

## Broadband/VOIP Services Frequently Asked Questions

### **Question 1: I am currently in contract for 2-, 3-, 4- or 5-year for Broadband/VOIP Services; who will provide and service my school after the 31<sup>st</sup> of March 2022?**

Code Green are in the process of working very closely with Talk Straight Schools Broadband to novate and transfer your current 2-, 3-, 4- or 5-year contract directly to Talk Straight Schools Broadband.

### **Question 2: I have paid upfront for services, annually in advance, and this covers the service beyond 31<sup>st</sup> March 2022; what happens to my payment?**

As Code Green will cease to be as of the 1<sup>st</sup> of April 2022, all Broadband/VOIP contracts will be novated to Talk Straight Schools Broadband, including the management of charges and invoices.

To simplify, Code Green will issue you a credit for any Broadband/VOIP Services beyond 31<sup>st</sup> March 2022 and Talk Straight Schools Broadband will invoice your School directly for the same contracted period.

### **Question 3: Who will deliver my Broadband/VOIP Services beyond 31<sup>st</sup> March 2022?**

All Broadband/VOIP Services contracts will be novated to Talk Straight Schools Broadband, who will deliver the service directly (without any disruption in service).

All current Broadband/VOIP Services are being delivered by Talk Straight Schools Broadband now, with Code Green providing the support.

From the 1<sup>st</sup> of April 2022, all support queries or calls will be managed by the Talk Straight Schools Broadband service desk directly, who have 17 years' experience of supporting schools directly.

### **Question 4: My initial Broadband/VOIP contract has expired or is about to expire e.g., before 31<sup>st</sup> of March 2022, what happens with my contract renewal?**

As Code Green will cease as of the 31<sup>st</sup> of March 2022, we feel it most prudent that all contract renewals are quoted directly by Talk Straight Schools Broadband, and any new contracts (renewal or new) are entered in to directly with Talk Straight Schools Broadband.

Code Green will continue to work very closely with Talk Straight Schools Broadband, delivering support on their behalf to your school, until 31<sup>st</sup> of March 2022, upon which support will transfer to Talk Straight Schools Broadband.