

Terms and Conditions of Broadband Protect Services

1. DEFINITIONS AND INTERPRETATION

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

Broadband Protect	the services for broadband circuits that SCG Wales Ltd provides to the Customer (as set out in the Order) by means of the System;
Charges	the charges as notified to the Customer from time to time and payable by the Customer to SCG Wales Ltd for the Services;
Customer	the individual, company, entity, organisation or business that purchases the Services from SCG Wales Ltd;
Openreach	means BT Openreach a BT Group business;
Order	the Customer's order for the Services;
Services	the broadband Services as set out in the Order that the Company agrees to supply to the Customer;
Site	the site(s) at which We shall provide the Services;
System	the Network that We use to provide the Services;

2. **BROADBAND PROTECT SERVICES**

2.1. Subject to payment of the applicable Charges, we may provide a Broadband Protect Service to the Customer whereby if the Customer experiences a broadband fault in relation to a broadband connection registered on their account and provided that DataKom bill the broadband service, We will:

- 2.1.1. log each broadband fault reported by the customer with our in-house technical team. A SCG Wales engineer will be sent to the Customer's site to resolve logged fault if it cannot be resolved remotely
- 2.1.2. supply a like for like replacement router to the customer fully configured if it is identified the router in situ is faulty and the router was originally supplied to the customer by SCG Wales Ltd
- 2.1.3. supply a replacement router fully configured to the customer if the router in situ is faulty and not originally supplied by SCG Wales Ltd
- 2.1.4. log each broadband fault reported by the Customer with Openreach if deemed necessary after investigation by in-house support team; and
- 2.1.5. cover the cost of call out charges in relation to a reported broadband fault when costs are 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
- 2.1.6. have a 24/7/365 trouble shooting support line available for the Customer to call to log their broadband fault
- 2.1.7. free firmware upgrade will be actioned for the Customer when required as part of fault diagnostics

2.2. The Charges for the Broadband Protect Service per month per broadband circuit are listed on our website

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

- 2.3.1. Charges for missed appointments where a SCG Wales or Openreach engineer has attended site and has not been able to gain access for any reason and this may relate to a broadband 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 line faults and line fault 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,
- 2.3.5. any engineering visits from SCG Wales engineers or Open reach engineers if the value of previous visits within one calendar year exceed a total of £250
- 2.3.6. any router being diagnosed as faulty due to the result of an act of god
and the Customer will be responsible for all such costs and charges.