SCG LIVIING COMMS SERVICE SCHEDULE

SCG Living will supply services in accordance with our Terms and Conditions. The combination of both will form the service contract between the parties.

SCG LIVING COMMS SERVICES

Product Description

SCG Living offers residents of retirement villages and number of offerings which are shown on the website scgliving.co.uk.

Telephone services include the supply of telephone line and calls and will vary depending on the operator and village infrastructure. These will be explained at the beginning of the contract.

Broadband packages will include the supply of a pre-configured wireless router which will be despatched to you for self-installation and include pictorial instructions. Full remote support is available as required.

Initial Contract Term 1 month

Minimum standards expected from the service

SCG Living will use reasonable endeavours to meet any agreed times or dates, and you acknowledge that all timeframes are estimates only and that service levels are target service levels only.

Standard business office hours are Monday – Friday (excluding Bank Holidays) 8.30am – 5.30pm.

Throughout the provisioning process, we will need to communicate with yourself or named member(s) of your family to arrange access to your premises. Any delays to these requests by you may delay Service Commencement Date and we will not be liable for any such delay.

In most instances the connection of services to the SCG Living network is carried out remotely, meaning there is no requirement for us to enter your property. Should however we need to arrange for an engineer visit we may request access. You will be provided with plenty of notice if this is the case.

Where an appointment is made for installation or repair and the visit cannot be successfully completed due to:

1) The inability for us or our supplier, through no fault of our own, to complete the work;
2) The inability of us or our subcontractor to gain access to the apartment or any part thereof which is necessary for the work;
3) The appointment is broken by you

We will charge you with our standard aborted visit charge. Rescheduled appointments following an aborted visit will be subject to new lead-times and will be confirmed to you at the time.

Service Level Agreement (SLA)

SCG Living will apply best endeavours to ensure uninterrupted service, but the customer understands and agrees that from time to time faults may occur, SCG Living will ensure the service is restored as quickly as possible and will ensure the customer is kept appraised of updates throughout the duration of the outage.

In circumstances where a fault prevents service the customer will be offered the opportunity to divert calls to an alternative number.

SCG Living will accept requests via email to help@scgliving.co.uk or via telephone call to 01453 700900.

Standard Response time - within 1 hour.

Notice Periods for Termination

Notice to terminate service needs to be provided in accordance with our terms and conditions.

Codes of Practice

SCG South West t/a SCG Living is an independent company that delivers communications services to domestic and business customers. We take our responsibilities very seriously and codes of practice and complaint handling process is available through your portal, for which you are provided with login details on your welcome literature.

Pricing

Rental & connection prices as shown on the website are inclusive of VAT.

Where call bundles are offered you will be informed at time of sale. We operate a fair usage policy to all bundles, which is based on reasonable residential usage of up to 1000 inclusive minutes per month. Calls that exceed this limit will be charged in line with our standard rates.

Headline call prices

Destination	Pence per Minute
Local & National	1.25
Mobile ***	10
Residents within Village	FREE
Australia	4.8
Canada	4.8
Hong Kong	5.0
USA	3.6
France	4.8
Germany	4.8
Holland	4.8

** Vodafone, O2, Orange & T-Mobile.

Full list of international and special prices can be made available on request.

Engineering Visit Charges	Charge
Missed Provision Appointment (no access to premise)	£150.00
Engineer visit where fault found on customer apparatus	£250.00

Paper Billing

A nominal monthly charge of £5.00 is charged for paper billing, which will be applied automatically on each invoice.

Non Direct Debit Accounts

Our preferred payment is via Direct Debit. For accounts that are not paid via Direct Debit a monthly administration charge of £3.00 will be applied to your invoice.

October 2025