



Next Vision Pricing Guide

The following information details the charges that you may incur as a customer of Next Vision Telecommunications that are outside your usual subscription package or service.

This is our guide to the aforementioned charges with the most recent costings shown in the table near the bottom of the page.

Activation Fees:

During the activation process of your package or service, you will be required to pay an activation fee, this is a one-time fee and will only apply again in the event that you add a new package or service to your contract. For example, a TV subscription or a replacement for an existing service.

Please note that this will also apply for equipment such as a new broadband hub or a television box either in the form of a replacement or new service.

Equipment Installation

We carry out equipment installation in two ways. The first is a remote form in which your equipment is sent to you via the post and then activated remotely by our team.

The second will be through a visit by a technician or engineer. This will depend on your geographical restrictions when it comes to providing you with certain services, but also delivering equipment to your address. The latter will incur a delivery charge fee and will depend on your location. Areas such as the Isle of Man and Scottish Highlands may incur higher charges.

Payments

We encourage our customers to pay by Direct Debit as this does not incur any additional charges. Other forms such as credit, cash and cheque are also accepted but are subject to our payment handling fees.

Late and Failed Payments

If 31 days pass after your bill date and you still have yet to pay your bill, you will be charged a late payment fee. This is to cover the costs incurred by Next Vision in collecting this late payment as well as continuing to provide a service in the meantime.

If your direct debit or cheque is cancelled or not cleared then you may face a failed payment fee.

Transferring/Moving Addresses

If you move home, there is a possibility that we may not be able to provide our services to you at your new address, depending on location.

If we are able to continue providing a service, you will usually have to pay a transfer fee and this is normally to cover the costs incurred by Next Vision when setting up your new home with our services.

Paper Billing

We provide E-Billing by default. If you wish to receive your bills in paper form, you will be charged a fee for this. In order to receive an e-bill, you must have a valid e-mail address connected to your account.

Alternate forms such as audio and braille will not incur extra charges.

Engineer or Technician Appointments

If an issue requires a technician to come and visit your premises, and is the result of the intended treatment and use of our equipment, there will be no charge for this visit. There must be someone on the premises who is over the age of 18 and be present during the entire time of the visit that we has been agreed with you prior.

In the following situations or circumstances will you be charged a fee for the visit and potentially other associated costs as well:

- An additional request (by you) to change the home set up of your services (for example, moving or changing your equipment to a new location on the premises)
- Misuse, tampering, disassembling of, neglect of, accidental or wilful damage to our equipment without prior consent
- Failure to follow responsible instructions regarding the equipment
- Fault in or associated with, your equipment or any system that is not provided by us.

Equipment is specified as, amongst other items; cable modems, set top television boxes, cables and ducts.

Missed Appointments

If a previous agreed time for installation or any kind of maintenance visit is missed or prevented from occurring, then you will be charged a missed appointment or callout fee. Unless you tell use that the appointment is to be cancelled within 24 hours of the appointment date, then fee will be incurred.

Early Termination/Disconnection

If you wish to end part or all your services with Next Vision during a minimum period, then you will be charged an early termination or disconnection fee. This will normally take the shape of the remaining payments on your account for the period of service left.

Non Returned Equipment

Upon completion of your contract or an early termination, you may be required to return your equipment to Next Vision in a reasonable condition.

There will be the option of collection service provided.

If you do not return or make the equipment available for collection, you normally be charged for the replacement and recovery costs for said equipment.

We expect the equipment to be returned to us within 60 days of your services ending, you will then be refunded via credit on your next bill. If your account is left in credit a cheque will be sent to you for the amount you are owed, this will need to be put into your bank or building society within 6 months of receiving it.

Charge (inclusive of VAT where applicable)

Charge Type	Charge (inclusive of VAT where applicable)
Activation	£25
Equipment Activation	Up to £ 100 per item of equipment
Technician Installation	£ 50 per installation
Service Transfer	£ 30 per transfer.
Home Delivery	£ 10 charge per delivery
Technician Appointments (where chargeable)	£ 100 charge per appointment plus other associated costs on a case by case basis.
Late Payment	£ 8 for each bill payment overdue
Missed Appointments	£ 20 per appointment
Non Returned Equipment	Wifi Hub/Router : Zyxel: £ 100 DryTek : £ 260 Other Routers : £ 120 TV Box: £ 120
Paper Billing	£ 1.8 per month