

# Teleware General Terms and Conditions

These General Terms and Conditions including Schedule 1 shall govern the supply of the Products and Services (as defined below) by TeleWare Limited registered in England at Unit 5, The Hawk Creative Business Park, The Hawkhills Estate, Easingwold, North Yorkshire YO61 3FE (hereinafter known as the "Company") and the Customer (as stated on the Order).

## 1. STRUCTURE OF AGREEMENT

- 1.1 The Customer acknowledges and agrees that it enters into this Agreement for the Products and Services in the course of business and intends to use said Products and Services for business use only.
- 1.2 These GTCs incorporating the Relevant Supplementary Terms shall govern the supply by the Company of the Products and Services.

## 2. TERM

- 2.1 Subject to the parties rights of termination set out in the Agreement, this Agreement shall continue from the Effective Date until the expiry or termination of all Orders for the Products and Services under the Agreement.

## 3. GRANT

- 3.1 The Company hereby grants to Customer a non-exclusive revocable right to use Products and Services in accordance with this Agreement.
- 3.2 All rights not specifically and expressly granted to the Customer under this Agreement are reserved for the Company.

## 4. ORDERS

- 4.1 During the term of this Agreement the Customer may place individual written Orders with the Company for the supply of Products and Services, the availability of such Products and Services being confirmed by inclusion in the Price List. All Orders shall be on the Company's standard order form or in some other form agreed by the Company.
- 4.2 Every Order shall be subject to acceptance in writing by the Company. For the avoidance of doubt, nothing shall oblige the Company to accept any Order.
- 4.3 On acceptance of the Order by the Company, each Order shall form a separate contract for the relevant selected Product or Service and shall be subject to the terms of the GTCs, the Relevant Supplementary Terms, and Order. For the avoidance of doubt, an Order containing Products and Services provided pursuant to different Supplementary Terms shall be deemed separate Orders (and thereby separate contracts) for the purposes of the Agreement.
- 4.4 All Orders are subject to the terms of this Agreement and any terms proffered by the Customer shall have no effect.

## 5. PRICES AND PAYMENT

- 5.1 All Prices are exclusive of VAT. Customer shall bear the cost and shall be responsible for the timely payment of all relevant taxes, duties and assessments imposed upon Customer in connection with the payments due to the Company under this Agreement, including all VAT and any other sales taxes, withholding tax and other taxes.
- 5.2 Unless otherwise expressly provided in the Relevant Supplementary Terms or Order, the Price is due and shall be paid without setoff or deduction within 30 days of the date of the invoice or prior to shipment for any Products to be delivered outside the mainland United Kingdom.
- 5.3 Unless otherwise expressly provided in the Relevant Supplementary Terms or Order, all payments from Customer to the Company hereunder will be in pounds sterling by direct debit into the bank account nominated by the Company.
- 5.4 The Company reserves the right to charge interest at the rate of 3% over the base rate of HSBC Bank Plc on a daily basis on all monies outstanding after the due date until the actual date of payment (both before and after judgement).
- 5.5 The Company reserves the right at its sole discretion to reject Orders and / or delay shipment of Products or provision of Services where the aged debt of the Customer rises to a level unacceptable to the Company and where 5 days prior written warning of such action has been given by the Company to the Customer.
- 5.6 The Company or its authorised representative may on giving reasonable notice, at the Company's own expense, audit the records of the Customer relating to this Agreement to ensure the Customer is complying with the terms of this Agreement. Any such audit shall be conducted during regular business hours either remotely or at the Customer's premises. If an audit reveals that the Customer has

underpaid the Price, the Company shall be entitled to require the Customer to make good the underpayment.

## 6. CONFIDENTIALITY

- 6.1 During the term of this Agreement and following termination hereof both parties undertake to keep confidential the Confidential Information received from the other party (the "disclosing party") and undertake not to use the same other than to enable it to perform its obligations under this Agreement. Accordingly, the parties shall not in any manner, directly or indirectly transmit, reveal, disclose, cause to be disclosed, publish, distribute, copy or make available any such Confidential Information to any party except those of the receiving party's employees who need access to the Confidential Information to enable it to carry out its obligations in accordance with the terms of this Agreement. In the event of such disclosure the Customer will obtain from such employees duly binding agreements to maintain in confidence the information to be disclosed to the same extent at least as the Customer is so bound hereunder.
- 6.2 The foregoing obligations will not apply if and to the extent that:
  - (a) the receiving party clearly establishes that the Confidential Information was already known to it at the time of receipt from the disclosing party; or
  - (b) the Confidential Information subsequently comes lawfully into the possession of the receiving party in good faith from a third party; or
  - (c) the Confidential Information is in the public domain other than through breach of this Agreement; or
  - (d) the Confidential Information is required to be disclosed by governmental, statutory, regulatory or judicial body and even then any such disclosure shall be subject to the confidentiality obligations prescribed by the relevant form.
- 6.3 Without limitation to clauses 6.1 or 6.2 Customer agrees to notify the Company in writing of any suspected or known breach of the obligations under this clause as soon as it becomes aware of such breach and shall implement such security procedures it uses for its own Confidential Information which it protects against unauthorised disclosure, appropriation or use.
- 6.4 For the purposes of this Agreement, Confidential Information means all information of a confidential nature or which is commercially sensitive or of a secret nature including information contained in or embodied in any software (such as the structure, sequence organisation and screen presentation), this Agreement, the specifications, and user manuals and all information relating to any and all aspects of the financial and business and operations of the disclosing party whether such information is marked as confidential or not. Such information may be expressed in any form including but not limited to orally.

## 7. PROPRIETARY RIGHTS

- 7.1 The Customer acknowledges that all Intellectual Property Rights in the Products and Services including all modifications and enhancements and related documentation (including all versions of any specification and user manual) are and shall remain the property of the Company or its third party suppliers.
- 7.2 Customer acknowledges that the Company's Confidential Information, software and Know-How and all related documentation may contain substantial trade secrets of the Company.
- 7.3 Customer shall not remove or alter any copyright, Mark or other proprietary notice on the Products or Service, or any part of it or on any other material whatsoever provided by the Company.

## 8. LIMITATION OF LIABILITY

CUSTOMER'S ATTENTION IS IN PARTICULAR DRAWN TO THE PROVISIONS OF THIS CLAUSE 8.

- 8.1 The following provisions of this clause 8 set out the total liability of each party in respect of any breach of its obligations arising under or in connection with this Agreement whether in contract, tort (including negligence) and breach of statutory duty or otherwise howsoever arising and shall for the avoidance of doubt apply to any indemnity

given by the Company under this Agreement. Subject to clause 8.2 and to the fullest extent permissible by law in no circumstances will either party be liable in contract tort or otherwise for any costs, claims, damages, losses or liabilities or expenses in respect of:

- (a) any direct loss of profit, excluding any element of the Price;
- (b) any direct loss of anticipated savings; or
- (c) any indirect loss or damage howsoever caused including without limitation;
  - (i) any loss of profit;
  - (ii) loss of use of money;
  - (iii) loss of anticipated savings;
  - (iv) loss of business;
  - (v) loss of opportunity;
  - (vi) loss of reputation;
  - (vii) loss of data;
  - (viii) any wasted expenditure; and/or
- (d) any other consequential loss including pure economic loss.

For the avoidance of doubt, the sub-clauses of this clause 8.1 are intended by the parties to be severable.

8.2 Nothing in this Agreement shall limit or exclude:

- (a) either party's liability for fraud (including without limitation fraudulent misrepresentation) or for death or personal injury resulting from negligence;
- (b) either party's liability for any breach of clause 6;
- (c) the Customer's liability for any infringement of the Company's Intellectual Property Rights;

8.3 Without prejudice to clause 8.2, the Company's maximum aggregate liability for all claims made in relation to this Agreement:

- (a) in respect of loss of or damage to tangible property (which for the avoidance of doubt does not include data) whether belonging to Customer or any third party, shall not in any circumstances exceed £1,000,000 in respect of each event or series of connected events in any one Year; and
- (b) in respect of any other loss or damage arising from the Products or Professional Services, the lesser of 115% of the Price paid by the Customer to the Company under the Order for the specific Products or Professional Services that are the subject of the Customer's claim or £1,000,000;
- (c) in respect of any other loss or damage arising from the Services (other than the Professional Services), the lesser of 115% of the Price paid by the Customer to the Company under the Order for the specific Services that are the subject of the Customer's claim under this Agreement in the Year in which the loss or damage occurred or £1,000,000.

