

# Ancillary Charges



The following Charges are a non-exhaustive list of relevant Ancillary Charges which apply to Enterprise customers. These Ancillary Charges may be updated from time to time.

## 1. Ancillary Charges associated with Vodafone Site Visits

### 1.1. Site Visit Charges

Ancillary Charge per visit	Description	Working Hours *	Out of Normal Working Hours A**	Out of Normal Working Hours B ***
Site Visit	Customer Site Visit required/requested which is outside normal Working Hours*	NA	£150	£200
Aborted Site Visit†	Vodafone's engineer† Site Visit for an appointment but cannot gain access to do the work required or the site has not been appropriately prepared as per Vodafone instructions	£350	£500	£650
Site Survey	Additional Site Survey (a Site Survey not identified in any Commercial Terms)	£500	£700	£900
Extended Site Visit	Should the engineer need to extend the period on-site for any customer related reason additional charges will be incurred eg. Access delays, non-adherence to Vodafone instructions or for non-provision of LAN cabling.	£58/hr or part thereof††	£82/hr or part thereof††	£106/hr or part thereof††
Customer site visit Fault/Incident outside of Vodafone domain†	Customer Site Visit to investigate a reported Fault/Incident which transpires to be outside the domain of the services provided by Vodafone. (eg services provided by the Customer or its third party providers).	£350 for the first 3hrs + £58/hr or part thereof ††	£500 for the first 3hrs + £82/hr or part thereof ††	£650 for the first 3hrs + £106/hr or part thereof ††
Customer special request	Customer requests eg. for a Vodafone engineer with specific accreditation or a named Vodafone engineer, or a security clearance outside of contractual terms	Charges provided on request		
Cancelled Site Visit	Customer caused cancellation of engineering Site Visit  Note: No Charge if cancelled more than 48 hours before the scheduled appointment	Within 24hrs of Site Visit = full Aborted Site Visit charge  Between 24 and 48hrs of Site Visit = 50% of Aborted Site Visit charge		

#### Notes:

\* **Normal Working Hours** means Monday to Friday 0900 – 1700 (excluding Public Holidays).

\*\* **Out of Normal Working Hours A** means any time outside of Normal Working Hours on Monday to Friday and including any time on Saturday but excluding any time within Out of Normal Working Hours B.

\*\*\* **Out of Normal Working Hours B** means any time on a Sunday or Public Holiday

† This does not include other licensed operator (OLO) charges, such OLO charges shall be in accordance with clause 2 below.

†† For charging purposes part hours are rounded up to the next whole hour.

### 1.2. Additional Ancillary Charges for miscellaneous works

Description	One-off charge
Breaking or drilling through a wall	
- each external wall	£330.00
- each internal concrete wall	£200.00
- each internal non-concrete wall	£60.00
Connection Charge per metre or part thereof for cable (fibre or copper), including any jointing required	£7.50
New ductwork, including jointing boxes and any wayleave costs where a third party operator needs to join its own cable within the new duct route. Charges apply per metre	
- Blown fibre	£4.00
- Blown fibre tubing in duct	£3.50

- Internal cabling (including internal blown fibre tubing)	£8.00
- Mole ploughing of fibre in sub-duct	£25.00
- Soft surface or other mole ploughed	£35.00
- Footway	£80.00
- Carriageway	£140.00
Trunking and traywork within customer's curtilage, per metre	£40.00
Provision of a new footway box to connect to a third party operator's network. Not applicable for boxes on a brand new track	£750.00
Radio provision	
- Customer cabinet	£900.00
- Radio monopole	£9,500.00

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Elevated platform usage (charge per day)	£450.00
Other additional work carried out will be charged at current cost of material used plus time taken to install	Up to £1000 without prior Customer approval

## 2. **Ancillary Charges associated with services provided by a third party /OLO**

2.1. Unless otherwise agreed and stated in the Customer's Order or in the Customer's contract with Vodafone, the Customer will be liable for any additional costs charged to Vodafone by third parties in connection with the provision of the Services. Such Charges include but are not limited to the following:

### 2.1.1. **Ancillary Charges for PPC (Partial Private Circuits)**

Such Charges applied to the delivery of the Service into Customer Sites. These are typically for the use or purchase of standard equipment, copper or fibre. These charges are variable and regulated eg. charges imposed on Vodafone by BT Wholesale PLC from time to time. Further details of these charges are available on the BT Wholesale website, [www.btwholesale.com](http://www.btwholesale.com), as amended from time to time.

### 2.1.2. **Excess Construction Charges**

ECCs can include ducting, telegraph poles, breaking through walls etc. These charges are variable and regulated eg. charges imposed by Openreach. Further details of these charges are available on the Openreach website, [www.openreach.co.uk](http://www.openreach.co.uk) and the BT Wholesale website, [www.btwholesale.com](http://www.btwholesale.com) as amended from time to time. Customers will be required to approve all ECCs before they are applied.

### 2.1.3. **Other third party/OLO Charges**

The Customer will be liable for any other additional costs including time related charges, line rental, cabling, charged to Vodafone by third parties or OLO in connection with the provision of these Services.

## 3. **Internal Building Moves**

### 3.1. **Internal Building moves (Vodafone)**

For internal circuit shifts within the same building, the following will apply:

A one-off charge of 50% of the cost of a new install at that site and the annual rental will remain the same on condition that the service provided over the circuit remains the same.

### 3.2. **Internal Building Moves (Openreach)**

For internal circuit shifts within the same building, the charges are in accordance with clause 2.1.3 other third party/OLO Charges (e.g labour costs plus ECC).

## 4. **External Building Moves**

### 4.1. **External Building moves (Vodafone)**

For external circuit shifts outside the current building, the following will apply:

- i. For a shift of one end of the circuit – 50% of new install and a recalculation of the annual rental
- ii. For a shift of both circuit ends will be considered as a completely new circuit therefore, 100% of new install and a re-calculated annual rental will apply.

### 4.2. **External Building moves (Openreach)**

For external circuit shifts outside the current building the charges are in accordance with clause 2.1.3 other third party/OLO Charges (e.g Openreach, connection fee plus ECCs).

## 5. **Service Regrades / Changes**

Customers are entitled to request a re-grade to increase or decrease the Committed Information Rate (CIR) for Circuits and Bearers (full contractual details concerning such changes can be found in the relevant product Service Schedule). Regrading circuits within the maximum access circuit speed of the Bearer provided for the circuit constitutes a soft change.

Downgrades are not permitted where the resultant CIR is below the original CIR provisioned on the circuits. The charge for such a change is **£200**. If the change in CIR requested results in a requirement for a larger Multi Service Access Bearer (MSAB) this is considered a hard change which will require a cease and re-provide. New install and annual rental charges will apply. In this scenario cancellation charges may also apply.

## 6. **Order Cancellation**

Cancellation of the Service prior to the Service Commencement date or before the expiry of the Initial Term will result in the Customer being liable to pay Recovery Charges, if the corresponding Recovery Charges are not set out in the Commercial Terms in the Agreement then they shall be provided upon request.

## 7. **Orders on hold**

An "On Hold" Order means an Order which cannot progress without Customer approval and such approval is withheld (e.g site not ready). Orders which are On Hold for more than 90 calendar days will accrue a monthly Charge of 20% of the monthly circuit Charge.

Vodafone at its discretion may cancel any order which has been On Hold for more than 180 calendar days. The Customer shall be liable for any Recovery Charges associated to the cancelled Order as set out in clause 6 (above).