



Vivi Schedule of Administrative Charges

This document outlines potential administrative charges that may apply to Vivi services for both Consumer and Business customers. These charges are for requests or actions that fall outside the scope of our standard service delivery and require additional administrative effort.

Please note: These charges are in addition to your regular service fees and are applied on a per-instance basis where applicable. We will always inform you of any applicable administrative charges before processing the request.

- **Early Contract Termination Fee (Outside of Specific Clauses):** Calculated as the current contracted total monthly service price multiplied by the number of full months remaining in the contract.
- **Complex Account Restructuring or Migration Request (Significant Manual Intervention):** Quoted on a case-by-case basis depending on complexity, but will carry a minimum charge of £50
- **Account Suspension Reinstatement Fee (Due to Non-Payment):** £20 per account.
- **Provision of Historical Data or Call Records Beyond Standard Retention Period (per request):** Quoted on a case-by-case basis depending on complexity, but will carry a minimum charge of £25
- **Handling of Returned or Rejected Payments (e.g., Chargebacks):** £25 per instance.
- **Request for Paper Invoice (Where Electronic Invoicing is Standard):** £10 per invoice.
- **Assistance with Third-Party Equipment or Network Issues (Beyond Our Direct Service):** £50 per hour, with charges rounded up to the nearest full hour, quoted on a time basis if extensive troubleshooting is required.

Important Information

The charges listed above are subject to change. The most up-to-date version of this schedule will always be available on our website at www.vivivoip.co.uk. We will always inform you if an administrative charge will apply to your request before proceeding. You will have the option to decide whether or not to continue with the request.

These charges are separate from any usage-based charges or monthly service fees outlined in your service agreement.

If you have any questions regarding these administrative charges, please contact our customer support team at:

- Phone: 03333 447 445
- Email: customerservices@vivivoip.co.uk
- Online: support.vivivoip.co.uk

This schedule is effective from 1st of October 2025