8.4 The Prices of the Company have been set on the basis of the exclusions and restrictions of liability in this clause 8, and would be higher without those provisions. In the circumstances, Customer agrees that those provisions are reasonable and will accept risk and insure accordingly.

8.5 The provisions of this clause 8 shall continue to apply notwithstanding the termination of this Agreement (howsoever arising).

8.6 For the purposes of this clause 8, a "Year" shall mean a 365 day period (or a 366 day period if that period encompasses 29th February) commencing on 1<sup>st</sup> January.

8.7 Save as expressly provided for in this Agreement, no warranty, condition, undertaking or term, whether statutory, express or implied as to condition, satisfactory quality, performance, durability, fitness for purpose or otherwise is given or assumed with regards to the Products or Services and all such terms and warranties are hereby excluded to the fullest extent permitted by law.

## 9. TERMINATION

9.1 Subject to the provisions of Clause 10, without prejudice to a party's other remedies and accrued rights, and in addition to any rights provided in the Relevant Supplementary Terms either party shall have the right to terminate this Agreement or Order (including any Products or Services provided under such Order) immediately if: -

- (a) the other party commits a material breach of this Agreement and (in the case of a breach capable of being remedied) shall have failed to remedy the breach within 14 days of receipt of the request in writing from the other party to do so and a breach shall be considered capable of remedy if the party in default can comply with the provision in question in all respects other than as to the time of performance;
- (b) the other party being a company suffers any distress or execution or a resolution or order to wind up the company is passed or made (otherwise than for bona fide solvent reconstruction or amalgamation) or goes into liquidation or becomes insolvent or has a receiver,

administrative receiver or administrator appointed over all or any part of its assets or undertakings or an administration order is made in respect of the company or enters into an arrangement or composition with its creditors or ceases to carry on business.

- 9.2 Without prejudice to the Company's other remedies and accrued rights, and in addition to any rights provided in the Relevant Supplementary Terms, the Company may terminate this Agreement or Order (including any Products or Services provided under such Order) if following 10 days written notice any amount remains unpaid after the due date for payment.

## 10. CONSEQUENCES OF TERMINATION

10.1 Without prejudice to any other provisions in this Agreement expressed to have effect upon termination and save as provided in the Relevant Supplementary Terms, on termination of the Agreement or Order (in which case the following provisions shall apply to said Order):

- (a) all rights granted to Customer shall terminate;
- (b) the Customer shall pay the Company within ten (10) days after such termination, all amounts that are owed to the Company under this Agreement.

10.2 In the event of termination of the Agreement or Order under Clause 9.1(a), such termination shall not affect the rights and obligations of either Party in respect of Orders accepted prior such termination, except in respect of the Order which is the subject of the relevant breach.

10.3 Termination of this Agreement shall not operate so as to affect such of the provisions of this Agreement as are expressed or implied to operate or have effect after termination of this Agreement.

## 11. DISPUTE RESOLUTION

11.1 This Agreement and all matters arising from it and any dispute resolutions referred to below shall be governed by and construed in accordance with English law save that the Company shall have the right to sue for breach of its Intellectual Property Rights and Know-How (whether in connection with this Agreement or otherwise) in any country where it believes that infringement or a breach of this Agreement relating to its Intellectual Property Rights and Know-How might be taking place.

11.2 The Customer acknowledges and agrees the Company's business relies upon the protection of its Intellectual Property Rights, Confidential Information and Know-How and that in the event of a breach or threatened breach of Intellectual Property Rights, Confidential Information or Know-How, the Company will be caused irreparable damage and may therefore be entitled to injunctive or other equitable relief in order to prevent such a breach or threatened breach.

11.3 Subject to the above, the parties shall irrevocably submit to the exclusive jurisdiction of the Courts of England and Wales for the purposes of hearing and determining any dispute arising out of this Agreement.

11.4 Nothing in this clause shall however prevent either party from exercising any rights available pursuant to any other provisions of this Agreement.

## 12. FORCE MAJEURE

12.1 Neither party shall be liable for failure or delay in performing any of its obligations under this Agreement if such failure or delay is due to any circumstances beyond the reasonable control of the defaulting party ("Force Majeure"). This includes but is not limited to Acts of God, war, acts of terrorism, fire, explosion, earthquake, flood, strikes and labour disputes, the inability to obtain the materials, supplies, PSTN, power or equipment necessary to enable such party to perform its obligations under this Agreement and any act or order of any governmental or European Union authority or other regulatory body.

12.2 Each party shall promptly notify the other in writing of any such event of Force Majeure, the expected duration of it and its anticipated effect on its ability to perform its obligations under this Agreement and make reasonable efforts to promptly overcome the delay occasioned by any such event.

12.3 If the Force Majeure in question continues for more than 90 days either party may give notice in writing to the other to terminate this Agreement with immediate effect without liability.

## 13. NOTICES

13.1 All notices relating to this Agreement shall be given by hand or by prepaid first class post or by facsimile or other form of electronic transmission to the addressee at the address stated above, or such other address (including email address) as the addressee shall have for the time being notified to the party. Such notice shall be deemed to

have been delivered if by letter at the expiration of 48 hours after posting and if by facsimile or other form of electronic transmission at the time it was transmitted.

#### 14. DEFINITIONS AND INTERPRETATION

- 14.1 In this Agreement the expressions shall have the meaning given to them in Schedule 1 except where otherwise provided.
- 14.2 The headings to this Agreement are for convenience only and shall not affect its interpretation.
- 14.3 References in this Agreement to a statute or any provision of a statute shall be construed as a reference to that statute or provision as amended, re-enacted or extended at the relevant time.
- 14.4 References to numbered clauses are references to the relevant clauses in these GTCs unless otherwise specified;
- 14.5 Reference in any Supplementary Terms to appendices, numbered paragraphs or clauses relate to the appendices, numbered paragraphs or clauses of those Supplementary Terms unless otherwise specified;
- 14.6 Words importing the singular meaning include where the context so admits the plural meaning and vice versa.
- 14.7 For the avoidance of doubt and notwithstanding any language in the Agreement capable of being construed to the contrary (including but not limited to "sale", "sell", "resell", "Customer") all software supplied under the Agreement shall be licensed or sublicensed and not sold.
- 14.8 In the event of a conflict between the GTCs, Supplementary Terms, and Orders the following order of priority shall prevail (1) the GTCs (2) the Supplementary Terms, and (3) the Order.

