

# An introduction to Daisy



Daisy has been providing cost-effective communications, with unrivalled customer service, since 2001.

Operating from a UK-based call centre at the company's head office in Lancashire, more than 30,000 people have now chosen daisy as their preferred supplier for business communications.

See what sets us apart from the competition and let us walk you through daisy's range of services, and discover a communications solution that works best for you and your business.



"I've found the daisy team efficient and helpful. On reporting an issue, my problem was listened to and a solution immediately put in place. What really impressed me was the aftercare provided. My case was followed through right to the end and then a daisy member of staff had the courtesy to enquire if the resolution was to my satisfaction."

**Customer A, Yarnton, Oxfordshire**

## Why Daisy?

### Value for money

We shop around so you don't have to, ensuring we can provide you with the most competitive packages on the market.

### One bill solution

One simple monthly bill that includes calls, lines and broadband.

### UK based call centre

Speak to a fully trained business advisor at our UK based call centre.

### Award winning customer service

A team dedicated to customer care with the ISO9001, ISO14001 and Investor in People accreditations for quality.

### Extensive and evolving product range

daisy boasts an extensive product portfolio enabling you to consolidate all your communications with one supplier.

### Quality of service

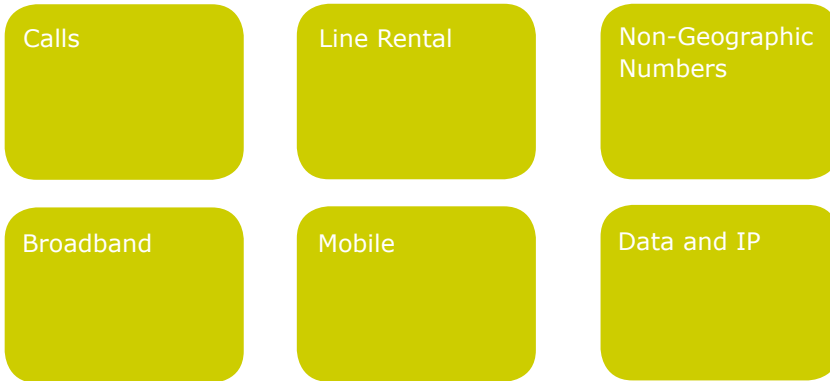
daisy only deals with the most reliable networks in the UK to ensure our customers receive the best quality of service.



**UK Based  
Call Centre**

# Extensive product portfolio

With a 100% dedication to the business community and a commitment to shopping around for the best deals in the marketplace, rest assured you will always receive the best in value across our extensive range of solutions, which includes:



## Calls

- We only use the very best networks to carry your calls
- We shop around so you don't have to, meaning you always benefit from competitive call charges
- The daisy price guarantee\*

## Lines and Services

### Transfer your lines from an existing BT account

- save at least 10% on your monthly rental
- completely free
- no disruption to your service

### Have new lines installed

- prices either comparable to or cheaper than BT
- dedicated daisy installations team on hand to manage the process from point of order
- installed using BT Openreach engineers

## Total Care Maintenance

daisy can provide ongoing maintenance support for a wide range of voice and data systems. Our maintenance packages range from business only to 24 hour cover, ensuring you receive the maximum value, performance and continuity from your communications investment.

Choose from:

**Level 1** – Standard Care

**Level 2** – Prompt Care

**Level 3** – Total Care

## Non-Geographic Numbers

Give your customers one direct telephone route to your services with a non-geographic number.

Non-geographic numbers cover all telephone numbers that are non area specific, i.e. they do not begin with an area code like 0161, 0207 etc. Non-geographic numbers begin 08 and include 0800, 0845, 0871 and 0844.

## daisy broadband

Whether you're a single business user or a multi-user organisation, daisy has a broadband solution that can meet your requirements.

daisy offers high speed access with low contention ratios, meaning you will always receive a high quality of service at exceptionally low prices.

## daisy mobile

### Why not choose daisy for your business mobile?

daisy mobile extends our award winning service outside the office, with a range of tariffs and bundles to suit any business. Unlike some of the larger mobile networks, daisy prides itself on the fact every customer, no matter how small, receives a dedicated service from its UK based customer call centre.

For more information contact CDLM on:

Tel: **0845 678 8841**

Email: **info@cdlm.co.uk**

Web: **www.cdlm.co.uk**

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daisy directory enquiries



\* Exceptions apply whereby daisy is subjected to factors outside our control, including but not limited to wholesale price increases by the underlying network carriers or regulatory change.