

## 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)	XDSL/EFM	TRC	£130
Additional Hours (or part thereof)	XDSL/EFM	TRC	£70
SFI2 Base Module	XDSL	TRC	£150
SFI2 Wiring Module	XDSL	TRC	£50
SFI2 Frame Module	XDSL	TRC	£150
SFI2 Equipment Module	XDSL	TRC	£30
SFI2 Co-Op Module	XDSL	TRC	£45
SFI2 Network Module	XDSL	TRC	£150
Special Faults Investigation (SFI)	XDSL	TRC	£175
Abortive Visit Charge (per engineer per visit or call out)	Common	AVC	£100
Diagnostic Testing Charge	BTW Fibre/EAD/EFM	TRC	£110

### Notes

Our suppliers include Openreach, BT Wholesale, TalkTalk Business and others including Virgin Media Business and COLT. Engineering work is normally carried out by Openreach, Virgin Media Business or COLT (or their agents). Openreach engineers work on behalf of all Communications Providers (CPs) in maintaining the UK's physical access network. Openreach is a British Telecommunications plc (BT) business. Those engineers will normally introduce themselves as being from "Openreach" or occasionally "BT". Please note that Openreach may also employ the services of Kelly Communications Ltd and others. All engineers are able to provide formal identification.

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 damage caused on the Openreach or other supplier's network and equipment by someone at or factors emanating from within the End Customer's premises (or wider building or complex), the requirement to repair cabling within the Customer's domain regardless of the location of the Network Termination Equipment (NTE) or Distribution Point (DP), the theft, loss or removal of Openreach or other supplier's equipment within the End Customer's premises (or wider building or complex), including the NTE or DP or other Network Termination Point or where no fault is found.

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). Appointment cancellations may incur an Abortive Visit Charge.

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.

Last Updated: 2019-01-14