#### 15. DATA PROTECTION

- 15.1 Each party shall comply with its obligations under Data Protection Legislation in respect of personal data processed by it in connection with the Agreement and the Services ("Personal Data").
- 15.2 The Company shall act as a processor of the Customer in respect of the Personal Data. Schedule 2 (Processing Schedule) sets out the scope of the processing carried out by the Company under this agreement except as otherwise provided in the Order. Nothing in this Clause (Data Protection) relieves the Company of its own obligations as processor under the Data Protection Legislation.
- 15.3 Where the Customer is the controller in respect of the Personal Data the Customer instructs the Company to process said Personal Data in accordance with the provisions of the Agreement (including Appendix 2 of these Supplementary Terms). Where the Customer is not the controller in respect of the Personal Data, the Customer shall ensure it has obtained the instructions of the controller requiring the Company to process said Personal Data in accordance with the provisions of the Agreement (including Schedule 2).
- 15.4 In processing the Personal Data, the Company shall:
- (a) only process Personal Data: (a) to the extent necessary to provide the Services; (b) in accordance with the specific instructions of the Customer (save to the extent such instructions infringe the Data Protection Legislation, in which case Company shall notify the Customer); or (c) as required by any regulator or applicable law;
  - (b) not disclose any Personal Data to any third party, including for back-up and storage purposes, without the Customer's prior written consent in each instance (provided that such consent may be given subject to conditions and including that which may be given pursuant to clause 1.4), other than to the extent required by any competent authority or applicable law in which case the Company shall inform the Customer of such required disclosure prior to processing such disclosure unless prevented from doing so pursuant to applicable law;
  - (c) implement appropriate technical and organisational measures to maintain the security of such Personal Data and prevent unauthorised or unlawful access to, or processing of, or any accidental loss, destruction or damage to that Personal Data;
  - (d) keep, and procure that all of its employees and agents keep, the Personal Data confidential in accordance with the Company's confidentiality obligations in the Agreement;
  - (e) maintain a record of its processing activities and provide cooperation and information to the Customer as is reasonably necessary for the Customer to demonstrate compliance with its obligations pursuant to Data Protection Legislation, including permitting audits conducted by or on behalf of the Customer or its regulators on reasonable notice from time to time;

- (f) notify the Customer in writing without undue delay and in any event within 24 hours of discovery of, and provide full cooperation in the event of, any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data in the Company's possession or control;
- (g) provide assistance to the Customer in relation to any request by a data subject to have access to Personal Data held about them or in relation to any other request, allegation or complaint by a competent authority or data subject, including notifying the Customer in writing without undue delay and in any event within 48 hours of receipt of any such notice or request;
- (h) at the choice of the Customer, delete or return all Personal Data to the Customer on termination or expiry of this agreement, and delete all copies of the Personal Data (save to the extent that retention of copies is required by applicable law) providing written confirmation of such deletion to the Customer;
- (i) not process Personal Data outside the European Economic Area ("EEA") or a country not deemed to provide an adequate level of protection for personal data by any competent authority without the prior written consent of the Customer. It shall be a condition of any consent given by the Customer to the Company to transfer Personal Data outside the EEA or a country not deemed to provide an adequate level of protection for personal data that the Company shall:
  - (i) enter into a data transfer agreement in a form prescribed by applicable Data Protection Legislation, to the extent that the formalisation of such a document represents a valid means of transferring Personal Data outside of the EEA or relevant jurisdiction; or
  - (ii) otherwise ensure that the transfer is subject to terms which satisfy the Data Protection Legislation including the conditions of any applicable adequacy finding or decision.

15.5 The Company shall not engage any third party or other sub-processor to process personal data on behalf of the Customer without the express prior written consent of the Customer. Where a sub-processor is duly engaged to carry out specific processing activities on behalf of the Customer, the Company shall ensure that it enters into a written contract with such sub-processor containing data protection obligations no less onerous than those set out in this Clause (Data Protection) which shall apply to the sub-processor. The Company shall remain liable for the acts and omission of any such sub-processor.

#### 16. GENERAL

- 16.1 Except as otherwise expressly provided in the Agreement, this Agreement may not be modified or amended nor may any right under this Agreement be waived except by written communication signed by an authorised officer of the party against whom the same is sought to be enforced.
- 16.2 No failure or delay on the part of either party in exercising any right, power or remedy will act as a waiver of it nor will any partial exercise preclude any further exercise of the same or of some other right, power or remedy.
- 16.3 If any clause or part of this Agreement is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision shall to the extent required be severed from this Agreement and shall be ineffective without as far as is possible modifying any other clause or part of this Agreement and this shall not affect any other provisions of this Agreement which shall remain in full force and effect.
- 16.4 The Company shall be entitled to assign, transfer, or sub-contract its rights and obligations arising under the Agreement. Except as expressly provided in the Agreement, Customer shall not assign, transfer, or sub-contract any of its rights or obligations under this Agreement without the prior consent in writing of the Company.
- 16.5 Except as expressly provided in the Agreement, nothing in this Agreement shall be construed as constituting or evidencing any partnership, agency or contracts of employment between the parties and neither party shall have any authority to bind and shall not make any representations binding upon the other party.
- 16.6 This Agreement contains all the terms which the parties have agreed in relation to the subject matter of this Agreement and supersedes all previous agreements and representations, written or oral, with respect to its subject matter. For the avoidance of doubt any terms and

conditions (other than as expressly set out in this Agreement) proffered by Customer shall be null and void and have no effect. Neither party to this Agreement has been induced to enter into this Agreement by a statement, promise or representation which is not expressly set out in this Agreement save that this clause shall not exclude any liability which one party would otherwise have to the other in respect of any statements made fraudulently by that party.

16.7 A person who is not a party to this Agreement shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement.

## SCHEDULE 1

The expressions in this Agreement shall have the following meanings except as otherwise provided in the Supplementary Terms:

**"Agreement"** means these GTCs, the Relevant Supplementary Terms, and all contracts pursuant to the Orders;

**"Company Website"** means the Company website.

**"Confidential Information"** has the meaning given to it in clause 6.4;

**"Data Protection Legislation"** means the EU General Data Protection Regulation 2016/679; together with all other applicable legislation relating to privacy or data protection and including any statute or statutory provision which amends, extends, consolidates or replaces the same. The terms "personal data", "data subject", "controller" and "process" (and its derivatives) shall have the meanings given to them in Data Protection Legislation.

**"Effective Date"** means the date first stated at the head of these GTCs;

**"General Conditions"** means the general conditions of entitlement as set out in the notification issued by the Director General For Telecommunications on 22<sup>nd</sup> July 2003, in accordance with section 48(1) of the Communications Act 2003 pursuant to section 45 of said act as may be amended from time to time;

**"GTCs"** means these General Terms and Conditions including this Schedule 1;

**"Intellectual Property Rights"** means all vested contingent and future intellectual property rights including but not limited to goodwill, reputation, rights in confidential information, copyright, trade marks, logos, service marks, devices, plans, models, diagrams, specifications, source and object code materials, data and processes, design rights, patents, Know-How, trade secrets, inventions, get-up, database rights (whether registered or unregistered) and any applications or registrations for the protection of these rights and all renewals and extensions thereof existing in any part of the world whether now known or in the future created

**"Know-How"** means all industrial, marketing and commercial information and techniques including (without prejudice to the generality of the foregoing) the knowledge and expertise of the Company regarding the functions and facilities of Products and Services;

**"Laws"** means any applicable law (including General Conditions), statute, bye-law, regulation, order, regulatory policy, guidance, standard or industry code, rule of court or directives or requirements of any government or regulatory body, delegated or subordinate legislation or notice of any government or regulatory body and the common law and the law of equity as applicable to the Parties from time to time;

**"Maintenance Services"** means the maintenance services as specified in the Relevant Supplementary Terms provided in accordance with an accepted Order;

**"Marks"** means any trade marks, service marks or trade names of the Company or its suppliers and which are associated with the Products and/ or Services(whether registered or unregistered);

**"Order"** means an order for the Products and/or Services provided in accordance with the provisions of the clause 4 of these GTCs and the provisions of the Relevant Supplementary Terms;

**"Parties"** means the parties to this Agreement and "Party" shall be construed accordingly;

**"Price"** means the charges (as further described in the Relevant Supplementary Terms) for the Company's products and services;

**"Price List"** means the document containing the Prices provided and updated by the Company from time to time;

**"Products"** means the CPE Systems and/or Equipment (as defined in the Relevant Supplementary Terms) but excluding any Services supplied to the Customer by the Company, as specified in an accepted Order;

**"Professional Services"** means the services (if any) supplied by the Company pursuant to the Relevant Supplementary Terms including (where appropriate) consultancy, installation, commissioning, usage support, site audits, training services and any other services (but

excluding any Maintenance Services and Specific Services) as specified in an accepted Order;

