

Mainstream Digital Ltd
Calls, Lines and Data
Services: Service Level
Agreement
Version 1.0a
23rd February 2017

This Agreement applies to the provision to you, (the "Customer"), by us, Mainstream Digital Limited, a company incorporated in England and Wales with Company Number 02742235 whose registered office is at 701 Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire, GL10 3UT

Definitions of the terms used in this Agreement are detailed in the Definition's document that can be found in Terms & Conditions at www.msdigital.com

1. Scope of this agreement

This document provides details agreements related to Mainstream service for Calls, Lines and Data Services and related ancillary services.

2. The Phone Book and Directory Enquiries

2.1 No entry will be made in the phone book unless you request this in writing to us. Once requested, we will put your name, address and the phone number for the Service in The Phone Book for your area and make your phone number available from Directory Enquiries Service, as soon as we can.
2.2 If you want a special entry in The Phone Book you must let us know. Where we agree to a special entry you must pay an extra charge and sign a separate agreement for that entry.

3. When We Will Provide the Service

We will provide you with the Service by the date we agree with you in writing, email or fax.

Please note that where number(s) are to be ported from another provider, we are reliant upon the other Provider releasing the number(s) and therefore cannot specify a time frame. All installation dates are subject to survey and availability. Any telephone number quoted may have been either requested or provisionally allocated to you. They are not guaranteed until installation is complete and the numbers are working. Mainstream advise that you await confirmation that the line is in and working before you commit to any marketing or stationery expenditure.

4. Rental & Charges

4.1 You must pay us rental from the day we supply the Service.

4.2 We will calculate the charges for Calls using the details recorded at the serving telephone exchange.

4.3 Line Services

4.3.1 For ISDN 30e, this will be from the date the bearer is installed where there are not any numbers to be retained. Where there are numbers to be retained, you will have up to 21 days to activate the bearer before we will impose the rental charge on the service. We will usually ask you to pay the rental in advance. The rental will depend on how we classify Your Line. The classifications will be explained at the time of order. If we supply you with temporary Service, you may have to pay the rental in advance for the whole period that you want the Service.

4.3.2 The definition of Service provided for ISDN 30e will be deemed from

when the bearer has been installed to the premises; all other Services from installation date. If you cancel the service order before the Customer Confirmed Date (CCD), you will be liable for charges based upon the number of clear working days between the received signed order to Mainstream and the CCD. If you cancel any ISDN service after the bearer or circuit (for ISDN2e) has been installed, you will have to pay the full installation costs of the service provided. Mainstream's standard installation charges are available on request. All types of Service and lines are subject to an abortive call out charge.

4.3.3 If you give us notice on ISDN and / or Analogue line Services that ends during the Minimum Period (for ISDN30e and Dass2 that is anytime between the date of activation to the end of the contract term; all other services from installation date), you must pay us the relevant cancellation charge. This will be 50% of the outstanding rental value for the remaining period of the contract. For all ISDN and / or analogue line services, provided a minimum of one year's rental has been paid, then 50% of the outstanding rental will be payable, otherwise you will be charged the remainder of the first year's rental plus 50% of the outstanding rental over the remaining Minimum Period.

4.4 Other Services

If you give us notice that ends during the Minimum Period of any other Service including, but not limited to (Equipment Rental, iNet Dedicated Internet Access, iNet Point to Point, Mobile, Broadband DSL, WiFi or FTTC/FTTP, Maintenance or VoIP services), then full cancellation fees for outstanding rentals and any bolt on packages are payable. There will be no refund of any pre-paid rentals.

5. Call & Data Charges Policy

Mainstream Digital Ltd may amend fair usage policy and/or the Calls and Data Charges at any time by giving 14 days notice in order to take account of:

- (a) any changes in Mainstream Digital Ltd's input costs that are a result of changes to regulated prices;
- (b) Mainstream Digital Ltd's requirement to comply with its regulatory obligations and competition law; and
- (c) changes in input costs that have been imposed on Mainstream Digital Ltd by other operators including input costs for International Direct Dialling (e.g. call termination).