

## Supplier Engineer Charges Information



<u>Description</u>	<u>Service</u>	<u>Type</u>	<u>Typical Max Charge</u>
Standard Chargeable Visit (Visit plus up to 1 hour's work)	WLR	TRC	£150
Additional Hours (or Part thereof)	WLR	TRC	£100
Materials	WLR	TRC	Varies
Standard Chargeable Visit (Visit plus up to 1 hour's work)	Fibre EAD	TRC	£190
Additional Hours (or Part thereof)	Fibre EAD	TRC	£130
Standard Chargeable Visit (Visit plus up to 1 hour's work)	ADSL/SDSL/EFM	TRC	£130
Additional Hours (or Part thereof)	ADSL/SDSL/EFM	TRC	£70
SFI2 Base Module	ADSL/SDSL	TRC	£150
SFI2 Wiring Module	ADSL/SDSL	TRC	£50
SFI2 Frames Module	ADSL/SDSL	TRC	£150
SFI2 Equipment Module	ADSL/SDSL	TRC	£30
SFI2 Co-Op Module	ADSL/SDSL	TRC	£45
SFI2 Network Module	ADSL/SDSL	TRC	£150
Special Faults Investigation (SFI)	VDSL	TRC	£175
Abortive Visit Charge (per engineer per visit or call out)	Common	AVC	£100

### Notes

Our suppliers include Openreach, BT Wholesale, TalkTalk Business and others. Engineering work on behalf of all Spitfire-supplied services is normally carried out by Openreach. Openreach engineers work on behalf of all Communications Providers in maintaining the UK's physical access network. Openreach is a British Telecommunications plc (BT) business.

Time Related Charges (TRC) may be raised to recover the cost incurred when supplier engineers repair faults, provide or rearrange services, where this work is not covered under the terms of the service. Examples of chargeable work may include but are not limited to 3rd party damage to the Openreach network, or the requirement to repair cabling within the customer's domain regardless of the location of the Network Termination Equipment (NTE) or Distribution Point (DP).

Abortive Visit Charges (AVC) may be raised to recover the cost incurred when supplier engineers fail to progress a trouble report due to the inability to access the customer site and/or where the access to investigate is impeded, including but not limited to the Distribution Point (DP), Network Termination Equipment (NTE) and Customer Premises Equipment (CPE).

The above information is intended to provide Spitfire customers with realistic information regarding potential charges that may be raised during a support case. These charges detailed do not form an exhaustive list. All information believed to be correct at time of issue. Spitfire will not be held responsible for any errors or omissions. This document is subject to change.

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