

## Terms and Conditions of Line Safe Services.

### 1. DEFINITIONS AND INTERPRETATION

1.1. In these terms and conditions (Terms) the following words shall have the following meanings:

<b>Calls &amp; Lines Services</b>	the services for calls & lines that SCG Wales Ltd provides to the Customer (as set out in the Order) by means of the System;
<b>Charges</b>	the charges as notified to the Customer from time to time and payable by the Customer to SCG Wales Ltd for the Services;
<b>Customer</b>	the individual, company, entity, organisation or business that purchases the Services from SCG Wales Ltd;
<b>ISDN Services</b>	the telephone services that SCG Wales Ltd provides to the Customer (as specified in the Order) by means of the System;
<b>Openreach</b>	means BT Openreach a BT Group business;
<b>Order</b>	the Customer's order for the Services;
<b>Services</b>	the ISDN Services and/or the Calls & Lines Services and other call services as set out in the Order that the Company agrees to supply to the Customer;
<b>Site</b>	the site(s) at which We shall provide the Services;
<b>System</b>	the Network that We use to provide the Services;

2. **LINE SAFE SERVICES**

2.1. Subject to payment of the applicable Charges, We may provide a Line Safe Service to the Customer whereby if the Customer experiences a line fault in relation to numbers registered on their account and provided that SCG Wales bill the line rental, We will:

- 2.1.1. log each line fault reported by the Customer with Openreach; and
- 2.1.2. cover the cost of call out charges generated by the attendance of an Openreach engineer to the Customer's Site when it becomes evident that the fault is not related to Openreach's network or infrastructure where most commonly in this instance the fault relates to Customer's own wiring or equipment.

2.2. The Charges for the Line Safe Service is £2 per month per line. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number where the line rental is billed by DataKom.

2.3. The Customer acknowledges and agrees that the Line Safe Service will not cover the following costs and charges:

- 2.3.1. Charges for missed appointments where an Openreach engineer has attended site and has not been able to gain access for any reason and this may relate to a line fault or provision of new and additional service; or
- 2.3.2. any Openreach engineering call out charges in relation to the provision or rearrangement of new or existing services; or
- 2.3.3. any charges in relation to broadband faults and broadband SFI engineering visits; or
- 2.3.4. any Openreach engineering charges in relation to malicious or accidental damage caused to Openreach's network or infrastructure by the Customer or any third party,

and the Customer will be responsible for all such costs and charges.