**"Relevant Supplementary Terms"** means the relevant Supplementary Terms which apply to the supply by the Company of the specific products and services;

**"Services"** means the services supplied by the Company pursuant to the Relevant Supplementary Terms including (as appropriate) Professional Services, Maintenance Services and Specific Services as specified in an accepted Order;

**"Specific Services"** means the services supplied by the Company pursuant to the Supplementary Terms but excluding the Professional Services and Maintenance Services;

**"Specifications"** means the relevant specification for the Products and Services as detailed on the Company Website;

**"Supplementary Terms"** means the terms and conditions in respect of the supply and use of the products and services supplied by the Company;

**"Territory"** means the United Kingdom;

**"T&M Rates"** means the Company's time and materials rates for additional Professional Services as set out in the Price List or otherwise provided by the Company, such rate being exclusive of travel, accommodation and sustenance expenses incurred by the Company which shall be charge in addition at cost;

**"VAT"** means value added tax;

**"Working Days"** means Monday to Friday inclusive but excluding any United Kingdom bank, public or statutory holidays; and

**"Working Hours"** means 8:00 -17:00 (UK time) on any Working Day.

## SCHEDULE 2 – Processing Schedule

### 1 THE SUBJECT MATTER AND DURATION OF THE PROCESSING

The Company may be required to process personal data for the provision of communications services to end users including the recording of such services and the storage of said recordings, and billing of the services.

The duration of the processing will be for the contracted duration of the above services and 6 years after the event for call detail records (in case of any legal disputes).

### 2 THE NATURE AND PURPOSE OF THE PROCESSING

The nature and purpose of the processing is as necessary for the performance of provision of the contracted services including the provision of communications services, recording and storage of communication services and billing of the services.

### 3 THE TYPE OF PERSONAL DATA AND CATEGORIES OF DATA SUBJECT

The type of personal data may include names, telephone numbers, place of employment, any personal data contained in any communications of the employees, and personal data included in call detail records.

The categories of data subject may include employees of companies that have contracted for the services referred to above.

## COMPANY HOSTED SERVICES SUPPLEMENTARY TERMS

These Supplementary Terms shall govern the supply by the Company of the Hosted Services (as defined below) and shall be incorporated into the Company General Terms and Conditions (the "GTCs")

### 1. DEFINITIONS

1.1 The terms and expressions in these Supplementary Terms shall have the meaning given in the GTCs except as otherwise provided below:

**"Altigen Products"** means any Altigen product or services;

**"Altigen Terms"** means the relevant Altigen terms and conditions that apply to the Altigen Products including any replacements or amendments. At the time of the publication the relevant terms are the Altigen Cloud Terms of Service published at <https://www.altigen.com/cloudtos>. The relevant terms and conditions and websites may change from time to time without notice;

**"Artificial Inflation of Traffic"** means a situation where the volume of NTS Minutes is as a result of activity by or on behalf of the Customer disproportionate to the volume of NTS Minutes which would be expected from good faith commercial practice and use of the Service;

**"Call Detail Record"** means the record created at the start of a call and terminated at the close of a call;

**"Carrier"** means any supplier or provider of telecommunications services to Company for the Services;

**"Equipment"** means any equipment provided by Company at the Premises pursuant to the Relevant Supplementary Terms;

**"Company Hosted Service"** means the Hosted Application Products, Deliverables, and Microsoft Products supplied by the Company pursuant to these Supplementary Terms as specified in an accepted Order;

**"Company Technical Specification"** means the Company technical specification for the Data Network and Other Equipment as provided on the Company Website or otherwise provided, as amended by the Company from time to time;

**"Data Network"** means the data network (which for the avoidance of doubt shall include LAN and WAN) over which the Company Hosted Services shall be delivered;

**"Deliverables"** means deliverables supplied by the Company including but not limited to Number Translation Services and Minutes;

**"Hosted Application Product(s)"** means the Company hosted applications and where applicable user machine resident applications software (in object code only) conforming to the Specifications;

**"Identity"** means an individual natural person within the Customer, registered and licensed to use the Products under a User Licence, in accordance with the provisions of the Agreement;

**"Initial Period"** means the minimum initial period in respect of each User Licence as specified in the Order, but which in any case shall be no less than 12 months unless otherwise expressly provided in the Order

**"LAN"** means local area network;

**"Microsoft Products"** means any Microsoft products or services;

**"Microsoft Terms"** means the relevant Microsoft terms and conditions that apply to the Microsoft Products including any replacements or amendments. At the time of the publication the relevant terms are the Microsoft Cloud Agreement published at <https://docs.microsoft.com/en-us/partner-center/agreements> and the Product Terms and Online Services Terms published at <https://www.microsoftvolumelicensing.com>. The relevant terms and conditions and websites may change from time to time without notice.

**"Minimum Use"** means, in relation to a Number, the minimum number of calls which must be made using such Number during the Initial Period or any subsequent period as set out in the Order;

**"Minutes"** means the facility for Customer using the Hosted Application Products to make and receive external telephone (and where applicable fax) calls via PSTN where such calls are charged to the Customer in accordance with the Charges as set out in the Price List.

**"Number"** means any telephone number allocated for the purpose of obtaining the PSTN;

**"Number Translation Services"** means the provision by the Company of non-geographic telephone numbers for use in conjunction with the Hosted Application Products;

**"NTS Minutes"** means calls to the non-geographic telephone numbers provide by the Company pursuant to the Number Translation Services;

**"Other Equipment"** means any apparatus situated at the Premises, not being Equipment, and used by the Customers in order to obtain the Company Hosted Services, including but not limited to telephones, PBX, Ethernet switches, and routers;

**"Outpayment"** means any sums (if any) payable by Company to the Customer for NTS Minutes as set out in the Order;

**"Premises"** means the premises of the Customer specified in the relevant Order;

**"PSTN"** means public switch telephony network;

**"Services Commencement Date"** means the date Company advises the Customer that the Company Hosted Services is available;

**"Services"** means the services provided pursuant to these Supplementary Terms;

**"Software"** means any software supplied by the Company forming part of the Company Hosted Services;

**"Third Party Terms"** means Microsoft Terms and Altigen Terms;

**"User Licence"** means the licence granted per Identity or per instance (as specified in the Price List) for use of the Hosted Application Products;

**"WAN"** means wide area network.

### 2. COMMENCEMENT

2.1 The Company Hosted Services shall come into effect on the Services Commencement Date or such later date as may be notified by the Company and shall continue for the Initial Period and thereafter until terminated in accordance with the Agreement.

2.2 In the event that Company agrees to provide additional Company Hosted Services or change the Company Hosted Services (including without limitation upgrades or downgrades to the Company Hosted Services or moving the Company Hosted Services to other Premises) a new Initial Period shall apply in respect of each additional or changed Company Hosted Services.

### 3. SERVICES

3.1 Subject to the terms of this Agreement and pursuant to an accepted Order, the Company agrees:

- (a) to supply the Company Hosted Services;
- (b) to supply the Professional Services;
- (c) to provide Maintenance Services in accordance with Appendix 1 of these Supplementary Terms;

3.2 Customer shall;

- (a) only use the Company Hosted Services in accordance with the terms of this Agreement for its own internal purposes;
- (b) ensure that all Confidential Information of the Company which it is necessary for the Customer to obtain remains at all times confidential and shall be protected as if it was the Confidential Information of the Customer in terms of the standards of protection afforded to it
- (c) not transfer, assign, or sub-licence the Customer's right to use the Company Hosted Services under this Agreement

3.3 Except as specifically permitted by this Agreement or by mandatory laws, Customer will not directly or indirectly;

- (a) use any Confidential Information of the Company to create any computer software program or user documentation which is substantially similar to the Company Hosted Services;
- (b) reverse engineer, translate, disassemble, decompile, alter or otherwise attempt to derive the source code from any Software;
- (c) copy, manufacture, adapt, create, derivative works of, localise, port or otherwise modify any Software or other Confidential Information of the Company or grant any party a licence to engage in similar conduct.

