

Time Related Charges

Time Related Charges (TRC) are raised to recover the cost incurred when our engineers repair faults, provide or rearrange services, where this work is not covered under the terms of the Openreach service.



Charging mechanism that enables our engineers to take appropriate action to complete a job or repair a fault without generating unnecessary delay for your customer.

When do TRCs apply?

TRCs apply where you request work to be carried out involving the provision or rearrangement of equipment, wiring, network or services, where:

- No standard prices exist for the work e.g. line plant re-arrangement
- The work needs to be carried out outside our normal working hours
- The work needs to be carried out earlier than within our standard time scales
- A repair carried out at your customer's site is either not covered by the terms of our Service contract or where the fault is not with our service or equipment.

Service benefits

Right First Time – Enables our engineers to spend additional time repairing faults, where work is not covered under the terms of Openreach service.

Greater Flexibility – Enables provision or rearrangement of services including customer owned wiring or equipment where standard Openreach pricing is not available.

Improved satisfaction – Our dedicated sales team are available to discuss your requirements and can plan, cost and project manage your request end to end.

Service features

Enables repair of:

- End user-owned wiring (any wiring beyond the Network Terminating Point)
- End user-owned equipment
- Network wiring within end users premises if the fault was caused by damage.

Also covers charges raised for providing advice for end users who have had difficulty with the operation of their equipment or CP services.

Calculation of charges

TRC charges are calculated based on:

- Visit charges
- Duration of work completed
- Items used to provide or repair services (Stores).

Time is charged for per hour, part hours rounded up. Charges can vary depending on when the work takes place – i.e. weekday business hours, outside normal business hours, Saturdays Sundays or UK Bank or Public Holidays.

For more information on TRCs visit www.openreach.co.uk or contact your business development manager.

www.openreach.co.uk

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