

Definitions of certain words

'Agreement' means the contract between you and us which consists of the Service Agreement, these Conditions for Communications Services and any further conditions relating to specific Services.

'BT' means British Telecommunications Plc.

'Call' means a signal, message or communication which is silent, spoken or visual on each line that we agree to provide to you under this agreement.

'Line' means a connection to our network or that of our suppliers, whether direct or indirect.

'Minimum Period' means the period of service shown on the service agreement you have signed.

'Service' or **'Services'** means all or part of the Services explained in paragraph 1 or identified in the service agreement and any related services that we agree to provide to you under this agreement.

'Service Agreement' means the document you sign when you become our customer detailing, amongst other things, the Services you wish to receive, the minimum period you wish to receive the services for and the tariff at which you will be charged and which forms part of this Agreement.

'The Tariff' means the tariff which forms part of the Service Agreement as signed by you for the services you require and amended from time to time under clause 14.2 below.

'We' and 'Us' means ontel Services Ltd 'you' means the customer we make this Agreement with. It includes a person who we reasonably believe is acting with the customer's authority or knowledge.

These terms and conditions apply to new and existing customers and are effective from 11th June 2013 or the date of the Service Agreement, whichever is the earlier.

1. Services

The services we supply to you (our Customer) are those Services which you have elected to receive as set out in the Service Agreement or which you have subsequently ordered in writing and we have agreed to supply. These may include (but are not limited to):

- The ability to make or receive a Call (telephone service)
- The provision of a Line or Lines for a rental charge (line rental service)
- The provision of broadband internet access (broadband service)
- Any other Services which we may offer for sale from time to time.
- In providing the Services we promise to use the reasonable skill and care of a competent communications service provider.

2. Changes and interruptions to the Services

- 2.1 We may have to do some things that could affect the Services. These things are listed in paragraph 2.2. If we have to interrupt the Services we will restore them as quickly as we can.
- 2.2 Occasionally we may have to:
 - (a) change the code or phone number or the technical specification of the Services for operational reasons;
 - (b) interrupt the Services for operational reasons or because of an emergency;
 - (c) give you instructions that we believe are necessary for health and safety or for the quality of the Services that we supply to you or to our other customers.

3. Telephone number

You have no right to sell or agree to transfer the number(s) provided to you for use with the Services and you must not try to do so.

4. Telephone books and directory enquiries

- 4.1 We will put your name, address and the telephone number(s) for the Services in the phone book published by BT for your area and make your phone number available to BT's directory enquiries database, as soon as we can. However, we will not do so if you ask us not to. If you want a special entry in the telephone book you must let us know. Where we agree to a special entry you must pay an extra charge and sign a separate agreement for that entry.

5. Call Monitoring

We may occasionally monitor and record calls made to or by us relating to customer services and telemarketing. We do this for training purposes and to improve the quality of our customer services, including complaint handling.

6. Use of your information

- 6.1 We will use the information we have about you and your use of the Services for marketing purposes. However, we will not do so if you ask us not to.

- 6.2 For your information we process your billing data and information about your use of our service (this includes information about your bill size, the numbers you call and the times you call) for marketing our own telecommunications products and services. This allows us to better inform you about products, services, pricing packages and special offers which we provide and which we believe may be of particular interest to you. WE DO NOT DISCLOSE THIS INFORMATION TO ANYONE ELSE. We need your consent to continue to give you all the benefits that this processing provides and will assume we have it, unless you tell us otherwise by writing to us at ontel Services Ltd, Unit 6, Chess Business Park, Chesham, Bucks, HP5 1SD or any other address we give you.

7. Privacy

By using our services, you indicate that you understand the information collection, use, and disclosure practices described in the [Privacy Notice](#).

8. Commencement of the Services

We will use all reasonable endeavours to provide you with the Services by the date we agree with you and to continue to do so until this Agreement is terminated. However we will not be liable for any form of compensation should the Services not commence on the agreed date or should they be interrupted from time to time.

9. Repairing faults

- 9.1 We cannot guarantee that the Service will never be faulty.
- 9.2 We will work on any fault that is reported to us according to our fault procedures for the Service in question (which are available on request).
- 9.3 When we agree to work on a fault outside the hours covered by our fault procedures, you must pay us an extra charge according to our tariffs in force at the time.
- 9.4 If you tell us there is a fault in a Service and we find either that there is not or that someone at your premises has caused the fault, we may charge you for any work we have done to try to find the fault or to repair it.

Your Obligations

10. Paying your charges for our Services

10.1 Charges

You must pay the charges for the Services according to the tariff which we have agreed with you. This applies whether you use the Services or someone else does and whether the Services are used with your full knowledge and consent or otherwise. We can change the charges as explained in paragraph 14.2 (this means by way of example but not by way of limitation that you are liable to pay for all calls made as a result of 'Rogue Diallers' and unbarred premium rate numbers).

