

## CHARGING STRUCTURE: 2011-12

VAT exemption normally applies

	Charge		Frequency
	Exc VAT	Inc VAT	
<b>Standard Alarm + pendant</b> (includes rental + monitoring fee)	<b>£ 3.12</b>	(£3.74)	<b>per week</b>
=	£13.52	(£16.22)	per month
=	£40.56	(£48.67)	per quarter
<b>Add Call24 Installation charge *</b>	£39.00	(£46.80)	One-off
<b>OR Self Installation (delivery charge)</b>	£14.99	(£17.99)	One-off
<b>Additional Equipment Options:</b>			
2 <sup>nd</sup> pendant	£0.96	(£1.15)	all per week
Bogus caller	£0.66	(£0.79)	
Carbon Monoxide	£1.35	(£1.62)	
Smoke Detector	£0.74	(£0.89)	
Temperature Extreme	£0.86	(£1.03)	
Fall Detector	£1.43	(£1.72)	
Pro-active Call Outs	£ 0.26	(£0.31)	per call
Other sensors	Price on application		
Replacement pendant	£50.00	(£60.00)	One-off
<b>Key Safes</b>			
Key Safe (at time of alarm install)	£49.00	(£59.99)	One-off
Key Safe (self installation including p & p)	£63.99	(£76.79)	One-off
Key Safe (not at time of alarm install Plymouth)	£79.99	(£95.99)	One-off
Key Safe (not at time of alarm install outside PL)	£94.99	(113.99)	One-off

## Short Term Alarm Package Option

	Exc VAT	Inc VAT
Option 1: Installation required by Call24 (standard installation fee & recovery charge applicable)	£39.00	£46.80
Or Option 2: Self Install (Delivery/recovery charge applied)	£14.99	£17.99
Plus Monitoring charge for period up to max. 6 weeks	£39.95	£47.94
Option 1: Call24 Installed. Total cost per contract period payable by customer	£78.95	£94.74
Option 2: Self Installed. Total cost per contract period payable by customer	£54.94	£65.93

\*The one-off installation fee of £39 is charged for Call24 staff, installing, demonstrating and testing the alarm, where the home is a reasonable distance from the Company's core area of operation. If customers do not wish to pay this charge or the home is outside of this area, then there is the 'self installation' option available in which customers simply cover the cost of delivery, charged as a one off fee of £14.99.