

HULL FIBRE – SCHEDULE OF CHARGES

This schedule of charges sets out all possible charges that would apply to you as the customer in various events, it assumes you as the customer are aware of the charges set out below. Charges for MS3 are set by them, unfortunately we are unable to adjust this cost.

<u>Type</u>	<u>Charge Amount</u>	<u>Description</u>
MS3 - Missed Appointment	Charge: £130	If The end user i.e the customer is not available during an agreed visit slot.
MS3 – No Fault Found	Charge: £130	If the issue was caused by the end user i.e the customer has damaged the incoming equipment.
HF – Missed Appointment	£50	If The end user i.e the customer is not available during an agreed visit slot.
HF – No Fault Found	£50	If the issue was caused by the end user i.e the customer has damaged the incoming equipment.
HF – Hardware Replacement	£50	If the router needs replacing outside of warranty.