3.4 The Customer shall;

- (a) ensure the Data Network has sufficient bandwidth capacity and be of a satisfactory quality for the provision of the Company Hosted Services;
- (b) ensure the number of concurrent calls or access to other services from each Premises is limited and controlled in order to ensure that the bandwidth allocated to the Company Hosted Services is not oversubscribed. Company shall have no liability for any degradation of Company Hosted Services resulting from any such oversubscription;
- (c) ensure there is sufficient bandwidth available at each access connection to enable the voice traffic to be carried for the provision of the Company Hosted Services;
- (d) ensure that it takes all necessary action to optimise its Data Network and agrees that Company shall have no liability for any degradation of Company Hosted Services:-

- (i) resulting from failure by the Customer to take such action;
- (ii) caused by any services being provided to the Customer including but not limited to data networks or tail circuits provided by other operators, and services provided over the public internet; and
- (iii) resulting from a service affecting event on the Data Network (including but not limited to a denial of service attack, a virus attack or loss of power);

3.5 The Customer shall;

- (a) ensure that any Data Network used in connection with the Company Hosted Services conforms to the Company Technical Specification (when provided);
- (b) ensure that any Other Equipment used in connection with the Company Hosted Services conforms to the Company Technical Specification (when provided);
- (c) be responsible for providing all wiring and connectivity to any Equipment, Other Equipment or other third party equipment including but not limited to all aspects of telephony networks and/or computer networks (when provided);
- (d) be responsible for providing the Data Network, Other Equipment and all infrastructure pursuant to 3.5(c) prior to the Service Commencement Date;

## COMPANY HOSTED SERVICES SUPPLEMENTARY TERMS

- (e) confirm, in accordance with the Company's instructions, that the Data Network and Other Equipment comply with the Company Technical Specification (when provided); save to the extent that the Company is responsible for any such Products and Services pursuant to the express provisions of an accepted Order.
- 3.6 The Customer acknowledges and agrees that:
- (a) its ability to receive the Company Hosted Services is entirely dependent on the Customer having Data Networks and Other Equipment conforming to the Company Technical Specification (when provided) and that the Company Hosted Services shall not be capable of delivery unless the Data Networks and Other Equipment remains in place and continues to conform to the Company Technical Specification (when provided);
- (b) in order for calls to be successfully made using the Company Hosted Services it must ensure that its LAN is optimised so that voice traffic is prioritised over other data traffic;
- (c) any failure of the Customer to comply with its obligations under these Supplementary Terms shall not prevent the Company from charging for the Company Hosted Services.
- 3.7 The Customer shall:
- (a) not use the Company Hosted Services, and shall not permit or allow others to use the Company Hosted Services;
- (i) in a manner that is contrary to any Laws;
- (ii) for any fraudulent, improper, immoral or unlawful purpose (including, but not limited to, to transmit, knowingly receive, store, upload, download, use or re-use any material which is abusive, indecent, defamatory, obscene or menacing or which infringes any Intellectual Property Rights of any third party; or
- (iii) in a manner which may damage the reputation of the Company or Company Hosted Services, or bring the Company or Company Hosted Services into disrepute;
- (b) provide to the Company such information reasonably required by Company to fulfil its compliance obligations under any Laws.
- 3.8 The Company may change these Supplementary Terms at any time provided that such changes shall not unreasonably affect the Company Hosted Services, and in the event that the Company Hosted Services are unreasonably affected the Customer shall have the right to terminate such Company Hosted Services within 5 days of the date of such change on one month's written notice to the Company with no liability for either party.
- 3.9 Company shall be entitled to improve, modify, change (providing any such modifications or changes do not materially alter the Company Hosted Services to the Customer's detriment, and in the event that modifications or changes do materially alter the Company Hosted Services to the Customer's detriment the Customer shall be able to terminate any Company Hosted Services within 5 days of the date of such change on one month's notice to Company without liability), test, maintain or repair the Company Hosted Services provided to the Customer and any other Company Hosted Services offered by it in relation thereto, and to interrupt the Company Hosted Services for such purposes without incurring any liability or obligation to the Customers. Company will give to the Customer as much notification of any interruption to the Company Hosted Services as practicable in the circumstances and will use all reasonable endeavours to disrupt the Company Hosted Services as little as practicable.
- 3.10 Notwithstanding Clauses 3.8 and 3.9 Company shall be entitled to interrupt the Company Hosted Services at any time without notice in cases of emergency.
- 3.11 The Customer shall allow the Company to use the Customer as a named case study in respect of the relevant products (ie those products supplied under this Agreement) and gives the Company its irrevocable consent to use the case study in the Company's marketing and promotional material.
- 4. WARRANTY**
- 4.1 The Company does not warrant that the Services will be error-free or that use of the Services will be uninterrupted, nor does it warrant that the Services will meet the requirements of the Customer.
- 4.2 The Company warrants that the Company Hosted Services will correspond in all material respects with the Specification.
- 4.3 Except as expressly set out in these Supplementary Terms Company provides no warranties, conditions, terms or undertakings as to the description or quality of the Company Hosted Services, including without limitation non-infringement of third party rights, satisfactory quality, or fitness for any particular purpose, and all warranties, conditions, terms or undertakings implied by or expressly incorporated as a result of custom and practice, statute, common law or otherwise are hereby expressly excluded so far as permitted by law.
- 5. CONNECTION TO AND USE OF THE COMPANY HOSTED SERVICES**
- 5.1 The Customer agrees that any equipment it connects to or uses with the Services will be connected and used in accordance with any instructions, safety and security procedures applicable to the use of that equipment.
- 5.2 The Other Equipment must be technically compatible with the Services and approved for that purpose under any relevant legislation or telecommunications industry standards. Company reserves the right to disconnect any Other Equipment if the Customer does not fulfil its obligations under this clause or if, in the opinion of Company such Other Equipment may cause the death or personal injury to any person or damage to property or materially impairs the quality of any telecommunications service provided by the Company. In the event that Company requests the disconnection, the Customer shall immediately comply with such request.
- 5.3 The Company may give the Customer instructions which it believes are necessary for reasons of health, safety or the quality of any telecommunications service provided by the Company to the Customer.
- 5.4 The Customer acknowledges and agrees that only telephones supplied by the Company shall be used in connection with the Company Hosted Services. For the avoidance of doubt should Customer permit the connection to the Company Hosted Services of any telephone not supplied by the Company, the Company shall be under no obligation to provide the Company Hosted Services to said telephone or resolve any fault reported on such device and Customer shall remove such a device from Company Hosted Services immediately on notification from the Company.
- 5.5 The Customer shall be responsible for the repair and maintenance of any Other Equipment used in order to obtain or use the Company Hosted Services.
- 6. DATA PROTECTION**
- 6.1 [See GTCs]
- 7. PRICES AND PAYMENT**
- 7.1 The Price for the Services are described below and further detailed in the Price List:
- (a) "Subscription Fees"
- (i) Subscription Fees are payable monthly in advance per User Licence.
- (ii) The first period for a new User Licence is charged pro rata from the date of first availability of the Company Hosted Services to the end of the first calendar month and monthly in advance thereafter. All fees after the first month are charged in whole months including any part month on termination.
- (iii) Additional Hosted Application Products are charged in whole months including any part period at the commencement or termination of a User Licence. No Set-up Charge is payable for additional Hosted Application Products for an existing registered Identity.
- (iv) All new User Licences and any Hosted Application Products or additional Hosted Application Products are for the Initial Period from the first day of the calendar month following registrations and are subject to a notice period of three calendar months commencing on the first of the month following receipt of the notice of termination, not expiring prior to the end of the Initial Period.
- (v) Unless otherwise expressly provided in the relevant Order, a minimum of the total Subscription Fees are payable monthly in advance as follows:
- (i) 50% from the 1st day of the month following signature of the Order and;
- (ii) 100% from the 1st day of the third month following signature of the Order.
- (b) "Set-up Charges"
- (i) Set-up Charges apply to new User Licences as specified in the Price List and are invoiced on acceptance of the Order.
- (ii) The User Licence can be transferred between Identities (where the User Licence is charged per Identity) within the Customer without additional Set-up Charges subject always to the Initial Period for the User Licence and Hosted Application Products.
- (c) "Usage Charges"
- (i) Usage Charges are payable monthly in arrears.
- (d) "Excess Usage Charges"
- (i) Excess Usage Charges will be calculated on an individual User Licence basis and are payable monthly in arrears in accordance with the Price List.
- (e) "Minutes Charges"
- (i) Minutes Charges will be charged for Minutes strictly in accordance with the Company's Call Detail Record and are payable monthly in arrears.
- (f) "Additional Service Charges"
- (i) The Company charges for additional services, including Professional Services, are either by quotation or at a daily rate plus expenses for travelling and subsistence. Any materials used will be charged

## COMPANY HOSTED SERVICES SUPPLEMENTARY TERMS

appropriately. Additional Services Charges shall be invoiced on acceptance of the Order.

