

W3Z Broadband - Our Charges and Service Definitions (Inclusive of VAT)

Administration Fee

£20.00

Clause 2.7 of our Terms of Service

Default Fee

£25.00

Clause 7.4 of our Terms of Service

Eg. Failed Direct Debit payment

Reconnection Fee

£50.00

Clause 7.6.2 of our Terms of Service

Eg. if your service has been disconnected due to non-payment

Re-Installation (eg Moving Home) Fee

£60.00

Clause 11.1 of our Terms of Service

Paper Billing Fee

£1.50 per document

Clause 7.4.7 of our Terms of Service

Early Cancellation or Termination Fee

If you wish to cancel your subscription whilst still within your Contract Period, you will be charged the balance of the calendar months remaining in your Contract.

Surveys and Quotes

Free of Charge

Our attendance for Surveys, Quotes, and Assessments are free of charge.

New or Additional Router

£134.00

Including labour and associated installation costs

Replacement Router

Free of Charge

Whilst in Contract with us we will replace any faulty Router

£99.00

If out of Contract