

## **Price Guide**

17 February 2022

Find out about charges that you may incur as a People's Fibre customer outside of the standard subscription to your package/services.

Below is an explanation of the relevant charges that may be incurred as a customer of People's Fibre. The latest charges are shown in the table at the bottom of this document.

## **Installing Our Equipment**

We will provide a technician to carry out the initial installation of the fibre cable and ONT (Optical Network Terminal). The ONT will be installed at the closest suitable location to the entry duct, determined by our engineer. There will be no charge for this.

Where a custom installation is requested and agreed in advance this will be charged at a fee to be agreed prior to the installation taking place.

## **Transferring Service To A New Address**

If you move home to another address we cannot guarantee to be able to provide you with our services at your new address.

Please let us know at least 30 days in advance of your moving date, and we will terminate the services on the moving date. If you wish to have People's Fibre Services at your new address, we will conduct a services availability check. If we are able to provide the Services to your new address, we will set up a new Agreement with you, with a new Minimum Term.

Activation charges may be applicable for connecting the People's Fibre Services to your new house (for example if a new fibre cable is required). You will be subject to Early Termination Charges for the Agreement to supply services at your old address if we are unable to provide service at your new address.

## **Paper bills**

Our customers receive their bills via email. If you choose to receive a paper version of your bill, you will be charged a paper bill fee.

## **Late Payment**

If you pay late we'll charge interest on the overdue amount of 4% above the base rate of HSBC Bank each year and you'll also need to pay an administration charge if we don't receive payment within 7 days of your reminder letter. This charge is to cover the costs incurred by us in chasing and collecting late payments and providing services during this time.

## **Failed Payment**

If any direct debit is cancelled or not cleared by your bank or building society you may be charged a failed payment fee. This fee is to cover the cost to us levied by your bank or building society.

## **Standard Pricing**

If you signed up to a discounted package, your Agreement will have Offer Terms. In this case, your discounted price will last for the agreed period of the Offer. Once the Offer Terms period ends you

will automatically move to our standard pricing for the package you selected. You can find our current standard packages on the People's Fibre website.

### **Technician Appointments**

If maintenance or the correction of a fault requires a technician visit to your address, and is the result of the intended treatment and use of our equipment, there will be no charge for this visit. Someone over the age of 18 must be present at the time of the visit that we have agreed with you in advance.

If the need for a technician visit is the result of one or more of the following you will normally be charged a fee for the technician visit and may be responsible for other associated costs:

- A request by you to change the home set up of your services (for example if you would like your equipment moved to a different location)
- Misuse, neglect of, accidental or wilful damage to our equipment;
- Failure to follow responsible instructions regarding our equipment;
- Tampering or disassembling the equipment without our consent or instruction; or
- Fault in, or any other problem (including set up and specification) associated with, your equipment or any system that is not provided by us as part of our services.

Equipment includes, amongst other things, any router, ONT, cables and ducts.

### **Missed Appointments**

If you miss or prevent installation or maintenance from being carried out at a time we have agreed - with you in advance, or if you fail to tell us that an appointment is no longer required by 12pm on the day before the appointment, you may be charged a missed appointment fee. You will be required to tell us at least 24 hours before the appointment or you may be charged.

### **Early Disconnection**

As part of a fixed term contract with us, you agree that you'll continue with your chosen services at your current address for a minimum period. If you decide to end part or all of your services during a minimum period, then you will normally be charged the remaining payments for the minimum period of your services.

### **Service suspension:**

If we suspend the Services we may charge a line restriction fee.

### **Replacement of Customer Premises Equipment (CPE)**

If you report a fault with your CPE after the Minimum Term set out in our terms and conditions you have two options:

1. Upgrade to a higher speed product and take out a new agreement with a new Minimum Term and People's Fibre will supply new equipment.
2. Purchase a replacement router from People's Fibre. This CPE will have a warranty against faults arising in the first 12 months after supply. See table below for current replacement CPE prices.

### **Non Returned Equipment**

If we or you end your services, you will be required to return any equipment in a reasonable condition within 30 days of your services being ended (unless you are leaving People’s Fibre during your Minimum Term, in which case the equipment should be returned within 14 days in accordance with clause 5.7 of the Terms). In special circumstances we may provide a service to collect it. If you fail to return or make available the equipment for collection, you will normally be charged for the replacement cost and reasonable recovery costs for that equipment.

**Public IPV4 Address**

Due to the shortage of IPv4 addresses, we use Carrier Grade Nat (CGN) which allows for more efficient use of our IPv4 address range. This means that each time you access an IPv4 website, our network seamlessly allocates you a dynamic, rather than static, IP address from our pool of public addresses, with no disruption to service. This has no impact on the security of your connection – it’s simply about how we manage the allocation of our available IP addresses.

There are, however, some applications that may be affected by this. These include applications such as online gaming, VPNs, P2P applications and hosting at homes. If you do notice any issues and would like to transfer to a public IPv4 via DHCP for £5 a month, please contact our Customer Service team who will be happy to assist.

**Business hours**

For the purpose of charges set out in this document, business hours are defined as Monday to Friday 07.00am to 16.00pm (excluding public holidays).

**Latest charges:**

<b>Charge Description</b>	<b>Charge (inclusive of VAT where applicable)</b>
Technician Installation	No Charge
Public IPv4 via DHCP	£5 monthly
Service Transfer Activation Charge	£30
Late Payment Administration Charge	£25 per late invoice
Failed Payment Charges	Vary dependant on your bank or building society
Technician Appointments (where chargeable)	£50/h during business hours, £75/h outside of business hours.
Missed Appointments	£30 where less than 24hrs notice is given
Line restriction fee	N/A
Replacement CPE equipment	£130 per router plus £50/h during business hours, £75/h outside business hours where an engineer visit is required.
Non returned equipment	Linksys Velop - £100 per router
ONT	£70