Millbeck Communications Limited

Price List

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Price List

General Terms

Item	Contract Reference	Charge (£)
Minimum Service Charge	General Terms 11.1	£1.00
Cancellation of direct debit / direct debit returned unpaid	General Terms 11.3 and 11.4	£25.00
Late payment surcharge	General Terms 11.4	£0.00
Non-direct debit payment administration fee	General Terms 11.2(e)	£5.00 per month
Manual Report	General Terms 12.2	£0.00
Manual Invoice	General Terms 12.3	£5.00
Termination of SIM – administration fee	General Terms 24.3(b)(ii)	£0.00
Reconnection following suspension for non-payment	General Terms 24.4	£25.00 per Customer
Tariff change fee	General Terms 2.3 and 11.5	£25.00 per change request

Product Schedule – Connectivity Services

Item	Contract Reference	Charge (£)
Change of Ownership (COO)	Connectivity Services 16.1(ii)	£25.00 per COO request
Port request – mobile phone numbers	Connectivity Services 16.2	£50.00 per port request
SIM replacement outside SIM Warranty Period	Connectivity Services 14.6	£1.00 per SIM

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Product Schedule – Mobile Voice and Data Services

The following Charges apply to Mobile Voice and Data Services. Out of bundle usage Charges and roaming Charges are not set out here; they are contained in the applicable Network Provider out of bundle price list and roaming policy published on the Website and referred to in the Tariff Addendum.

Item	Contract Reference	Charge (£)
SIM replacement (lost, stolen or damaged)	Mobile Voice and Data 14.4	£5.00 per SIM
Bar or unbar request	Mobile Voice and Data 9.2	£5.00 per request
Itemised billing – manual provision	Mobile Voice and Data 8.5	£5.00 per report
PAC or STAC administration fee	Mobile Voice and Data 16.5 and Regulatory Schedule 2.2	£25.00 per transfer request of up to 25 numbers, plus Network Provider transfer costs
Bulk port request (more than 25 numbers)	Mobile Voice and Data 16.5 and Regulatory Schedule 2.2	Quoted on request
Upgrade administration fee	Mobile Voice and Data 12.5	£25.00 per connection
Handset configuration or device enrolment	Mobile Voice and Data 2.1	Quoted on request
Early settlement of outstanding equipment Charges	Mobile Voice and Data 6.6	Outstanding balance of the equipment price

Subscriber Equipment Non-Return and Damage Charges

The following Charges apply where Subscriber Equipment supplied on a Rental basis, or on an Instalment Sale basis where title has not passed, is not returned within fourteen (14) days of termination or is returned in a condition that is not resalable. Where an outstanding equipment balance remains, that balance is charged instead.

Item	Contract Reference	Charge (£)
Non-return – Tier 1 (feature phone or basic handset)	Mobile Voice and Data 21.3	£200.00
Non-return – Tier 2 (mid-range smartphone)	Mobile Voice and Data 21.3	£500.00
Non-return – Tier 3 (flagship smartphone or tablet)	Mobile Voice and Data 21.3	£1000.00
Non-return – dongle, MiFi or router	Mobile Voice and Data 21.3	£200.00
Non-return – accessory	Mobile Voice and Data 21.3	£30.00
Returned equipment not in resalable condition	Mobile Voice and Data 21.3	Fair market value of equivalent equipment at date of termination
Device management or activation lock not removed	Mobile Voice and Data 21.2	£50.00 per device

Product Schedule – Hardware

Item	Contract Reference	Charge (£)
Trial Service Hardware not returned in resalable condition	General Terms 24.5	Monies paid in relation to the Hardware are withheld and not refunded
Router as a Service – non-return at end of rental period	Hardware Conditions of Sale – RaaS Terms	£50.00 per unit

Notes

- VAT is applicable to all Charges set out in this Price List and will be added at the prevailing rate.
- Charges shown as quoted on request will be confirmed in writing.
- This Price List does not set out recurring Service Charges, which are contained in the applicable Tariff Addendum.
- This Price List does not set out out of bundle or roaming usage Charges, which are contained in the applicable Network Provider price lists and policies published on the Website.
- Where a Charge in this Price List conflicts with a Charge expressly agreed in a Master Agreement Form or Tariff Addendum, the Master Agreement Form or Tariff Addendum prevails in accordance with clause 1.4 of the General Terms.
- Millbeck Communications reserves the right to update this Price List from time to time during the Term to reflect new services or modifications to existing Products impacting those standard Charges, in accordance with clause 11.5 of the General Terms.