10.2 Invoices

We will send you your first invoice at the beginning of the month after the Services commence and thereafter on a monthly basis, but we may send you an invoice at any time. We will include all charges on the next invoice where possible, and in any event as soon as we can. We will send all invoices and other correspondence to the address you ask us to.

10.3 Rental and Call Charges

You will incur charges from the time any part of a Service is used or received except in the case of Services subject to a periodic rental, in which case you will incur charges from the date the Service is ordered. We will usually ask you to pay the rental in advance and your first invoice will include both one month's rental in advance and a charge for a part month's rental from the beginning of the agreement up to the beginning of the first complete month, where appropriate. Call and other charges will be invoiced in arrears. We will calculate the charges for Calls using the details recorded by our network.

10.4 Payments in advance and deposits

- (a) We may ask for a payment before one is normally due. This will not be more than our best estimate of your following month's invoice.
- (b) We may ask for a deposit at any time, as security for payment of our invoices if it is reasonable for us to do so. Our procedures for deposits will be explained to you at the time.

10.5 Terms of payment

You must pay all charges and rental within the credit terms which we have agreed and deposits when we ask for them. Our standard credit terms are payment within 14 days of date of invoice by direct debit and these are the credit terms which will apply to this Agreement unless we have agreed otherwise in writing.

10.6 Additional Charges

In the event of a failed direct debit payment, a £5.00 ex VAT charge will apply.

11. Your other responsibilities

- 11.1 Entry to your premises**
- (a) If our engineers or sub-contractors have to enter your premises you must let them do so within normal working hours or otherwise if agreed with you in advance. We will meet your reasonable requirements about the safety of people on your premises and you must do the same for us.
- (b) If we need someone else's permission to cross or put our equipment on their premises, you must get that agreement for us and make any necessary arrangements.
- (c) When our work is completed, you will also be responsible for putting items back and for any necessary re-decorating.
- 11.2 Misuse of the Services**
Nobody must use the Services:
- (a) to make abusive, defamatory obscene, offensive, indecent, menacing, nuisance or hoax Calls or Calls in breach of privacy or any other rights;
- (b) to send, knowingly receive, upload, download, use or re-use material which is abusive, defamatory, obscene, offensive, indecent, menacing or in breach of copyright, privacy or any other rights;
- (c) Fraudulently or in connection with a criminal offence or in a way which does not comply with the terms of any legislation; and you must make sure that this does not happen. The action we can take if this happens is explained in paragraph 13. If a claim is made against us because the Services are misused in this way, you must reimburse us in respect of any sums we are obliged to pay.
- 11.3 Indemnity**
If you use the Services for business purposes, you must indemnify us against any claims that anyone (other than you) threatens or makes against us because the Services are faulty or cannot be used by them.
- 11.4 Line rentals**
When we provide you Line rentals, ontel will route your calls through our network. No other service provider may route these calls or attempt to, and if they do we reserve the right to bar these calls.
- 12. Liability**
- 12.1 We accept liability if you are injured or die as a result of our negligence. We do not limit that liability and paragraphs 11.2 and 11.3 do not apply to that liability.
- 12.2 We have no liability for any loss of business, revenue or savings you expected to make, wasted expense, financial loss or data being lost or harmed nor any liability for any loss that is not reasonably foreseeable or for any indirect or consequential loss.
- 12.3 Any liability we have of any sort (including any liability because of our negligence) is limited to £100,000 for any one event or any series of related events, and in any 12 month period to £500,000 in total.
- 12.4 Each part of this Agreement that excludes or limits our liability operates separately. If any part is disallowed or is not effective, the other parts will continue to apply.
- 13. Matters beyond our reasonable control**
If we cannot fulfil our obligations under this agreement because of something beyond our reasonable control such as lightning, flood, or exceptionally severe weather, fire or explosion, civil disorder, war, or military operations, national or local emergency, anything done by government or other competent authority or industrial disputes of any kind, (including those involving our employees), we will not be liable for this.
- 14. Breach of the Agreement**
- 14.1 We can suspend the Services or end the Agreement (or both) at any time without telling you if:
- (a) you break this Agreement or any other agreement you have with us and fail to remedy the breach within a reasonable time of being asked to do so;
- (b) we believe that the Services are being used in a way forbidden by paragraph 10.2. This applies even if you do not know that the Services are being used in such a way;
- (c) bankruptcy or insolvency proceedings are brought against you, or if you do not make any payment under a judgment of a court on time, or you make an arrangement with your creditors, or a receiver or administrator is appointed over any of your assets, or you go into liquidation.
- 14.2 If you fail to pay our invoice by the due date or our direct debit request is rejected by your bank we will write you a letter requesting payment within seven days or informing you that our direct debit request will be re-submitted in seven days. If we still fail to receive payment after seven days we will be entitled to suspend the Services immediately by notice in writing to you to take immediate effect.
- 14.3 We reserve the right to charge interest at the rate of 8% per annum on any charges not paid by the due date from the date when the charges should have been received until the date when they are received by us.
- 14.4 If we suspend the Services, we will not provide them again until you do what you have agreed, or satisfy us that you will do so in future or that the Services will not be used in a way that is forbidden by paragraph 10.2
- 14.5 If we suspend the Services because you break this Agreement, the Agreement will still continue. You must pay us rental until we end the Agreement by giving notice under paragraph 13.2 or you or we end the Agreement by giving notice under paragraph 17.1
- Changing and ending the Agreement**
- 15. Changing the Agreement**
- 15.1 In general**
If you ask us to make any change to the Services we will ask you to confirm your request in writing. No action will be taken by us to carry out the change until we have received your written confirmation. If we agree to a change, this Agreement will be changed when we confirm the change to you in writing.
- 15.2 Conditions**
We can change the conditions of this Agreement including our charges at any time if we give you 14 days notice. We will notify you of any changes with your monthly invoice.
- 16. Transferring the Agreement**
You cannot transfer or try to transfer this Agreement or any part of it to anyone else.
- 17. Cancelling the Services before they are provided**
You may cancel the Services or an individual Service within 14 days of signing this Agreement or of ordering the Service. However, if you have ordered the Service(s) for business use you must pay for any work we have done or money we have spent.
- 18. Ending the Agreement after the Services are provided**
- 18.1 This agreement or termination of individual services within the agreement can be ended by either party by giving the 30 days notice in writing provided that the end of the notice period coincides with the end of the Minimum Period
- 18.2 If we give you notice you must pay rental up to the end of that notice. If you give us notice, you must pay rental until 30 days from the date we receive your notice, or until the end of the notice if that is later. The 30 day notice period will not apply if we are terminating services with immediate effect in accordance with paragraph 13.
- 18.3 If you give notice that terminates the agreement or any part of the agreement prior to the end of the Minimum Period (other than because we have materially altered the conditions of this Agreement) then we will levy a cancellation charge in accordance with the following:-
- System – number of months remaining on agreement multiplied by the monthly rental
 - Call Spend – number of months remaining on agreement multiplied by the monthly average spend.
- 18.4 If you have paid any rental for a period after the end of the Agreement, we will either repay it or put it towards any money you owe us.
- 18.5 You must pay all charges for the Services until the date on which we stop providing the Services to you.
- 18.6 We can end this agreement at any time without telling you if paragraph 13.1 applies.
- 18.7 Migrating, porting or exporting services from ontel may incur additional charges on top of your termination charges outlined above.
- 19. Additional Termination Charges**
- 19.1 If you fail to reach the annualised minimum monthly spend commitment as outlined in any agreed tariff plan or the service agreement then we reserve the right to bill the difference between achieved and committed spend in the month following expiry of the agreed term
- 19.2 If notice is given during the term of the agreement and free install was given as part of the tariff or otherwise, then we reserve the right to impose a termination charge equal to the install cost divided by the number of the months in the term, multiplied by the number of months remaining in the term.
- 20. Giving notice**

