

SCG Living 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 a range of communications services, details of which can be found on our website at www.scgliving.co.uk.

Telephone Services include the provision of telephone lines, telephone numbers, call packages and associated calling features. Services available may vary depending on network operator and village infrastructure and will be explained before the contract commences.

Broadband Services include internet connectivity and may include the supply of a pre-configured SCG Gateway for self-installation together with pictorial installation instructions. Remote support is available where required.

Where a SCG Gateway is supplied, this forms part of a managed service and remains the property of SCG Living. The equipment must be returned within 30 days following termination of service. Failure to return equipment may result in a replacement charge of £125.00.

Mobile Services may include SIM-only packages and mobile handset packages. Available tariffs, allowances and equipment options will be detailed at the time of order and are published on our website.

Minimum Contract Term (where applicable)

Any applicable minimum contract term will be detailed on your Order Form and Contract Summary prior to service commencement. Services may be supplied on a rolling monthly basis or subject to a minimum term depending on the package selected.

Minimum standards expected from the service

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

Standard office hours are Monday to Friday (excluding Bank Holidays) 8:30am to 5:00pm.

Throughout the provisioning process, we may need to communicate with you, or nominated members of your family, to arrange access to your premises. Any delays in responding may delay the Service Commencement Date.

You will be informed where it is necessary for an engineer to attend your property. Many services can be connected remotely.

Where an appointment is made for installation or repair and cannot be completed due to lack of access, cancellation by the customer, or circumstances outside our control, an abortive visit charge may apply.

Service Level Agreement (SLA)

SCG Living will use reasonable endeavours to maintain uninterrupted service. Where a fault affects service, SCG Living will use reasonable endeavours to restore services as quickly as possible and keep customers informed.

Support requests: customerexperience@scgliving.co.uk | 01453 700900

Standard Response Time: Within 1 Hour (during business hours).

Notice Periods for Termination

Notice to terminate service must be provided in accordance with our Terms and Conditions. Customers may terminate services by providing not less than thirty (30) days' notice.

Codes of Practice

SCG South West Ltd t/a SCG Living is an independent provider of communications services. Our Codes of Practice and Customer Complaints Procedure are available at www.scgliving.co.uk.

Pricing

All prices shown on our website and within this Schedule are inclusive of VAT. A Fair Usage Policy applies to inclusive call bundles and is based on reasonable residential use of up to 1,000 inclusive minutes per month.

Headline Pay as you Go and Out of bundle call prices

Destination	Pence per Minute
Local & National	10
UK Mobile	10
Australia	5
Canada	5
Western Europe	5
USA	5
Service Numbers (090, 118, 084, 087, 03) Plus service charge	20

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

Engineering Visit Charges	Charge
Abortive Visit Charge (no access to premise)	£150.00
Engineer visit where fault found on customer apparatus	£175.00

Annual rental prices will increase by £4.00 on the 1 April each year.

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

For accounts that are not paid via Direct Debit a monthly administration charge of £2.50 will be applied to your invoice.