- 7.2 The Customer must contact the Company in writing within ninety (90) days of the date of invoice they wish to dispute in order to receive any adjustment or credit from incorrect charges.
- 7.3 All payments shall be made within 30 days of the date of the invoice by direct debit.
- 7.4 The Company may decrease its Prices immediately on notice, increase Minutes Charges on 7 days notice and its other Prices on 1 months' notice to the Customer.
- 7.5 The Company may require a financial deposit or additional financial deposit from the Customer, at any time. Any such financial deposit must be provided within 5 Working Days of the Company giving the Customer notice that such financial deposit is required. If any financial deposit required by the Company is not received in accordance with this clause 7.5, the Company may suspend the Services until such time as the financial deposit is received.

### 8. USE OF NUMBERS

- 8.1 For those Services where the Customer is issued with Numbers to use the Services:
  - (a) such Numbers are issued on condition that the Customer maintains Minimum Use of such Numbers;
  - (b) all rights in the issued Numbers remain vested in Company and the Customer does not acquire any rights in such Numbers by virtue of this Agreement;
  - (c) subject to any legal obligation to provide number portability, the Customer cannot sell the Numbers or agree to transfer them to anyone else;
  - (d) the Numbers may be changed or decommissioned from time to time by Company for operational or technical reasons or because Company is required to do so by a Carrier or in order to comply with any regulatory requirements. Company will use reasonable endeavours to give the Customer as much notice of any such change or decommission as is reasonably practicable. The Customer acknowledges that changes to Numbers required to be made to comply with the requirements of a Carrier or regulatory body are outside Company's control;
  - (e) the Numbers are unique for use within the United Kingdom only and international call charge rates will apply to any use of the Services by the Customer outside of the United Kingdom. Company does not warrant, and accepts no liability in relation to, the availability of any Numbers from overseas countries.
- 8.2 Where the Customer fails to maintain Minimum Use of any Numbers over a 12-month period, Company may withdraw such Numbers and any associated Services and/or terminate such Services.
- 8.3 The right of the Customer to use any Numbers issued under this Agreement will end with termination of this Agreement (except where otherwise required by any applicable law or regulations). The Customer acknowledges and accepts that Company may then reissue such Numbers to other Company customers.
- 8.4 For the avoidance of doubt, any reference to Numbers in this Agreement shall include short codes.
- 8.5 The Customer shall indemnify and hold harmless Company from and against any and all losses, demands, claims, damages, costs, expenses and liabilities (including any penalties imposed by ICSTIS, PhonepayPlus, OFCOM or a regulatory body) incurred by Company and arising out of services provided by the Customer, including from any fraudulent or alleged fraudulent use (including Artificial Inflation of Traffic) of Numbers.

### 9. LIABILITY

- 9.1 The Customer shall indemnify and keep indemnified the Company against any loss or damage, or claims made by any third party including associated costs, damages or legal expenses arising as a consequence of any wilful or negligent act or omission of the Customer in relation to these Supplementary Terms or Customer's use of the Services in breach of the provisions of this Agreement, including but not limited to infringement of any legislation, regulation or any intellectual property right of any kind.
- 9.2 Company shall not be liable for failure to meet any Services Commencement Date(s) or any provisioning lead times provided that Company has made reasonable endeavours to meet such timescales.

### 10. TERMINATION AND SUSPENSION

- 10.1 Without prejudice to the right to terminate the Services or Agreement contained elsewhere in the Agreement, Company shall be entitled to terminate the Services provided under any Order:
  - (a) on serving three (3) months prior written notice to the Customer if Company or its third party suppliers no longer operates or provides any

- (b) or all of the Products or intends to cease operating any or all of the Products or providing any or all of the Products in the immediate future; by serving written notice on the Customer with immediate effect, or after any period that Company specifies, without any liability on the part of the Customer to pay termination charges, if such action is required in response to or in compliance with any law, statute, legislation, order, regulation or guidance issued by government, a court of law, an emergency service or any other regulatory authority; or
  - (c) by serving written notice on the Customer with immediate effect, or after any period that Company specifies, if Company has reason to believe that the Services are being used or are likely to be used for the sending, storage or reproduction of any defamatory, offensive, abusive, obscene or menacing material or in such a way as to threaten Company's ability to provide Services to third parties.
- 10.2 Without prejudice to its other rights, the Company may at its sole discretion elect to suspend provision of the Services forthwith until further notice if (a) it is entitled to terminate or (b) the Customer is otherwise in breach of the terms of this Agreement or (c) the Company is obliged to comply with any relevant order or instruction of Government or other regulatory authority or (d) the suspension of the Services is required for operational reasons such as maintenance or upgrades or because of an emergency.

### 11. CONSEQUENCES OF TERMINATION

- 11.1 Without prejudice to its other rights and remedies if at any time this Agreement or Order (in which case the following provisions shall apply to said Order) is terminated for any reason other than the fault or negligence of the Company the Customer shall pay the Company within ten (10) days after such termination, all arrears of the Price and the greater of the Subscription Fees in full for any unexpired Initial Period or any unexpired notice period, or such other cancellation fee as may be specified in the Price List or Order.

### 12. EMERGENCY SERVICES

- 12.1 The Customer acknowledges that the Company Hosted Services allow calls to the emergency services but that such calls may fail should there be a failure in the power supply or Data Network connection.

### 13. THIRD PARTY PRODUCTS

- 13.1 **Microsoft Products**
  - (a) The Customer acknowledges and agrees that:
    - (i) the provision of Microsoft Products is subject to the Microsoft Terms;
    - (ii) it shall be bound by the Microsoft Terms on signing the Order;
    - (iii) the Microsoft Terms are subject to change from time to time and that notwithstanding such changes the Customer agrees to comply at all times with the Microsoft Terms.
- 13.2 **Altigen Products**
  - (i) The Customer acknowledges and agrees that:
    - (ii) the provision of Altigen Products is subject to the Altigen Terms;
    - (iii) it shall be bound by the Altigen Terms on signing the Order;
    - (iv) the Altigen Terms are subject to change from time to time and that notwithstanding such changes the Customer agrees to comply at all times with the Altigen Terms.
  - (v) Orders for additional UALs shall be coterminous with expiration of Customers existing UALs
- 13.3 In the event of any conflict between this Agreement and the Third Party Terms the Parties agree that the Third Party Terms shall prevail.

## COMPANY HOSTED SERVICES SUPPLEMENTARY TERMS

### Appendix 1 - Maintenance Services

In the case of defects or faults in the Company Hosted Services ("Service Faults") the Company will use reasonable endeavours to provide a Response and Fix within the target timescales specified below. All timescales referring to hours are hours during the Cover Period and are measured from notification (in accordance with the Company's instructions) of the purported Service Fault to the Company. All timescales referring to Working Days shall be measured from Working Day following notification (in accordance with the Company's instructions) of purported Service Fault to the Company.

