

Terms and conditions

Please read the full terms and conditions so you can be sure of the services we provide including any changes we may need to make in the future.

Our service to you.

We provide you with a telephone line for personal or business use. We provide additional services (Caller display etc...) on request. We provide a high-quality service and intend to deal with support issues politely and quickly.

Our guarantee of service.

There are sometimes matters beyond our control whereby we may need Openreach to carry out a repair on their network. This may require repairing damaged cables due to a road accident or replacing cables due to overgrown trees scraping cables or water corroding connections etc.. Openreach will endeavour to carry out repairs within their contract. If a fault is found on the client's premises, we will have to pass on Openreach's charges to you. If you follow the troubleshooting guide at the bottom of our website, you should be able to reduce the chance of Openreach charges.

Tariffs.

All our current pricing is laid out on our web page under the main heading 'Sales price lists'.

Minimum duration of the 'Line and Calls' service.

There is a minimum contract of 12 months for our 'Line and Calls' service. If the need arises to end the contract early, we just charge for the remaining months of the contract and we have no premature termination charge. Please note that if the service is active for any part of any month, the full month is payable. Outside your contract, we just need 30 days notice.

Payments.

Payment for 'Line and Calls' can only be made by Direct Debit. We no longer post paper copies of invoices, statements, or breakdown of services. Call histories are recorded on our client admin site which you can access at control.megganet.com.

To proceed with a line transfer, we would need an initial service charge, usually one month line rental. You will also need to complete a Direct Debit mandate.

Invoices for a specific month will be sent out at the beginning of the following month. The invoices will be marked 'To be paid by Direct Debit' so there is no need to pay it manually. From April 2021 this invoice will be separate from any other services we provide.

Charge increase.

We will never increase a price to you within your contract. Unfortunately, charges may be liable to a standard annual Consumer Price Index (CPI) price rise. This is not us trying to profiteer, but our margins are very tight, and we would need to pass on price increases to us. We will advise you at least one month in advance of any changes.

Service changes.

Contact us if you need additional services (Caller display etc...) billing will be start in the month the service is activated. We will not change a service we provide unless committed to do so by our supplier.

Use of the service.

We will not impose any restrictions beyond legal requirements. You are free to use the service for business or personal use without restriction. Our lines may also be used for specific applications such as security or Broadband only.

Line faults.

Telephone line faults are different form internet faults.

Before you report a line fault, it is vital that you verify the fault before contacting us. Please refer to the Troubleshooting guide at the bottom of our web page. If your internet is not working, you may be asked to verify your line works and the same test will do.

When you apply to transfer your 'Line and Calls' to Megganet, we will ask you which level of care you require. This is the Openreach best endeavours time to fix a genuine line fault and can be as little as 6 hours. The fee for this priority service is added to your monthly bill if you ort for it.

Updates.

From time to time, we may update this 'Terms and conditions' and the current version will be the one to refer to.

Ending a service.

Missing an automated Direct Debit payment does not constitute an end to the service we provide. Sime line providers cut your line off when this happens, and you need to pay a reconnection charge. We do not do this! If a Direct Debit payment is missed, we will re attempt the payment and should that fail, we will be in contact with you. All unpaid months will be charged.

We may cease a service if for some reason we are unable to provide it. We may also cease the service if we suspect fraud, serious misuse, or you are unable to pay for it. There may also be changes to legislation or Openreach services which may commit us to ceasing a service.