

EXCESS TONER AND SCAN CHARGES

You have asked about additional charges on your invoice, what are they, what does it cover and why is it charged.

First, let us point you to clause 4 paragraph 3 in your service agreement. This explains that your cost per copy charges (CPC) are calculated on toner coverage of 6%. This is the amount of toner used in producing the image on a piece of paper. Clearly if you print a picture which is of the sea and sky then you will use more toner than if you print a letter to a client saying thank you for your order. The industry standard is that you will use 5% coverage, but our contract says 6%.

If you cannot find a copy of your service terms we always keep a copy on our website at <http://technodocs.co.uk/serviceterms/>.

Each machine will calculate the toner coverage and record it in the MIB (Management Information Base) and we work with that figure which is as accurate as possible when calculating the usage. We then represent it on your service bill as:

C5GD12859												
Toner	Actual	Coverage	Contract Usage	Over	Rate	Excess	CPC	Cost				
Black	12.00%	0.00%	6%	0.00%	0.00477	0%	£ -	£ -			-	
Cyan	14.00%											
Magenta	12.00%											
Yellow	11.00%	37.00%	6%	31.00%	0.04774	517%	£ 0.0822	£			447.54	
One or more of the toners is over the threshold and may be subject to a charge									£			447.54
Scans			Start	End	Excess Usage	Rate	Net Value					
			14472	14482	0	0.0023871	£					

The table shows the actual yields reported by the machine under the 'ACTUAL' column and then shows the chargeable percentage in the column 'COVERAGE'. We appreciate that from time to time people will print more than the norm, so we do not trigger a charge until the coverage used is twice the allowance. In this case 12%.

You can see from the example above that despite the actual coverage on black being 12% we have calculated the 'COVERAGE' as zero and nothing is being charged. We therefore, consider that if we do charge it is reasonable to do so because it is twice the contractual limit, or more.

So, in the example above, we then say in the column 'OVER' that the machine shows we are 31% over the allowance and in the 'EXCESS' column we express that as the percentage increase in usage. So, if you had used 12% you would have used 100% more than the contracted rate 6%.

In the 'RATE' column we show the rate that you are currently charged for mono and colour and then in the 'CPC' (cost per copy) column we show a discounted rate that shows a charge for toner only, that does not include the calculation for breakdowns and parts but is multiplied by the percentage increase in usage (the 'EXCESS' figure).

Finally, we take the number of copies you have used in the billing period for either colour or mono and then multiply it by the newly calculated rate for that type.

So, we only charge if your usage is twice that of the contracted amount and when we do charge we discount the CPC rate so that you are only being charged for toner. This means that if you go slightly

over in a billing period then it won't affect you, but if it is excessive then we will charge as I am sure you see is fair. For some clients we calculate a standard CPC rate based on a higher estimated usage rate because we know they will be printing a large number of images. If you think that is appropriate for you please contact us as soon as possible.

The next thing that our table shows is the number of scans that a machine uses. Unless other wise agreed the purpose of the machine is as a copier or printer and this is the main function of the device. Your service CPC rate is calculated on that premise. Our terms and conditions say that we will charge per copy and a copy is defined as a single sided A4 print, copy, list, scan or inbound fax.

We do not charge for scans unless those scans have exceeded the number of prints plus copies done in the billing period. Once again, we discount the rate we charge for scans but there is an impact on a machine in wear and tear and if it is being used more as a scanner than a printer then we feel we are being reasonable in charging for it. We are not charging at the amount specified in the service contract as we feel we are being reasonable in only charging where usage is excessive.

If this is unclear or you wish to discuss this in relation to your service contract, then please contact us to discuss your concerns.

