

# **Updates and Changes Subscription**

Please refer to our Terms and Conditions at [www.daisycomms.co.uk/terms-conditions](http://www.daisycomms.co.uk/terms-conditions)

## **1. Introduction**

1.1. These Terms and Conditions form part of the Contract between the Company and the Customer and apply in addition to the Daisy Terms and Conditions for the Provision of Equipment, Maintenance Services, Consultancy Services, Hosting Services, Conference Calling Services, DDSP Services, WiFi Services, Daisy Fraud Guardian and/or Fixed Network Services

1.2. Except where set out below, Capitalised terms shall be given the meaning ascribed to them in the Daisy Terms and Conditions for the Provision of Equipment, Maintenance Services, Consultancy Services, Hosting Services, Conference Calling Services, DDSP Services, WiFi Services, Daisy Fraud Guardian and/or Fixed Network Services

1.3. The Company may take any of the actions specified under clause 15 of the Daisy Terms and Conditions for the Provision of Equipment, Maintenance Services, Consultancy Services, Hosting Services, Conference Calling Services, DDSP Services, WiFi Services, Daisy Fraud Guardian and/or Fixed Network Services – including terminating or suspending the Fixed Network Services if you do not comply with the terms as set out.

1.4. The Company may amend, modify, or replace the Updates and Changes Subscription Service Specific Conditions at any time by amending the relevant page on our website (<https://daisycomms.co.uk/terms-conditions/>). The Customer is responsible for monitoring the website periodically, for any changes made. Some of the provisions contained may also be superseded by conditions or notices published elsewhere on our website or communicated to you in any other way.

## **2. Updates and Changes Subscription**

2.1. The Company supports customer maintenance contracts with qualified service desk and field engineers who will respond to your calls and emails should you need to make a change to the programming of your equipment.

2.2. The Company's working hours are 8.30am to 5.30pm, Monday to Friday, excluding Public Holidays, and any changes made under the Updates and Changes Subscription package will only be made during working hours.

2.3. If a change can be made by the Customer, the Company will endeavour to train the Customer on how to perform this. If training has been provided on a particular change and further changes are requested, we reserve the right to charge a one-off administrative cost for the required change from £55. If the Customer's access limits the ability of making a change, then the Company will action the change on the Customer's behalf.

2.4. All service requests for Updates and Changes Subscription to be completed by the Company must be notified to the Service Desk.

2.5. In order for the Company to make any changes on your behalf, the Equipment must have remote access enabled.

### 3. What is not covered

- 3.1. Changes requested to be made outside of working hours.
- 3.2. More than one change to an auto attendant at one time per month.
- 3.3. Line configuration changes are not covered.
- 3.4. Any changes that have been previously trained to the Customer.
- 3.5. Devices without remote access

### 4. Response Times

4.1. We aim to complete the requested change within 72 hours of you making the request to the service desk. The clock will start after the service desk have confirmed full details have been provided regarding the change. The Company shall have no liability to the Customer if changes are not completed in this timescale. See condition 2.2 for working hours.

### 5. How to contact us

Please contact your dedicated Customer Service team via phone or email to request and discuss configuration changes. Contact details can be found on your monthly invoice.