



## CHARGES POLICY

### 1 DEFINITIONS

For the purposes of this policy, the following words will have the following meanings:

**"Contract"** means the Small Print terms and conditions under which the Customer receives the equipment and/or services.

**"Customer"** means the recipient of the Equipment and/or Services pursuant to the Contract.

### 2 CHARGES POLICY

The criteria by which 2 Circles Communications calculates the 2 Circles Communications Charges being as follows: Calls are measured and billed in per second units depending on the Customer's tariff and individual call charges are calculated to 0.0001 pence. Charges are presented on the Customer's VAT invoice in two decimal places and are rounded to the nearest whole penny before VAT is applied.

2 Circles Communications will bill the Customer recurring charges a month in advance on a pro rata basis. This means that on the Connection date the Customer will be charged 2 month's line rental on the 1<sup>st</sup> invoice. When the Contract expires the Customer will receive a month's line rental as a credit on their final invoice. The pro rata period can be from 1 month and 1 day long to 2 months in length

Please note that Bank holidays are charged at the standard weekday rate and all other calls will be charged at your usual tariff rates for peak and off peak. The Customer should check with 2 Circles if it is unsure of its tariff.

Payments and/or credits posted to your account 72 hours prior to the invoice date will not show on that invoice but will show on the following invoice.

Ancillary and additional charges are raised to cover time spent repairing faults where this work is not covered under the terms of a service contract and for providing or rearranging services or equipment where standard charges are not available.

Also known as timescale charges <sup>(1)</sup> they apply where a customer requests work to be carried out on site involving the provision or rearrangement of equipment, wiring, network or services (including work on PSTN and Private Networks).

At all times these charges are the responsibilities of the customer.

### 3 CALL BUNDLING

There can be delays between calls completing and being presented on a Bill caused by a number of technical reasons. This can cause problems when a customer is charged on the basis of a bundle of calls. Whilst every effort will be made to overcome this situation, calls can appear on a Bill not in call start time order and hence may not necessarily be included in the appropriate bundle if calls are made towards the end of a bundle period.

Footnotes:

(1) Timescale charges will not apply if the customer cancels the appointment before the engineer has arrived at the premises. Once the engineer has arrived at the premises, the Timescale call out charge only will apply if work is cancelled or postponed by the customer, or if the appointment is not kept by the customer.

Additional charges may be applicable on the day the works are carried out; these too are also the responsibility of the customer.