

V4 CONSUMER ADMIN / MANUAL FEE LISTING

Line Item	Monthly Price (£)(PPM Where Applicable) (Pricing EX VAT)
Broadband- Extra Usage/GB	£1.99
Claim debt recovery costs on late payments (accounts that remain unpaid 7 working days after the bill due date) - £20.99 plus debt collections agency costs & any other V4 applicable charges such as late fees, suspension fee removal costs etc.	£40.99
Direct Debit (DD by Card or DD by Bank) Dishonor Fee	£20.99
Late Payment Fee	£15.99
Missed appointment charge (Applies if an engineer appointment is missed on a given date without a 3 working days' notice to V4 in writing to cancel or amend)	£165.99
Order Rejection on V4 Systems due to Customer Error	£3.99
Move of Premises, Tenancy, or change in Account Ownership	£79.99 one off or £5.99 over 18 months
Non DD Fee	£15.99
Non NGN LLU Monthly Surcharge	£3.99
Paper Billing	£2.99
Paper Bill Resend	£1.99
Ceased Services Reconnection Fee	£79.99
Reconnection Fee for suspended service	£20.99

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Line Item	Monthly Price (£)(PPM Where Applicable) (Pricing EX VAT)
Unlimited BB Surcharge	£1.99
Change of Account Ownership	£45.99
Cheque Dishonor Fee	£20.99
Bad Credit Security Fee (Refundable)	£99
Recurring card payment	£1.99 plus 2.45% for VISA & Master & 3.45% on other including Amex
Outgoing Services Suspension Fee	£10.99
V4 P & P (Shipping & Handling Fee)	£15.99
V4 Wi Fi Extender	£3.99 per month
V4 AC Router Upgrade	£8.99 per month or £89.99 one off
Roku Express	£2.99/ month
V4 power line Adapters	£2.99/ month
V4 IT Support per device per month	£6.99 / month
V4 Cloud backup per device per month	£6.99 / month
V4 Anytime1 Call Package (Calls to UK Landlines unlimited, anytime)	£5.99 a month*
V4 Anytime 2 Call Package (Calls to UK Landlines, UK Mobiles, unlimited, anytime)	£15.99 a month*
V4 Anytime 3 Call Package: (Calls to UK Landlines, UK Mobiles, Euro Landlines, USA Landlines, unlimited, anytime)	£20.99 a month*
Recurring card payment	£1.99 plus 2.45% for VISA & Master & 3.45% on other including Amex
V4 Assurance	£2.99
Bespoke Contract Admin Fee	£2.99