

Why Choose M12 Solutions?

Our M12 Customer Commitments to you and the basis upon which we do business.

M12 Customer Commitments

1. M12 Solutions have a strong background providing telephone systems, network services and business mobile to all kinds of complex and mission critical organisations, we will always propose a solution we believe is best of breed, excellent value and wherever appropriate provide alternative options.
2. To make life easy for its clients, M12 Solutions will work to provide a complete single source telecommunications partnership, using its buying power with its providers to be able to offer excellent overall value for money.
3. M12 Solutions will provide service levels, account management and accuracy to ensure that its network customer base remains over 95% loyal – year on year. Plus we will provide you our clients with a remote ability to see all that we support, what we charge you for on a regular basis, and our service levels associated with your ongoing client care.
4. M12 Solutions will provide professional account management, with timely responses, equipment demonstrations site surveys, consultancy and same half day responses to minor works requests. (We've won awards for our service levels and have a reputation to maintain!)
5. M12 Solutions will follow good green practice and show corporate responsibility, using technology to reduce travelling miles, reduce energy use and encourage fuel economy with diesel vehicle use. We'll resolve system issues and provide technical help with remote access technology and we'll use collaborative technology to help see through projects.
6. M12 Solutions are a growing firm who can empathise and appreciate many of the detailed and day to day challenges which face our customers. By providing technologies such as video/ web and audio conferencing we will help them to improve their efficiency.
7. M12 Solutions people will be available out of business hours to provide immediate assistance in a crisis to just providing help with budgeting. Plus we'll assist and respond to technical problems in line with prior agreements. We are happy to provide contact details of all our team
8. M12 will build on its track record of continuity and camaraderie which goes back over 20 years, again very unusual in our sector but an attribute valued by its customers. We will also use our detailed knowledge and set up advice to help our clients leverage best practice and excellent value.
9. M12 Solutions understand that occasionally there are areas where others (sometimes BT for example) will let our clients down. We will do everything our clients need us to do to get a satisfactory resolution if and when we are requested to assist. (Almost always without cost). If the fault of a problem is ours we will own up quickly and resolve at our cost.
10. The key attribute inside our business which makes a real difference is the quality and customer focussed values of our people. M12 is an Investor in People firm and we commit to the ongoing personal and professional development of our people. We would like to believe that over time we'll become a trusted professional partner, business friends perhaps.

11. M12 Solutions will guarantee our provision of systems and network services above and beyond what is in line with the mutual protection of terms and conditions. If you think M12 has been demonstrably unprofessional such that you suffer a business loss, and we are unable to remedy the situation to your satisfaction, you can leave a signed contract without penalty.

12. Here at M12 we will always ensure it is easy to do business with us and when needed we will do business on a handshake or over a telephone call – (Usually backed up by a confirmation e-mail). We will thereafter provide account management and support to exceed your expectations.

The basis on which we do business

1. Unless we agree in writing to the contrary, our phone system installations and minor works as well as upgrades are undertaken in line with M12 Solutions Terms and Conditions of sale. They will be provided at the time of order for review or are available at any time upon request by calling us on 01489 555670/ 0845 408 1212 or E-mailing us at info@m12solutions.co.uk or writing to us at M12 Solutions, The Belfry, Solent Business Park, Fareham, Hampshire, PO15 7FJ. The same applies for our Terms and Conditions of Network Services and our terms of Maintenance Services.

2. The main reason for being absolutely clear about the above areas is because we understand that sometimes agreements do not get signed, or terms do not get final agreement, yet we still provide products and services. In these situations, if we have received a go-ahead, completed work and you, the customer pays us, then as long as you have had the opportunity to review our terms we will deem them to be valid for the duration set out.

