|  |
| --- |
| **The documents in SET 01 are the generic base line agreements that cover only the provision of a circuit into a building for ISDN, PSTN, ADSL, FTTC, iNET.** |
|  |
| **File name** | **01A - General Terms & Conditions for Service - (V24)** |
| **What does it cover** | This document is part of the basic set (01) which covers: * What Mainstream will do
* What the customer responsibilities are
* What happens when things go wrong
* Changing of agreements
* Ending of Agreements
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **File name** | **01B - General Conditions of Service for Customer Premises Equipment (V1.8)** |
| **What does it cover** | This document is part of the basic set (01) which covers the details that relate to what is the basic CPE, meaning Network Termination Hardware for voice or data lines. Specifics covered are:* What we do to repair and maintain such equipment
* Service periods and charges related to CPE
* Commencement of services to the CPE
* Customer responsibilities with CPE
* WEEE
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **File name** | **01C - Calls, Lines and Data Services SLA (V2)** |
| **What does it cover** | This document is part of the basic set (01) which covers the basics for any voice or data product which comes into the customers’ premises.Specifics covered are:* Phone book entries
* When Mainstream Provide the Service
* Rental and Charges for Line Services
* Cancellation fees
* Call & Data Charges Policy – related to changes in in the policy
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **~~File name~~** | **~~01D - Complaints Code (V2) CH001~~** |

|  |  |
| --- | --- |
| **~~File name~~** | **~~01E - Note for Conditions of Service for FREE CALLS (V1.1)~~** |

|  |  |
| --- | --- |
| **File name** | **01F - Definitions (V1.2)** |
| **What does it cover** | This document covers the specific terms that the reader will come across for 01A, 01B, 01C |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **~~File name~~** | **~~01G - Mainstream Disclaimer~~** |

|  |
| --- |
| **The documents in SET 02 are hardware product specific and therefore can be modified to reflect specific product changes without recourse major changes in the documents in SET 01** |
|  |
| **File name** | **02A-Telephone Systems Maintenance SLA (V1.3)** |
| **What does it cover** | This document is part of the set (02) which covers details related to PBX systems for which the customer pays Mainstream a product maintenance fee.Specifically:* Hardware and Software cover
* Warranty and returns
* Fault handling/Repair
* Requests for PBX config amendments
* Replacement of systems
* It details what is not covered
* How we handle a system that is pass-thru BT contract
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **File name** | **02B-Data Systems Maintenance SLA (V2)** |
| **What does it cover** | This document is part of the set (02) which covers details related to data network products such as routers, WiFi systems.Specifically:* Hardware related to ADSL, Superfast, iNET, Managed WiFI
* Warranty and returns
* Replacement caveat
* Fault handling/repair
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **File name** | **03A - Broadband Access Charges Schedule - (V3)**  |
| **What does it cover** | This covers information related to* Loss of service
* What type of charges may apply (but not specific rates)
* Responsibility of client and MSD
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **File name** | **03B - Conditions for Broadband Access - Service Schedule (V3)** |
| **What does it cover** | This covers information related to* Loss of service
* What type of charges may apply (but not specific rates)
* Responsibility of client and MSD
 |
| **Released**  | **9th January 2023** |

|  |  |
| --- | --- |
| **~~File name~~** | **~~03D – iNET Service Level Agreement (V1.0)~~** |

|  |  |
| --- | --- |
| **File name** | **03E – iNET Terms & Conditions (V3)** |
| **What does it cover** | This covers the initial contract engagement for survey, post survey and likely days lead for contract delivery. |
|

|  |  |
| --- | --- |
| **Released**  | **9th January 2023** |

 |

|  |  |
| --- | --- |
| **Released**  | **9th January 2023** |

 |