"Response" means a response regarding the Service Fault by telephone, email or other method from the Company's support centre personnel to operatives of Customer.

"Fix" means using reasonable endeavours to correct the Service Fault.

Severity Level	Fault Classification	Cover Period	Response Target	Fix Target
1	Complete loss of all Company Hosted Services to all Identities.	24 X 7	2 hour	4 hours
2	Loss of all Company Hosted Services to a group of Identities	24 X 7	4 hour	8 hours
3	Minor Service Faults not included in the above	Working Hours	8 hours	20 Working Days

The Response Target and Fix Targets and the target times for the performance of the Maintenance Services or the delivery of any components or parts or for the execution of any work by the Company under this Agreement and shall not be of the essence

The Maintenance Services do not include the diagnosis and correction of any defect in the Company Hosted Services resulting from:

- any fault in the Other Equipment, Equipment or Data Network ;
- any failure of the Other Equipment or Data Network to conform to the Company Technical Specification;
- operator or Customer error;
- the Customer's failure to follow and comply with any training or instructions given by the Company regarding the Service;
- the use of the Service for a purpose for which it was not designed.



## TELEWARE MOBILE SERVICES SUPPLEMENTARY TERMS

These Supplementary Terms shall govern the supply by the Company of the Mobile Services (as defined below) and shall be incorporated into the Company General Terms and Conditions (the "GTCs")

### 1. DEFINITIONS

1.1 The terms and expressions in these Supplementary Terms shall have the meaning given in the GTCs except as otherwise provided below:

**"Active SIM"** A SIM Card which has been activated in accordance with the Company's processes and has not been deactivated in accordance with such processes. For the avoidance of doubt, deactivation of the SIM Card shall not be permitted during the Initial Period except as expressly agreed in writing by the Company;

**"Approved Handset"** a handset or terminal (with a particular software version) which has been approved by the Company for use in connection with the Services as set out in its approved handset list issued from time to time;

**"Call Detail Record"** means the record created at the start of a call and terminated at the close of a call and on issue and receipt of an SMS;

**"Call Back"** the technique employed in respect of internationally roaming, as detailed in the Specification;

**"Carrier"** means any supplier or provider of telecommunications services in connection with the Services;

**"Credit Limit"** means the amount of £5,000, except as expressly agreed in writing by the Company;

**"Equipment"** means any hardware provided by the Company in connection with the Services which shall be provided pursuant to the Equipment Supplementary Terms;

**"Excluded Maintenance Services"** means the exclusions to the Maintenance Services as specified in Appendix 1 of these Supplementary Terms;

**"Forecast"** a forecast for the TeleWare Mobile Services in the format notified by the Company from time to time;

**"GSM"** refers to the 2G and 2.5G GSM (global system for mobile communications) networks or services;

**"GSM Gateway"** any equipment containing a SIM Card which enables the routing of calls from fixed apparatus to mobile equipment by establishing a mobile to mobile call;

**"Hosted Application Products"** has the meaning given in the Company Hosted Services Supplementary Terms;

**"IMSI"** international mobile subscriber identity which consists of a unique 15-character number that identifies a subscriber to the GSM network;

**"Initial Period"** means the minimum initial period in respect of the Services as specified in the Order, but which in any case shall be no less than 12 months from the Service Commencement Date unless otherwise expressly provided in the Order

**"Mandatory Terms"** means Clauses 2.1 to 2.5 (inclusive), 3.3, 3.4, and 10;

**"MNO"** means a mobile network operator providing Mobile Communications Services, other than the MNO Host Network

**"MNO Host Network"** being the mobile network operator which uses spectrum licensed pursuant to a 2G, 3G and/or LTE licence, granted pursuant to the Wireless Telegraphy Act 1960, that grants access to its radio access in connection with the TeleWare Mobile Services;

**"MNO Host Network Marks"** the trade marks, service marks, logos and trading names used by a MNO Host Network from time to time;

**"Mobile Communication Services"** the mobile communication services provided over the mobile networks of 2G, 3G, 4G, LTE or other GSM mobile operators (excluding LPGSM Network operators) including O2, EE, Vodafone or 3 (for 2G, 3G and/or 4G (900 Mhz, 1800 Mhz and/or 2100 Mhz) access and/or their respective GPRS networks) which are offered on a wholesale basis in the United Kingdom;

**"Mobile Data"** shall mean data services in connection with the TeleWare Mobile Services;

**"Mobile Traffic"** shall mean calls and SMS in connection with the TeleWare Mobile Services;

**"MVNA"** mobile virtual network aggregator;

**"MVNE"** mobile virtual network enabler;

**"Number"** means any telephone number allocated for the purpose of obtaining Services under this Agreement;

**"Other Equipment"** means any apparatus, not being Equipment, and used in connection with the use of the Services;

**"PSTN"** means public switch telephony network;

**"SIM"** subscriber identity module;

**"SIM Card(s)"** a removable card or module which is used in the GSM authentication procedures and contains the IMSI number and other subscriber data, any associated information and Intellectual Property Rights;

**"SMS"** short message service;

**"Services"** means the services provided under these Supplementary Terms including but not limited to TeleWare Mobile Services;

**"Services Commencement Date"** means in respect of each Order for the Services the date the Company advises the Customer that the Services are available or the date the Services are first put into use, which ever date is earlier;

**"Software"** means any software supplied by the Company forming part of the Services;

**"SPN"** service provider name, which is displayed in the screen of a mobile handset;

**"TeleWare Mobile Service"** means the provision by the Company of data services and the origination and termination of calls and SMS on the MNO Host Network, as described in the Specification, pursuant to an accepted Order;

**"VOIP"** means voice-over-internet-protocol.

### 2. CUSTOMER'S OBLIGATIONS

2.1 Customer shall not, without the prior written approval of Company resell the Services in the Country:

- (a) to any MNO;
- (b) to any MVNA and/or MVNE; or
- (c) under any brand other than those of TeleWare Mobile (this shall include any alternative (re) branding of SIM Cards and chip configuration such as SPN), without the prior written approval of Company.

2.2 Customer shall not enter into or negotiate any arrangement with any member of an associated company of the Customer and/or third party with the intent or purpose of circumventing any of the restrictions set out in Clause 2.1

2.3 The Customer shall:-

- (a) not use the Services, and shall not permit or allow others to use the Services;
  - (i) in a manner that is contrary to any Laws;
  - (ii) for any fraudulent, improper, immoral or unlawful purpose (including, but not limited to, to transmit, knowingly receive, store, upload, download, use or re-use any material which is abusive, indecent, defamatory, obscene or menacing or which infringes any Intellectual Property Rights of any third party; or
  - (iii) in a manner which may damage the reputation of the Company or Services, or bring the Company or Services into disrepute;
- (b) comply with all codes of practice, procedures and directions as are established or adopted by the Company in relation to Numbers including, but not limited to, the allocation, re-allocation or transfer of Numbers;
- (c) not act or omit to act in any way which will place the Company in breach of any provisions of any licence, authorisations or Laws applicable to the Company and/or any associate company of the Company (as applicable) (including, but not limited to, the Wireless Telegraphy Act 2006 and the Communications Act 2003) and co-operate fully with the Company and any associate company of the Company to enable it to comply in full with all such licences, authorisations and Laws;
- (d) comply with the General Conditions as issued from time to time;
- (e) provide to the Company such information reasonably required by Company to fulfil its compliance obligations under any Laws;
- (f) not connect or allow any third party to connect to the Services and/or MNO Host Network any SIM Cards which are not compatible for use on such networks or authorised for such use;
- (g) not connect, continue connection or knowingly allow any third party to connect or continue the connection of any GSM Gateway to the MNO Host Network and/or Services for illegal purposes including, without limitation, the unlawful provision of electronic communications services (as defined in the Communications Act 2003) to a third party;
- (h) not connect or continue connection or knowingly allow any third party to connect or continue connection of any GSM Gateway to the MNO Host Network and/or the Services which is not compliant with applicable laws or with Company's commercial policy and Customer shall co-operate with Company at all times to ensure that such GSM Gateways as are connected in accordance with this Clause remain compliant with the applicable law and with Company's commercial policy at all times. If Customer becomes aware that any user or any other party has established, installed or is using a GSM Gateway in an illegal manner or in breach of the Company commercial policy, Customer shall notify Company immediately and shall upon request from Company provide technical particulars of the GSM Gateway and its use, to Company's reasonable satisfaction;
- (i) follow Company's instructions notified to Customer by Company from time to time to facilitate the disconnection of any GSM

