



## **Terms and Conditions for Free Line Installations: Last Updated February 2008**

The promotional offer of Free Line Installation is subject to the following conditions:

1. Daisy Communications Ltd must be and remain the customer's sole supplier of BT line installations, rentals and all call charges for a minimum 3 year contract period.
2. Total call spend excluding VAT for each rolling 12 month period of the 3 year minimum contract must exceed £300 per analogue line, £300 per channel for ISDN2e and £360 per channel for ISDN30e.
3. Payment shall be made by direct debit and any cancellation of direct debit payment represents a fundamental breach of these Terms and Conditions whereupon the whole of the cost incurred by Daisy Communications Ltd in providing the free line installation becomes immediately due and payable by the customer.
4. Line rental will be charged quarterly in advance and the customer's most recent BT bill must be faxed to the installations department at Daisy Communications Ltd before the order is accepted.
5. All free line installations are subject to satisfactory status. If the customer has been trading for less than 2 years a deposit representing 50% of the cost of the installation, based on the standard daisy pricing at the time of the installation, will be payable in advance. Such deposit shall be credited in month 13 subject to there being no outstanding debt on any of the customer's accounts.
6. If the contract between Daisy Communications Ltd and the customer is terminated for any reason, the customer shall reimburse the installation cost based on the standard daisy pricing at the time of the installation. If the agreed call commitment and minimum call spend is not met during any of the rolling 12 month periods referred to above the customer shall pay to Daisy Communications Ltd an amount equal to the difference in call spend.
7. All free line installations are subject to the relevant network operator completing a site survey to the satisfaction of Daisy Communications Ltd. If the relevant network operator carries out any works or incurs any costs in the installation of the line which go beyond or are not included in that network operator's basic installation works or costs (and/or any excess charges are incurred in the installation process), the customer shall not be entitled to free line installation and Daisy Communications Ltd shall only be responsible for that network operators basic installation costs. Daisy Communications Ltd will not proceed with any order without first obtaining the Customer's agreement to accept any installation costs which go beyond or are not included in that network operator's basic installation costs.

Free Analogue, ISDN2e and ISDN30e installation is based on minimum call spend and are subject to survey and availability. Terms and Conditions apply. A copy of our full Terms and Conditions for Fixed Line Telephone Services are available.