



Competitive Price Commitment

At Concert, we want all our customers to have the highest quality service at the best possible price. So we're making a promise to you.

Our Competitive Price Commitment means we never stop trying to reduce your costs so you can always be sure of a great deal.

As well as our policy of no minimum charge, no set-up fee and billing by the second, we are continually seeking better deals from our own suppliers so we can pass those savings on to you.

In return, if you're happy with the discount, all we ask is for you to renew your contract and stay with us a little longer.

At Concert we believe business is about openness, honesty and building long-term relationships based on trust. We're in it for the long-haul and we hope that by proactively reducing our costs, you'll be more than happy to stay with us.

How does it work?

Once a discount has been negotiated, we will:

- Contact you by email, informing you of any reduced rates we have secured from our suppliers.
- Give you 14 days to confirm that you wish to benefit from the reduced rates offered.
- If you're happy with the prices we will automatically renew your contract at the new rate for the full term of the original agreement.

How you can start to benefit

Call Concert on 0808 208 2400
or email: contactus@concertnetworks.co.uk
to discuss your communication service requirements.

Customer benefits:

- ✓ Saves you money. Our ongoing relationships with suppliers mean periodic reductions in prices, which we will pass on to you.
- ✓ Two way commitment. Concert proactively reduces your rates and in return simply requests your ongoing commitment to renew the contract term.
- ✓ Strong customer relationships. We believe our Competitive Price Commitment will help us build long and productive relationships with our clients.

