



Eclipse Business Service Standards

This document is designed to provide our business customers with clear and easily accessible information regarding the level of service you can expect in relation to the telephone and broadband services provided by Eclipse.

We know your telephone and broadband services are important and making sure you're happy with them is just as important to us. We want you to be clear about what you can expect from us and what we'll do to put things right if we need to.

This document sets out our commitments in relation to

- Broadband Services, Bonded DSL, SDSL Connection, TalkMore, and KCOM Line Rental/PSTN covered by the Eclipse Internet Terms and Conditions

You can view these on our website <https://my.eclipse.net.uk/log-on.aspx>.

If you've purchased services under any of our other terms and conditions, then please refer to your contract or contact us if you have any questions. You will find out contact details here <https://business.kcom.com/legal/consumer/>



Eclipse Internet Terms and Conditions

Connecting your service

When you decide to take our services, we want to provide them to you as soon as possible. We will advise you of the expected date of delivery when we accept your order.

Repairing your service

While we try to make sure you don't experience problems with our service, sometimes things do go wrong. We do not offer guaranteed service levels for repair but if you think there is a problem with your service you should contact us.

Standards of service and compensation

We do not offer guaranteed service level credits in the following situations:

- There is a delay in installing your service
- We have made an engineer appointment with you and fail to attend
- Where we fail to resolve a fault with your service