



4Com Network Services Business charges explained

You'll see various charges on your bill, depending on what products and services you have from us.

Our charges fall into two broad categories:

- Regular charges for continuing services like phone line rentals, SIP Trunks, broadband, mobiles and Support Services. We charge for these services in advance. The cost you'll see on your bill will be for the forthcoming billing period. If you start a service partway through a billing period, you'll see a charge from the date you started the service to the end of the current billing period plus the charge for the forthcoming billing period.
- One-off charges for single items or services. These can also include credits if we've give you some money back for some reason (including credits for promotional deals). Examples of one-off charges include connection charges, and early termination charges.

Connection charges

You may need to pay a connection charge if any engineering work is required to connect you.

Connection charges will apply to -

- New line installations
- Lines that are already in your premises but have no dial tone (you can check this by plugging a phone into your phone socket and having a listen)
- Replacing a line that looks like it was a phone line but was actually used for something else (an alarm line, for example)
- Newly built premises that have been pre-wired with phone lines to avoid disruption later
- Taking over a line from another provider.
- Reconnecting a line after you've been disconnected for non-payment

We'll have told you about the charges before completing your order. The charge covers the work that we have to do to connect the line. That work will not always be visible to you because, even if the engineer doesn't need to visit your premises, they'll still have to do some work elsewhere. They'll be in the exchange and in the street cabinet; they may have to work up a pole or underground.

4Com Network Services Ltd

Telephone: 0330 444 4444
Facsimile: 0333 014 3007
Web: 4Com.co.uk

4Com Network Services Limited, One Lansdowne Plaza, 24 Christchurch Road, Bournemouth, BH1 3NE
4Com Network Services Limited is a company registered in England and Wales, Registration Number 06472696.
The registered office is One Lansdowne Plaza, 24 Christchurch Road, Bournemouth, Dorset BH1 3NE.
VAT Registration Number: GB 876 3400 14.



Repair charges

If you report a fault to us, there may be charges if:

- We don't find a fault.
- We find a fault but it's on non-BT equipment.
- The fault is due to damage caused by someone at your premises.
- The fault is due to theft, loss, or removal of equipment.
- In the case of customer owned or rented equipment (but not BT's network), faults caused by damage by external or environmental factors (e.g. lightning, electrical surges or floods).

We won't apply repair charges if:

- The fault is with BT equipment or their network.
- The product or service is under a guarantee or maintenance agreement.
- Things start working again without us having to fix the fault.

We'll always try to tell you if there'll be a charge for fixing a fault, but we're not always able to do this. For example, if a fault is due to damage that we didn't know about when the fault was reported, we may not have advised you of a possible charge.

Late payment charges

We charge you if you're late paying your bill.

The simplest way to avoid late payment charges is to pay your bills by Direct Debit, which is a requirement of your contract with 4Com.

Here's how it works for customers who don't use Direct Debit:

- We must receive your payment upon receipt of your invoice.
- To assist and to ensure you avoid late payment fees, the expected payment date is also stated on your invoice.
- If we don't receive your payment upon receipt of your invoice, we'll add the late payment charge.
- A late payment charge will be added per invoice for each monthly occurrence of late payment/debt
- The late payment charge depends on the value of the bill/debt:
 - For bills up to £999.99, the late payment charge is £40.00 excluding VAT
 - For bills between £1000.00 and £9,999.99, the late payment charge is £70.00 excluding VAT
 - For bills of £10,000.00 and over, the late payment charge is £100.00 excluding VAT

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Reconnection-after-non-payment charges

If you do not pay your bill and we temporarily restrict your service, you'll find a charge on your bill for reconnection of your service after payment is made. This will be on top of the late payment charge.

- Reconnection after temporary suspension of incoming and outgoing calls - £25.00 excluding VAT
- An additional £5.00 excluding VAT for each additional line on the same account.

For any further information regarding these charges, please email billing@4com.co.uk

Kind regards,

4Com Billing Team

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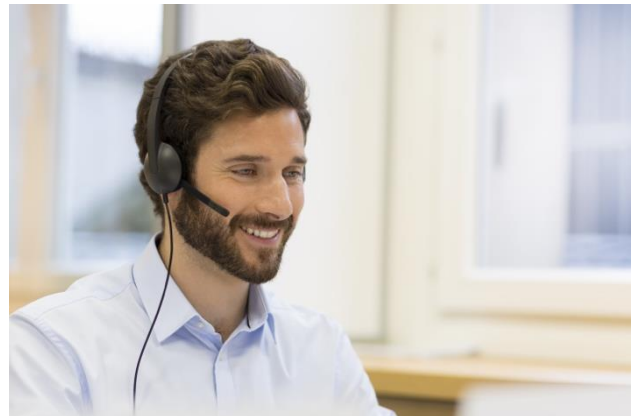
Support Cover Overview

Our telephone systems are built and installed to be as robust as possible and provide a long life of service to you and your business.

However, with technology and the involvement of third-party providers, we cannot provide a 100% guarantee. The Support Agreement ensures that you are covered in the unlikely event that an issue should arise, with engineers available remotely to assist with your query.

What is included under this Agreement?

- ✓ Repair or replacement of any of the main components of the system
- ✓ Repair or replacement of desktop handsets
- ✓ Remote engineering to resolve fault
- ✓ Onsite engineering to resolve fault
- ✓ Full diagnostics of BT lines
- ✓ Full diagnostic of broadband services
- ✓ Liaison with BT



What happens if I don't have a Support Agreement?

Don't worry, for our customers that don't have a Support Agreement in place, they can still take advantage of the above services, on a 'Pay As You Go' basis. Please see below for these charges:

Pay As you Go Prices

Remote session*	£35.93 + VAT
Onsite visit	£77.84 + VAT per hour

*A remote session is simply our engineers dialling into your system from our headquarters in Bournemouth. It's the most efficient way of working and more often than not a remote session will resolve the issue without the need for an engineer going to site.

If you request support on a Pay As You Go basis, the work carried out will be billed to you within your next monthly invoice from 4Com Network Services Limited.

How do I raise a technical enquiry?

We have a number of ways in which you can log an enquiry, report a problem or request assistance with your system:

During Office Hours (09:00 - 17:00)
Out of Office Hours (17:00 -09:00)

0330 444 4444
www.4com.co.uk (click on the 'Support' tab)

How to return and recycle your 4Com Router for free



Why do 4Com recycle, or refurbish equipment?

The answer to this question is simple: we want to protect the planet!

By recycling or refurbishing electrical kit, 4Com are able to prevent tonnes of electrical waste from going to landfill. Do the right thing for the environment: send back the equipment you no longer need, and we'll do the rest.

We're determined to do our bit to protect the planet, so when our equipment's no longer needed, we recycle or refurbish it for free.

The symbol shown to the right means that the product is classed as electrical or electronic equipment. This means **you shouldn't throw it in your normal rubbish at the end of its working life.**



How to return your router to us

If you have received a replacement router, please follow the return instructions which will accompany your new router, and return your original router using the packaging material provided.

- **Router box**
- **DPD express pack**
- **Document enclosed A5 self-adhesive clear wallet.**

Your original router will be cleared of all data and will then either be refurbished or recycled, using the most environmentally friendly process.

If your router isn't returned

You will have 30 days to return the router from the date you stopped using it before we charge you.

Type of Router	Non-return Charge
Technicolour	£100
Draytek	£150

You can still return your router after you're charged

We'll credit you the full amount back to your account if you return the router to us within 3 months. For further information please email billing@4com.co.uk