

AMVIA Ancillary Charges

Last updated: August 2026 — all charges shown exclusive of VAT.

Charge Description	Charge Type	Charge (ex-VAT)
Aborted Survey Fee - Broadband	One-time (per instance)	£142.50
Aborted Survey Fee - Leased Line	One-time (per instance)	£195.00
Aborted/Failed Visit Installation Fee - Broadband	One-time (per instance)	£113.00
Aborted/Failed Visit Installation Fee - Leased Line	One-time (per instance)	£145.00
ADSL/SoTAP Cancellation/Amendment up to PONR	One-time (per instance)	£26.25
ADSL/SoTAP Disconnection/Cease	One-time (per instance)	£44.40
Broadband Order Access Modify (Regrade)	One-time (per instance)	£15.90
Broadband Survey Fee	One-time (per instance)	£494.00
Delivery/Shipping Fees	One-time (per instance)	£10.00
Fibre Order Cancellation/Amendment up to PONR	One-time (per instance)	£113.00
Fibre Order Disconnection/Cease	One-time (per instance)	£44.40
FTTP Bandwidth Upgrade/Downgrade Fee	One-time (per instance)	£8.50
FTTP Connection Cancellation Fee	One-time (per instance)	£70.50
Late Payment Fee	One-time (per instance)	£35.00
No Fault Found Fee - Broadband	One-time (per instance)	£121.00
No Fault Found Fee - Leased Line	One-time (per instance)	£295.00
Non-Direct Debit Fee	Per month	£7.50
NTE5 Shift	One-time (per instance)	£142.50
Number Porting Out Fee	Per single number	£8.00
ONT Replacement (Damaged/Missing)	One-time (per instance)	£40.50
ONT Shift	One-time (per instance)	£142.50
Out of Hours Fees (First hour)	One-time (per instance)	£225.00
Out of Hours Fees (Subsequent hours)	Per hour	£155.00
Revise Cease - Broadband	One-time (per instance)	£89.00
Revise Cease - Leased Line	One-time (per instance)	£178.00
Revise Cease - VoIP/SIP/Teams	One-time (per instance)	£112.00
Unsuspend Service - Broadband (FTTP, SoGEA, SoTAP)	One-time (per instance)	£45.00
Unsuspend Service - Leased Line	One-time (per instance)	£95.00
Unsuspend Service - Software (any additional configuration time)	Per hour	£125.00
Unsuspend Service - Software (MS365, Barracuda, Bitdefender, SurfaceLoop)	One-time (per instance)	£95.00
Unsuspend Service - VoIP/Mobile	One-time (per instance)	£45.00
Unreturned Router Charge - Zyxel	One-time (per instance)	£150.00
Unreturned Router Charge - Cisco 1111 Series	One-time (per instance)	£960.00
Unreturned Router Charge - Juniper SRX300	One-time (per instance)	£960.00
Unreturned Router Charge - Juniper SRX340	One-time (per instance)	£3,369.60
Unreturned Router Charge - MikroTik RBxxxx	One-time (per instance)	£180.00