

1 January 2007



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RE Call Handling and Attendance Charge

This charge has been introduced in an attempt to combat increases the Company has incurred following rises in day-to-day operations, primarily motoring and administration costs.

We appreciate that some clients feel this charge may be perceived as unnecessary and unfair, for this reason the charge will only be levied on actual site visits made and not applied across the board to every customer in the form of an immediate annual increase in maintenance charges.

The Company has for many years provided a high level of service delivery at competitive market rates, the introduction of this small fee will allow us to develop this service further and continued to deliver the service clients have enjoyed in the past.

End.

