

Schedule of Additional Charges

PLEASE NOTE AT THE DISCRETION OF VOIP PHONE SYSTEMS WE MAY OFFER A SETTLEMENT FIGURE BEFORE STEP 4. NO SETTLEMENT FIGURES ARE OFFER FROM STEP 4 AND DEBTS WILL BE FULLY SOUGHT INLCUDING REPRESENTATION IN WARRINGTON COUNTY COURT WHERE ANY HEARINGS WILL TAKE PLACE.

“The Supplier” relates to any and all legal entities, trading and brand names for which you pay or have paid a fee to for services offered or provided by request of you, your business or a representative of your business (“The Services”. This represents both a legal entity business and or sole trader. Wherein a legal entity business, or limited company, ceases to trade or is dissolved the direct of that business personally guarantees all outstanding balances.

“The Customer” relates to whom “The Supplier” provides “The Services” to, for or on behalf of

These charges relate solely to the fees referred to under section of the terms and conditions of service relating to late payment or none payment of balances due.

ITEM	Fee
1. Direct Debit unsuccessful & first notice	£25.00
2. Second overdue notice & legal notification	£25.00
3. Solicitors issuance of Letter Before Action	£50.00
4. Commencement of County Court Recovery	£500.00
5. Legal representative for County Court Hearing	£500.00
A. Objection to Strike off (without notice)*	£50.00

Details of Payment and Recovery Steps

1. We will issue “The Customer” with an email and SMS notification as to the account status. It is the responsibility of “The Customer” to keep all contact information up to date and to notify “The Supplier” should payment notifications not be received at any stage.

2. We will issue “The Customer” with an email, SMS and letter notification as to the account status. It is the responsibility of “The Customer” to keep all contact information up to date and to notify “The Supplier” should payment notifications not be received at any stage.
3. We will issue “The Customer” with a formal letter before action confirming “The Suppliers” intent to commence county court recovery action and that an additional £500 will be added to the balance due in order to cover legal charges relating to this process of recovery. At this stage and before stage 4 only, “The Customer” may settle the invoice due including charges from points 1 and two and must provide valid direct debit details for future payments. It is the responsibility of “The Customer” to keep all contact information up to date and to notify “The Supplier” should payment notifications not be received at any stage.
4. “The Supplier” will instruct, via “The Suppliers” solicitors a formal County Court demand for payment via letter to “The Customers” limited company correspondence address. In the case of a sole trader, the address given upon sign up or the most recent address provided. The charge stipulated in point 4 is 50% refundable / waived if paid within 5 working days at the debt value (including the £500 legal fee is less than £2000). Total debt values over £2000 including the £500 legal fee is 25% refundable waived). It is the responsibility of “The Customer” to keep all contact information up to date and to notify “The Supplier” should payment notifications not be received at any stage.
5. Should “The Supplier” be required to attend a county court hearing to present formal documentation of breached terms an additional charge of £500 will be issued under a new invoice at stage 1 of this process. The charges for stage 1 and 2 will not be applicable however charges for points 3 – 5 will be applied. It is the responsibility of “The Customer” to keep all contact information up to date and to notify “The Supplier” should payment notifications not be received at any stage.
 - A. * “The Supplier” will submit an Objection to the Registrar of Companies House to block any winding up, strike off (DS01) where any balances are outstanding unless notified and explicitly agreed in writing. Full payment under section 8 of terms will be applied where any winding up order is placed.

If you are experiencing financial hardship you must make contact with us free on 0808 168 5888 option 3 to discuss possible payment options.