



Fleur Telecom

Code of Practice for Residential Customers, Fixed Voice/Line and Broadband Services – Service Level Agreements and Guarantees

Fleur Telecom

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Document Control

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Scope

This code applies to Fleur Telecom Limited and will be provided on request and free of charge to any Domestic Customer. We provide the following Lines and Services: Analogue Telephone Lines; Select Services; Broadband; Mobile. For information about any services offered or our terms and conditions please consult the Fleur Telecom Website at www.fleurtelecom.co.uk/

Code of Practice for Service Level Agreements and Guarantees for Fixed Voice, Fixed Line and Broadband Services

The purpose of this code is to inform customers about any Service Level Agreements or Service Level Guarantees that apply for standard Fixed Voice, Fixed Line and Broadband Services in relation to:

- The confirmed activation date of a service and any failure to meet this date
- A loss of service
- Fleur Telecom, or our Supplier, keeping a pre-agreed appointment to attend the customer's premises and any failure to meet this date

Fleur Telecom do not offer Service Level Agreements in relation to keeping the service activation date as this is subject to survey / supplier availability.

Service Level Agreements are in place for loss of service and are dependent upon the Care Level taken out by the customer. The table below reflects the different Care Level options and their corresponding Service Level Agreement:

ADSL/FTTC	Fault SLA
Standard Care	50 Working Hours
Enhanced Care	20 Clock Hours
Premium Care	8 Clock Hours
Fixed Line	Fault SLA
Care Level 1	Fix by the end of the next working day +1, Monday to Friday (excluding public and bank holidays)
Care Level 2	Fix by the end of the next working day, Monday to Saturday (excluding public and bank holidays)
Care Level 3	Fix by the end of the next half working day, Monday to Sunday (excluding public and bank holidays)
Care Level 4	6 hour fix, Monday to Sunday (including public and bank holidays)

Care Level 1 and Standard Care are included as part of the monthly rentals for the relevant service.

Fleur Telecom do not offer Service Level Agreements in relation to keeping a pre-agreed appointment date as this is subject to survey and supplier availability.

Fleur Telecom do not offer Service Level Guarantees as standard in respect of Fixed Voice, Fixed Line and Broadband services.

Contact Details

If you have any queries or concerns about our services and their Service Level Agreement please contact our Customer Services team by calling 0333 320 4020 or emailing enquiries@fleurtelecom.co.uk

Availability of this Code of Practice

This Code of Practice is available at <http://fleurtelecom.co.uk/code-of-practice/>. Alternatively please contact our Customer Support Team on 0333 320 4020 or enquiries@fleurtelecom.co.uk to obtain a copy.