out in the contract (see clauses 3.11 and 7.13).
Activation fee	£49	This is a one-off fee which is charged to all customers when the Service is activated.
Wireless Installation fee (Residential Customers only)	The price depends on which package is chosen	This charge is made for the work associated with installation of your Service.
Early Termination Charge	See the relevant definition in the Contract.	Paid if you cancel your Service before the Minimum Term has expired.
Excess Data Charge	Depends on the package	Payable if your Broadband Service has a monthly data transfer limit (and you have not added an Additional Data Bundle), and you exceed the relevant monthly data transfer limit. See our FAUP for full details.
Payment Administration Fee	£2.50	This will be charged on each occasion to customers who pay by credit card.
Reactivation fee	£25 + VAT	Paid if your account has been suspended for any reason in accordance with the terms and conditions and is subsequently reactivated without the need for an on-site visit.

## Additional Charges

Charge	Amount	Additional points to note
Reconfiguring Wi-Fi Access Point	£50+VAT	If we need to return to the customer's site to replace or reconfigure a Wi-Fi Access Point that we have provided because the customer has damaged, factory defaulted the settings or changed the configuration which prevents its normal and desired operation. This charge covers the labour only, and does not cover any replacement parts if required.
Engineer call-out charge	£50+VAT	Monday-Friday 08.00 – 17.00 excluding public holidays), includes labour for the first ½ hour on-site. This fee is for each engineer required.
Engineer labour charge for service calls after first ½ hour:	£25+VAT per 1/2 hour or part thereof.	This fee is for each engineer required.
Parts	As advised by Wessex Internet	