

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	£150.00
- Additional Hours (or part thereof)	WLR	TRC	£100.00
- Materials	WLR	TRC	Varies
Standard Chargeable Visit (visit plus up to 1 hour's work)	EAD	TRC	£195.00
- Additional Hours (or part thereof) [Sundays/Public Holidays]	EAD	TRC	£135.00
Diagnostic Testing Charge	EAD	TRC	£110.00
Standard Chargeable Visit (visit plus up to 1 hour's work)	BTW Fibre/EFM	TRC	£130.00
- Additional Hours (or part thereof)	BTW Fibre/EFM	TRC	£70.00
Diagnostic Testing Charge	BTW Fibre/EFM	TRC	£110.00
Broadband SFVA: "Fibre to the Cabinet (FTTC) / VDSL"	XDSL	TRC	£160.00
Special Faults Investigation 2 (SFI2) Base Module	XDSL	TRC	£160.00
Standard Chargeable Visit (up to 3 hour's work) [In hours]	COLT Fibre/EFM	TRC	£880.00
Standard Chargeable Visit (up to 3 hour's work) [Out of hours]	COLT Fibre/EFM	TRC	£1,680.00
Abortive Visit Charge (per engineer per visit or call-out)	Common	AVC	£110.00

Notes & Glossary

Our suppliers include Openreach, BT Wholesale (BTW), TalkTalk Business, 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 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 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. Fault conditions can and do change. It is the Customer's responsibility to report any change in fault condition that may mean they wish to cancel an appointment. The Customer must do so via phone call into Spitfire Support by 17:00 the work day prior to the appointment booking. Please note Spitfire cannot guarantee to be able to successfully reschedule or cancel an appointment.

TRC or AVC may be incurred in the event the fault condition has changed, for example if the service starts working, by the time the supplier engineer investigates. For some products, a Diagnostic Testing Charge may be incurred where a Diagnostic Testing Officer is engaged and there is no fault found. By proceeding you agree that we will recharge these costs to you. For details of current typical TRC and AVC charges please visit <http://www.spitfire.co.uk/support/>

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

Last Updated: 2022-07-14.