

MISCELLANEOUS CHARGES DOCUMENT

ITEM	DESCRIPTION	CHARGE
Site Survey	<i>Charge for site survey – relates to orders where partners wish to establish potential ECCs before placing an order, and also the likely timescales if no infrastructure is available</i>	£300 - £710
Order Cancellation Fee	<i>Third party supplier charges for cancelling In-Flight Orders</i>	Variable*
Administrative Charge	<i>For In-flight Service Order Cancellations (subject to the order being cancelled due to ECCs or other unknown charges from the carrier)</i>	£590 (per circuit)
Expediting Charges	<i>Charge for expediting Services</i>	Variable*
Engineer Charges	<i>Charge for sending out an Engineer</i>	£90/visit
Missed Engineer Charges	<i>Charge for missing scheduled Engineer visits</i>	Up to £410/visit
Abortive Visit Charges	<i>Virtual1's or third party suppliers charges for any abortive visits</i>	Up to £410/visit
Training Charges	<i>Ad-hoc and bespoke training charges</i>	Variable*
Time-related Charges	<i>Charges for time spent on bespoke or other miscellaneous work</i>	Variable*
Project Management	<i>Charges for managing projects</i>	£355/day
Out of Hours	<i>Charges for time spent outside the usual working hours</i>	£175 - £410 per hour
Change Request Fee	<i>Virtual 1 and third party suppliers charges to change a Service</i>	Variable*
Investigating Unplanned Service Outage Charges	<i>Charges where Service outage is due to Partner or End-User</i>	£175 - £410 per hour plus variable costs*
Fault Charges	<i>Charges for investigating a potential connection fault where fault is due to Partner or End-User</i>	£175 - £410 per hour plus variable costs*
Reconnection Charges	<i>Charges for reconnecting a Service after a period of suspension</i>	£295 per Site
Exceeding Fair Usage	<i>For Cloud Services as per the fair use policy section contained therein</i>	£590 per observed 60-minute period (up to a maximum of £5890)
Hardware Charges	<i>Charges for the non-return of router and other Virtual1 equipment at end of term</i>	£105-£5890/router depending on the router
Third Party Supplier Charges	<i>Charges for the non-return of third party supplier equipment at end of term</i>	Variable*
*these charges are dependent on factors outside of Virtual1 – please contact Virtual1 for further information		