



Residential Pricing (plus Vat at prevailing rates)

This is a guide for our charges, which may vary for some services but will always be discussed with the customers prior to any work commencing.

- Faults: £55.00 to diagnose, and prove out fault to BT network or supplier
- Site visit fee to repair No Dial Tone type fault when proved to customers wiring or premises £85.00 for 1st 2 hours thereafter £25.00 per hour plus parts if any required.
- Broadband faults £85.00 for 1st 2 hours thereafter £25.00 per hour to reconfigure wiring to enhance or maximise speed and to prevent drop out of broadband (ADSL) circuit plus parts (average parts cost, between £5-£20 depending on customer preference).
- Re-wires and other cabling works are £85.00 for 1st 2 hours thereafter £25.00 per hour, up to a maximum of £235.00 for a 8hr day plus parts used.
- Internal telephone extensions from £65.00 for the first extension, then £40.00 for additional extension sockets fitted at the same time, plus parts used.
- Internal Cat5e RJ45 network points from £60.00.
- External Cat5e RJ45 network points from £80.00.
- External telephone extensions from £85.00.
- Our parts prices for faults and installation work are very reasonable, with an approximate break down being:

Master telephone Nte5 - £8.50

Master telephone socket - £6.50

Extension telephone socket - £4.00

Telephone cable (per metre) - £0.50