



## **SCG Corporate Homelink - Terms and Conditions**

### **1 Commencement Date**

1.1 The commencement date is the date when the service goes live.

### **2 Description of the Services**

2.1 SCG Corporate will supply the Homelink service to the customer at agreed pricing.

2.2 SCG Corporate will supply the customer with access to the SCG Corporate Homelink parent portal so that the customer will be able to manage speed dial numbers and view usage for the Homelink service.

2.3 SCG Corporate will be responsible for managing and billing the customer for the Homelink service on a monthly basis.

2.4 The Homelink service is offered contract-free; however, 30 days' notice to terminate service is required and must be requested in writing.

2.5 Where a fault with the service is reported, the response time will be the time between reporting the fault and an attempt being made to resolve it.

2.6 Working days are Monday to Friday, excluding public holidays, and working hours are 9:00 am to 5:30 pm. Issues reported before 9:00 am are treated as received at 9:00 am, and issues reported after 5:30 pm are treated as received at 9:00 am the next working day.

### **3 General**

3.1 The customer must complete a Homelink Service order form; information must include speed dial names and target numbers required, a contact email address and a completed direct debit mandate.

3.2 The order form is then passed to the Homelink provisioning team for action.

3.3 The customer will receive a Homelink email confirming arrangements, start of service date, parent portal site link and associated access details and links to the Homelink service user guides.

3.4 The child will be sent a hard copy letter detailing Homelink number and speed dials, along with a Homelink card that includes their Homelink number and speed dial numbers.

3.5 Where the customer and the child are in separate locations (child at school and parent at billing address), the child will receive the letter as stated in point 3.4, and

the parent will receive a PDF copy of that letter via email.

3.6 Billing will commence at the end of the first month.

## **4 Customer Responsibilities**

4.1 All numbers provisioned on the Homelink service must terminate to a valid destination from the following options:

- UK fixed line geographic number
- UK Mobile number
- International geographic number
- International mobile number

4.2 The customer will not divulge parent portal access details (including account ID and password) to any third party, including the Homelink service end-user.

4.3 SCG Corporate Homelink parent portal runs on a Windows PC, with internet connectivity of a recommended 1Mb minimum bandwidth.

## **5 Service suspension/termination**

5.1 SCG Corporate reserves the right to suspend or refuse service, suspend or terminate Customer's accounts, revoke access codes, and cancel orders at its sole discretion.

## **6 Charges**

6.1 Charges comprise a set-up fee and a monthly rental fee for each Homelink service and per-minute call charges for all calls as soon as they connect to the Homelink service.

6.2 SCG Corporate will charge the customer following our published prices. For current rates, refer to SCG Corporate Homelink pricing sheet, which will be provided with this order form.

6.3 SCG Corporate will invoice the customer by email.

6.4 Charges are a one-off fee for service set-up (waived for customers migrating from 1<sup>st</sup> Class Phonecards), monthly in arrears for service rental and service usage.

6.5 Service payment is by Direct Debit\*.

6.6 The customer will be liable for all calls made from their Homelink number, along with changes to service speed dials (including requests for international speed dial numbers).

7 Other specific requirements for service/service restrictions.

7.1 Each user will need a PC to access the parent portal service.

*\*Customers with international bank accounts will be contacted by the Homelink team to discuss alternative payment arrangements.*