

IMPORTANT NOTICE

Out of Hours Service

Dear Customer

Following feedback from our customers and our efforts to enhance our services to you, we are pleased to announce the launch of a new 'Out of Hours' service to all our valued customers using our network billing service.

From 1 March 2009, On Line Systems will be adding an 'Out of Hours' cover to all our existing line rental customers.

In the event of having a fault with your telephones you can contact our office during normal working hours, 8am to 5:30pm, Monday to Friday, on 01228 599898.

Outside of normal office hours you will be able to contact a member of our staff on mobile number 07500 858885 until 9pm Monday to Friday and 9am to 5pm on Saturday.

In the event of a network/line fault or problem we can give you the peace of mind that we are here to help you by providing the following service;

- Report network/line faults up to 9.00pm Monday to Friday and 9.00am to 5.00pm Saturday.
- We can diagnose telephone system faults quickly and schedule an engineer to investigate and repair problems the next morning, Monday to Friday.
- You will be dealing with a member of On Line Systems trained staff instead of speaking to a call centre.
- If you are a business that isn't fully staffed after office hours, any member of your staff can contact us and we can implement any call divers for you.

The service will be charged out on your monthly line bills at a cost of £2.00 per line, per month, with a maximum charge of £10.00 per site. If you do not require this service please let us know by sending an email to m.mcgarva@online-systems.co.uk, you will receive an email of acknowledgement from us confirming your cancellation. If we do not receive an email from you the service will be added to your next monthly bill.

Yours sincerely

Mike McGarva

Mike McGarva

***Service starts this month and the billing will be on next months invoice.**

Note:

Exclusions: This service does not include engineer site visits out of hours and no cover will be provided on Sundays or Public Bank Holidays. The service is available to On Line Systems line rental customers only.