

TERMS AND CONDITIONS FOR LINE GUARD

1. Subject to payment of the applicable charges, Lily Communications may provide a Line-Guard service to the customer whereby if the customer experiences a line fault in relation to numbers and broadband circuits registered on their account and provided that Lily Communications bill the line rental, Lily Communications will:
 - Log each call received by the customer with Openreach; and
 - Cover the cost of call out charges generated by the attendance of a BT 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 own wiring or equipment.
2. The charges for the Line-Guard service will be as set out in our standard tariff which can be found at www.lilycomms.co.uk. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number; and
 - Cover the cost of call out charges 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 own wiring or equipment.
3. The customer acknowledges and agrees that the Line Guard service will not cover the following costs and charges:
 - Charges for missed appointments where an Openreach engineer has attended site and has not been able to gain access for any reason and this may relate to a line fault or provision of new and additional service; or
 - Any Openreach engineering call out charges in relation to the provision or rearrangement of new or existing services; or
 - Any charges for the support or maintenance of telephone systems and / or telephony equipment; or
 - 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, and the customer will be responsible for all such costs and charges.

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