



Terms & Conditions for LineGuard

1. Subject to payment of the applicable Charges, Incom Business Systems Ltd (Incom) may provide a LineGuard Service to the Customer whereby if the Customer experiences a line fault in relation to numbers or broadband registered on their account and provided that Incom bill the line rental, Incom will:
 - log each call received by Incom from the Customer with Openreach; and
 - cover the cost of call out charges generated by the attendance of an Openreach engineer to the Customer's Site when it becomes evident that the fault is not related to Openreach's network or infrastructure where most commonly in this instance the fault relates to Customer own wiring or equipment.
2. The charges for the LineGuard Service will be set out as invoiced. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number where Incom bill the line rental.
3. The Customer acknowledges and agrees that the LineGuard Service will not cover the following costs and charges:
 - charges for missed appointments where an Openreach engineer has attended site and has not been able to gain access for any reason and this may relate to a line fault or provision of new and additional service; or
 - any Openreach engineering call out charges in relation to the provision or rearrangement of new or existing services; or
 - any charges in relation to broadband faults and broadband SFI engineering visits unless relating to SoGEA or FTTP for which LineGuard is charged; or
 - any charges for the support or maintenance of telephone systems and / or telephony equipment; or
 - any Openreach engineering charges in relation to malicious or accidental damage caused to Openreach's network or infrastructure by the Customer or any third party, and the Customer will be responsible for all such costs and charges.