Any notice given under this agreement must be delivered by hand or sent by email or prepaid post as follows:

- (a) to us at the address shown on the Quotation or on your last invoice, or at any other address we give you;
- (b) to you at the address you have asked us to send invoices to

21. Other documents

- 21.1 These conditions, the documents referred to in them, the Quotation and any conditions relating to specific Services set out the whole agreement between you and us for the Services.
- 21.2 Where we publish separate conditions for specific Services, those conditions will take precedence over these conditions in the event of inconsistencies or anomalies between the sets of conditions.

22. Third Party Rights

A person who is not a party to this agreement, has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement, but this does not affect any right or remedy of a third party which exists or is available apart from that act.

Additional conditions for Communications and Connectivity Services

23. The Service

- (a) Occasionally we may have to interrupt, suspend or change the technical specification of the Service for operational reasons or because of an emergency. In these events you will have no claim against us.
- (b) You may not modify the Service without our prior consent.
- (c) ontel will use all reasonable endeavours to comply with your requests in relation to the installation of Equipment and Service. However, ontel or its contractors/agents' decisions relating to positioning of equipment (or part thereof) will be final and binding.

24. The equipment

- (a) You shall be responsible for the safekeeping and proper use of any Equipment whilst at your premises.
- (b) Not to attach any devices or attachments other than those approved for such use under the Act.

25. What you must not do

- (a) You must not alter or execute works on the Premises, which may damage or interfere with the service.
- (b) You must not use the Service:
 - (i) to send or re-use material that is indecent, defamatory, menacing, in breach of copyright or is in any other way unlawful or which contains viruses, worms, trojan horses or similar, or which may otherwise harm the ontel network;
 - (ii) in connection with a fraud or other criminal offence;