

- **Daisy Group**

Code of Practice for SME Customers, Fixed Voice/Line and Broadband Services - Service Level Agreements and Guarantees

Issued by Daisy Group Compliance

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● Document Control

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1 Scope

This code applies to all relevant subsidiaries of Daisy Group Holdings Limited and will be provided on request and free of charge to any SME250 Business Customer. We provide the following Lines and Services: Analogue Telephone Lines; Multilines; ISDN 2e; ISDN 30e; Select Services; Carrier Pre-Selection; Call Conferencing; Broadband; Number Translation Service; Total Care Maintenance; 118101 Directory Enquiries. For information about any maintenance services offered or our terms and conditions please consult the Daisy Group Website at www.daisygroup.com

2 VoIP services

Voice over Internet Protocol (VoIP) services deliver phone calls over broadband connections rather than traditional phone networks. To use a VoIP service, you'd normally use a broadband connection with some special equipment. This equipment usually includes a personal computer with relevant software installed, a traditional phone with an adaptor that plugs into the broadband connection, or a wireless device with suitable software installed on it. Many VoIP services might 'look and feel' like traditional phone services but may not offer the features you expect from your phone service, such as guaranteed access to 999 calls or power to a phone so that it will still work during power cuts. [VOIP services may sometimes be limited, unavailable or disrupted due to events beyond our control (e.g. broadband failure, power disruptions, failures or the quality of any connection). Emergency Calls made using the VOIP service may therefore fail if there is a power failure or connection failure and will not receive the same network priority at all points on the network as that which an emergency call made on a mobile network or on a circuit-switched fixed line will receive. You should also be aware that your equipment used to access VoIP products and services will require mains power.]

We strongly recommend that you carefully consider whether a particular VoIP product will work if you need to contact the emergency services. [Where you use VOIP products and services to make emergency calls, the location information received by the emergency services will be limited to the installation address of your place of business, which may not be the location from which the call originated, and as such you may be required to provide information about your location to the emergency services to allow them to respond.]

3 Code of Practice for Service Level Agreements and Guarantees for Fixed Voice, Fixed Line and Broadband Services

The purpose of this code is to inform SME customers about any Service Level Agreements or Service Level Guarantees that apply for standard Fixed Voice, Fixed Line and Broadband Services in relation to:

- The confirmed activation date of a service and any failure to meet this date;
- A loss of service;
- Daisy, or our Supplier, keeping a pre-agreed appointment to attend the customer's premises and any failure to meet this date

Daisy do not offer Service Level Agreements in relation to keeping the service activation date as this is subject to survey / supplier availability.

Service Level Agreements are in place for loss of service and are dependent upon the Care Level taken out by the customer. The table below reflects the different Care Level options and their corresponding Service Level Agreement:

Fixed Line	Fault SLA
Care Level 1	Fix by the end of the next working day +1, Monday-Friday (excluding public and bank holidays)
Care Level 2	Fix by the end of the next working day, Monday-Saturday (excluding public and bank holidays)
Care Level 3	Fix by the end of the next half working day Monday-Sunday (including public and bank holidays)
Care Level 4	6 hour fix Monday-Sunday (including public and bank holidays)

ADSL/FTTC	Fault SLA
Standard Care	50 Working Hours
Enhanced Care	20 Clock Hours
Premium Care	8 Clock Hours

Care Level 1 and Standard Care are included as part of the monthly rentals for the relevant service.

Daisy do not offer Service Level Agreements in relation to keeping a pre-agreed appointment date as this is subject to survey / supplier availability.

Daisy do not offer Service Level Guarantees as standard in respect of fixed voice, fixed line and broadband services.



Daisy may offer Service Level Agreements and Service Level Guarantees separate to the above subject to a bespoke and individually negotiated contractual agreement between Daisy and the relevant customer.

4 Contact Details

If you have any queries and/or concerns about our services and their Service Level Agreement please contact our Customer Services team, details for the relevant team can be found on <https://daisygroup.com/customer-support/>.

5 Availability of this Code of Practice

This Code of Practice is available at <https://daisygroup.com/compliance/>. Alternatively please contact our Customer Services team on 03331 309 280 to obtain a copy.