

E-MAIL DISCLAIMER

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Telephone contact: 0800 169 6000

GENERAL DISCLAIMER

All prices quoted are subject to our current terms and conditions, survey, availability and VAT at the current UK standard rate. Our systems record telephone conversations, the date & time of all communications for quality purposes, security and confirmation of orders.

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.

The charges below reflect the charges that Mainstream incur from our supplier(s), and are subject to change.

Telephone Line Orders – Please note that any appointment cancelled or changed after 4pm the day before installation takes place there will be a £60.00 charge per channel/line incurred by you.

Temporary diversions carry a £2.00 charge for each divert added, however this does not include temporary diversions on faults.

Failed engineer appointments will incur a minimum abortive visit charge of £110.00
A failed engineer appointment is considered to be:

- When an engineer attends an incorrect address as provided by the Customer
- When an engineer arrives to carry out the installation at the address provided by the Customer but the Customer no longer wants the installation completed
- When entry is refused at the Site, or no access can be gained at the appointed time agreed between Mainstream and the Customer
- If the engineer attends on Site and finds that the location and/or environment provided by the Customer for the Mainstream Equipment and/or Customer Equipment is not suitable
- If the Customer provides Mainstream with less than 24 hours notice of an amendment to, or cancellation of its order

[The above charges do not include VAT]