3. Typical lead times from a written and qualified order:

- a. Enhancements to existing phone systems – 2 weeks
- b. Installation of a new <= 40 extension system (lines or BT services in place) - 3 weeks
- c. Installation of a >40 to <=140 extension system (lines or BT services in place) - 5 weeks
- d. Installation of a >140 extension and multi-site requirements – 6 weeks+
- e. Provision of new ISDN 30 services – 20 working days
- f. Provision of analogue telephone lines – 14 working days
- g. Broadband – 5 to 10 working days
- h. Leased lines and other high speed data connectivity circuits – 45 to 90 working days
- i. Supply and installation of peripheral equipment (call management, recording, UPS, Wi-Fi, Etc) – 4 weeks.
- j. >49 CAT 5e / CAT 6 cabling outlets – 2 to 3 weeks
- k. Mobile connections – 3 weeks (or 5 days from PAC code being provided or new connections)
- l. Remote programming – 1 to 2 working days
- m. Non geographic number provision – 1 hour
- n. Minor works with engineering visit – 4 days

4. Payments

- a. All figures are subject to VAT at the prevailing rate.
- b. Payment terms for new systems are: 50% deposit on order, 40% on system delivery and 10% on satisfactory completion.
- c. If a lease is chosen, then 50% deposit is required until the lease is approved/ deposit is provided from the lease provider.
- d. Leased lines orders require a deposit equal to the first 3 months of payments.
- e. Except for the deposit and delivery payments for new systems we will provide 21 days of credit for minor works.

f. Unless agreed beforehand all of our offers for telephone lines, Internet connectivity, call billing and other network services will be collected via Direct Debit (DD). In addition to the DD guarantee, M12 Solutions operates a customer friendly policy of deferring occasional payments should you have a temporary cash flow issue to overcome.

5. Variations

a. If increases or adjustments occur in the project phase, unless they are negotiated then the price shall be the unit price set out at the time of order. Sometimes variations affect our ability to complete the project to complete satisfaction. We will always attempt to keep a project on-track but we reserve the option to charge for overtime and out of hour's rates.

6. Supplier Surveys and Potential Delays

a. M12 is a value added reseller of services provided by network providers and system manufacturers. Occasionally there are supply issues not originally anticipated, for example cabling and equipment in the local exchange to manufacturers being not having stock or being later than expected with their products. The contract shall stand if the delay does not have a material effect.

7. Quality of call traffic

a. The client should expect that ISDN quality for call traffic is incredibly reliable and is almost always very good quality. Sometimes it is the case that calls are routed with SIP lines that use the Internet to route the calls. As such the quality of these calls via the Internet may not be as good as toll quality voice that you might receive with ISDN lines. Quality improvements may need the purchase of a higher bandwidth/ lower latency/ more reliable Internet circuits or better data routing or quality of service networking equipment.

8. Publicity

a. M12 Solutions reserves the option to market the success of the installation to help us secure other new business unless we are expressly asked not to do so.

9. Customer Services

a. Unless we agree an account manager review meeting plan. Your ongoing field based support will be a combination of pro-active and reactive support. Please let us know if you think we need to get closer to you we are happy to give guidance and advice, prices and introductions to new products and services. Though we do not wish to be a nuisance, we need your ongoing input as the years go by.

10. Mobile

a. If M12 is subject to a claw-back of the commissions paid (sometimes used to subsidise handset purchases etc.) then we reserve the right to pass on this amount to you. Your handset or SIM card needs to be active and in use as expected when we proposed (3 months of inactivity is the usual trigger). If you go abroad it is your responsibility to add the appropriate international bolt-on for voice and data.

11. Errors and Omissions

a. Mistakes sometimes occur with pricing, and whilst we make every endeavour to be spot on. If we do get it wrong and need to adjust we'd appreciate your understanding and we would endeavour to have a best value price for such an adjustment.

12. We enjoy our business and networking with our customers, where on occasions we develop a club atmosphere through events which educate, inform and communicate case studies and



showcase new technologies. Please read our various communications and come along occasionally!

M12 Solutions are registered in England, UK at the following address:

M12 Solutions Ltd,

3 The Belfry, Solent Business Park,

Whitely,

Hampshire.

PO15 7FJ

With company registration number: 03401975

With VAT number: GB 873 8568 66

Our latest terms and conditions are available at www.m12solutions.co.uk/terms.html, on request by phoning us at 0845 408 1212 or 01489 555670, by E-mail at info@m12solutions.co.uk, or by post at the above address.

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