

Julian Rowlandson

From: order.update@daisygroup.com
Sent: 10 July 2019 08:39
To: Julian Rowlandson
Cc: daniel.couch@daisygroup.com
Subject: Daisy Group - Bringing your circuit live



Daisy Group

Bringing your circuit live

Good Morning/Afternoon

We have received confirmation that your circuit has now been completed successfully.

Action Required By You

1. You will be required to connect your hardware at site, our dedicated support team will be happy to talk you through the process. It is important that you call them at your earliest convenience on **03333 200 003**, you will need to quote reference number **2409238** Your service will not be live until this has been completed. Please note telephone lines will be available from 09:00 – 17:30.
2. If you have an existing circuit that you are replacing, or have ordered a temporary circuit it is your responsibility to inform Daisy that you no longer require the service, we will require notice to cease in writing. You will be charged for any service that is live with us, so it is imperative that you inform us immediately of these circuits. If the circuit needs to be ceased after the order has completed, please inform your relevant customer support team.

Once your circuit is live, in the unlikely event that issues do arise, you have 48 hours to notify us of any problems or any discrepancies with the installation date, as the billing of this circuit will commence in accordance with the “date service ready for use” outlined on the BIS certificate on page 2 of this letter.

Once your circuit is “in life” and you are satisfied with this circuit, if you require to speak to a support agent then our dedicated customer service team will be able to help you with any queries, Please telephone 03333 200 999 or email fl.incident@daisygroup.com

BIS Certificate	
Customer Name	PCC Parish of Greyfriars Reading
Account Number	MAR33028
Date Service Ready For Use	04/07
Daisy Order Number	2409238
Supplier Circuit Reference	CAL0321293
B End Postcode	RG1 1EH
Bandwidth	100mbps ethernet
Product Delivered	100mbps ethernet

Please retain this information in a safe place, this will support you with any in life queries when you are required to get in touch with us.

Kind regards

The Data Provisioning Team

Daisy Group

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