



Guide to Charges and Fees for Residential Customers

from 1st December 2021

Table of contents

Introduction	page - 3
Our Contact Details	page - 3
Broadband Service Charges	page - 4
Installation Fees and Activation Charges	page - 5
Cancellation and Termination Fees	page - 6
Other Fees	page - 6

Introduction

Our Guide to Charges and Fees for Residential Customers ("Guide") is designed so that you can quickly view and understand our packages and pricing.

If you would like further information or answers to any questions you may have regarding our products and pricing, please contact our Customer Support Team in any of the ways set out under "Our Contact Details" below.

The prices set out in this Guide are our normal charges. Your order for our services is subject to any specific pricing or applicable special promotion communicated to you during your order process and confirmed in your order confirmation email.

Prices are quoted inclusive of VAT unless otherwise stated.

Our Contact Details

You can contact us via any of the following methods:

Tel: 03333 44 55 09

Email: Hello@legendfibre.com

If you prefer to write to us, our address is:

Legend Fibre Limited, The Legend Building, 173 Sunbridge Road, Bradford, BD1 2HB

Broadband Service Charges

Our Broadband Charges may be subject to change. Any changes to pricing will be updated in this document and will remain current and up to date. Our Broadband Service Charges shown below are all charged monthly and in advance. All prices are Inclusive of VAT.

Legend Fibre Broadband – Standard Price

Legend Fibre 1000 (1Gbps)	£59.00 per month
---------------------------	------------------

Add-on Monthly service options

Wi-Fi Boosters (Price per Booster)	£150.00 each
------------------------------------	-----------------

Additional Equipment	P.O.A.
----------------------	--------

Static IP Address	£6.00 per month
-------------------	--------------------

Installation Fees and Activation Charges

The following table outlines our Installation Fees and Activation Charges for Legend Fibre Broadband Services.

Setup Fees

Installation Fee – Standard*	£99.00
Installation Fee – Non-Standard**	Standard Installation Fee plus £110.00 for the non-standard element
Activation Charge***	£33.00

*The Installation Fee is the cost to install a physical fibre link into the customer property.

**This charge will apply if the customer requires an installation which extends the length of a standard installation.

***The Activation Charge is the cost for our engineer to visit the customer premises, install our hardware and Activate the fibre link (to light it up).

Cancellation & Termination Fees

The following Fees may apply if you cancel you Legend services:

Charges for Cancellations by the Customer

Aborted Installation Charge	£60.00
-----------------------------	--------

Connection Cancellation Fee	£90.00
-----------------------------	--------

Order Cancellation Fee (within satisfaction period)	£60.00
---	--------

Service Termination Fee-The monthly package charge multiplied by the number of months left of your Minimum Period

Other Fees

These fees may be applied outside of cancellation or termination by the Customer:

Moving Premises Fee	£60.00
---------------------	--------

Migration Fee	£60.00
---------------	--------

Failed Visit Charge	£60.00
---------------------	--------

No Fault Found Call-Out Charge Where Customer requests an engineer visit	£110.00
---	---------

Replacement Items of damaged network hardware e.g., Router	£150.00
---	---------

Reactivation Fee – If our engineer is required to be onsite (FOC if done remotely)	£75.00
---	--------

Missed Appointment Charge	£90.00
---------------------------	--------

Payment Return Fee	£15.00
--------------------	--------
