

AMVIA Ancilliary Charges

Last updated: July 2026 - charge amounts are available from your account manager.

Charge Description	Charge Type
Aborted Survey Fee - Broadband	One-time (per instance)
Aborted Survey Fee - Leased Line	One-time (per instance)
Aborted/Failed Visit Installation Fee - Broadband	One-time (per instance)
Aborted/Failed Visit Installation Fee - Leased Line	One-time (per instance)
ADSL/SoTAP Cancellation/Amendment up to PONR	One-time (per instance)
ADSL/SoTAP Disconnection/Cease	One-time (per instance)
Broadband Order Access Modify (Regrade)	One-time (per instance)
Broadband Survey Fee	One-time (per instance)
Delivery/Shipping Fees	One-time (per instance)
Fibre Order Cancellation/Amendment up to PONR	One-time (per instance)
Fibre Order Disconnection/Cease	One-time (per instance)
FTTP Bandwidth Upgrade/Downgrade Fee	One-time (per instance)
FTTP Connection Cancellation Fee	One-time (per instance)
Late Payment Fee	One-time (per instance)
No Fault Found Fee - Broadband	One-time (per instance)
No Fault Found Fee - Leased Line	One-time (per instance)
Non-Direct Debit Fee	Per month
NTE5 Shift	One-time (per instance)
Number Porting Out Fee	Per single number
ONT Replacement (Damaged/Missing)	One-time (per instance)
ONT Shift	One-time (per instance)
Out of Hours Fees (First hour)	One-time (per instance)
Out of Hours Fees (Subsequent hours)	Per hour
Revise Cease - Broadband	One-time (per instance)
Revise Cease - Leased Line	One-time (per instance)
Revise Cease - VoIP/SIP/Teams	One-time (per instance)
Unsuspend Service - Broadband (FTTP, SoGEA, SoTAP)	One-time (per instance)
Unsuspend Service - Leased Line	One-time (per instance)
Unsuspend Service - Software (any additional configuration time)	Per hour
Unsuspend Service - Software (MS365, Barracuda, Bitdefender, SurfaceLoop)	One-time (per instance)
Unsuspend Service - VoIP/Mobile	One-time (per instance)
Unreturned Router Charge - Zyxel	One-time (per instance)
Unreturned Router Charge - Cisco 1111 Series	One-time (per instance)
Unreturned Router Charge - Juniper SRX300	One-time (per instance)
Unreturned Router Charge - Juniper SRX340	One-time (per instance)
Unreturned Router Charge - MikroTik RBxxx	One-time (per instance)