- Gateway that breaches the applicable law or Company's commercial policy;
- (j) not connect or knowingly allow any third party to connect to the MNO Host Network and/or the Services any device other than Approved Handsets;
  - (k) comply with the security requirements notified by the Company from time to time in relation to access to Company's or its suppliers' systems;
  - (l) comply with all reasonable instructions issued by Company from time to time in relation to the use of the Services;
  - (m) not make any disparaging remarks about the Services, MNO Host Network, Company or any member of the Company's group of companies;
  - (n) provide reasonable assistance to Company, (at Customer's reasonable cost), to enable Company's compliance with all laws applicable to the Agreement (including, without limitation, the reuse and recycling of unused or disused numbers);
  - (o) not register or use any mark that is similar to the Marks (except as expressly authorised under the Agreement) or the MNO Host Network Marks
  - (p) not brand and/or promote the Services under any Marks (except as expressly authorised under the Agreement) or MNO Host Network Marks;
  - (q) not make any announcement in respect of the Services or MNO Host Network except as expressly agreed in writing by the Parties;
  - (r) inform the Company of any actual or suspected infringement of clause 2.3 of which the Customer is actually aware or ought reasonably to have been aware;
  - (s) ensure that VoIP services are not used by any end users over the radio access network of the MNO Host Network, and that any such use may result, at the MNO Host Network's discretion, in the temporary and/or indefinite suspension of the TeleWare Mobile Services.
- 2.4 Except as specifically permitted by this Agreement or by mandatory laws, Customer will not directly or indirectly;
- (a) use any Confidential Information of the Company to create any computer software program or user documentation which is substantially similar to the Services;
  - (b) reverse engineer, translate, disassemble, decompile, alter or otherwise attempt to derive the source code from any Software;
  - (c) copy, manufacture, adapt, create, derivative works of, localise, port or otherwise modify any Software or other Confidential Information of the Company or grant any party a licence to engage in similar conduct.
- 2.5 Customer must;
- (a) restrict the use of the Services in accordance with the terms of this Agreement for its own internal purposes only;
  - (b) prevent any Intellectual Property Rights of the Company from passing to any party whatsoever and ensure that all acts as necessary are done in order to protect the Intellectual Property Rights of the Company;
  - (c) ensure that all Confidential Information of the remains at all times confidential and shall be protected as if it was the Confidential Information of the Customer in terms of the standards of protection afforded to it.
- 2.6 Customer shall indemnify, keep the Company indemnified and hold the Company harmless from and against all claims, suits, demands, actions and proceedings, losses, liabilities, damages, costs and expenses which may arise or result either directly or indirectly from:
- (a) any negligent act or omission of Customer or any failure by Customer to act or claims made that Customer has failed to act in accordance with this Agreement or any misrepresentations made or alleged to have been made by Customer, its employees, agents or sub-contractors;
- 2.7 For the avoidance of doubt the indemnity set out at clause 2.6 does not extend to any claim arising in respect of the Customer acting in accordance with the Agreement, the Services failing to conform to the Specification, or from any other breach of this Agreement by the Company.
- 2.8 Customer shall provide to Company non-binding quarterly rolling twenty four (24) month Forecast, such Forecast to be broken down on a monthly basis. Company shall not be liable for any failure to meet any service level to which the Forecast relates in the event that actual traffic is found to be inaccurate by twenty per cent (20%) (+/-) or greater of the Forecast.
- 2.9 The Customer warrants that it is not an MNO, MVNE, or MVNA. The Customer shall give the Company 6 months prior written notice in the event that the Customer intends to become an MNO, MVNE, or MVNA, in which event the Company shall be entitled to terminate the agreement in respect of the Services with immediate effect, or within an alternative period specified by the Company.

- 2.10 The Customer acknowledges and agrees that the Company shall be entitled to disconnect or suspend the Services in the event that any equipment used in connection with the Services does not comply with the Company's instructions.
- 2.11 The Customer acknowledges and agrees that SMS notifications in respect of international roaming will be issued in accordance with the Company's policy provided to the Customer in writing.
- 2.12 The Customer acknowledges and agrees that services (including but not limited to the Hosted Application Products) provided by the Company in connection with the Services may not be available in respect of international roaming.
- 2.13 The Customer shall allow the Company to use the Customer as a named case study in respect of the relevant products (ie those products supplied under this Agreement) and gives the Company its irrevocable consent to use the case study in the Company's marketing and promotional material.
- 3. OBLIGATIONS AND RIGHTS OF THE COMPANY**
- 3.1 Subject to the terms of this Agreement and pursuant to an accepted Order, the Company agrees:
- (a) to supply the TeleWare Mobile Services;
  - (b) to supply the Professional Services;
  - (c) to provide Maintenance Services in accordance with Appendix 1 of these Supplementary Terms.
- 3.2 Without prejudice to Clauses 3.3 and 3.4, the Company may modify these Supplementary Terms, Specification and/ or the Service at any time but should such change unreasonably affect the Service, the Customer shall have the right to terminate such Services on one months' written notice to the Company with no liability for either party, such notice to be given within 30 days of notification to the Customer of the change.
- 3.3 Company shall be entitled to decommission elements of the Services due to changes in the MNO Host Network which apply to all users of the MNO Host Network.
- 3.4 Company shall be entitled to change the Services in the event that any changes to the Laws after the date of this Agreement result in changes to the Services being required in order to ensure compliance with such Laws.
- 3.5 The Services shall come into effect on the Services Commencement Date and shall continue for the Initial Period and thereafter until terminated in accordance with the Agreement. Following the Initial Period the Services shall continue except and until either party gives to the other not less than 3 months notice to terminate the Services.
- 3.6 In the event that Company agrees to provide additional Services or change the Services (including without limitation upgrades or downgrades to the Services) a new Initial Period shall apply in respect of each additional or changed Services, except as otherwise agreed in writing.
- 4. WARRANTY**
- 4.1 The Company does not warrant that the Services will be error-free or that use of the Services will be uninterrupted nor does it warrant that the Services will meet the requirements of the Customer.
- 4.2 Subject to the terms of the Agreement, the Company warrants that the Services will correspond in all material respects with the Specification.
- 4.3 Save as expressly provided for in these Supplementary Terms, no warranty, condition, undertaking or term, whether statutory, express or implied as to condition, satisfactory quality, performance, durability, fitness for purpose or otherwise is given or assumed with regards to the Services and all such terms and warranties are hereby excluded to the fullest extent permitted by law.
- 5. DATA PROTECTION**
- 5.1 [Not Used. See GTCs]
- 6. ORDERS**
- 6.1 The Customer may, where confirmed in writing by the Company, have the ability to self provision the Services. Where the Customer does have the ability to self provision the Services this shall be undertaken in accordance with the instructions of the Company. Where the Customer undertakes self provisioning of the Services, such act shall be deemed to be the placement of an Order for such Services which shall be deemed to be accepted by the Company unless notification of the rejection of said Order is issued by the Company within 10 Working Days of the date of such Order.
- 7. PRICES AND PAYMENT**
- 7.1 Except as expressly provided in the relevant Order or the Price List, the Prices in connection with the Services shall be as follows:

- (a) SIM Cards
- (i) The charges for SIM Cards (in respect of TeleWare Mobile Services) shall consist of a set-up fee and a monthly rental fee. The set-up fee shall be paid on a one time basis and shall be invoiced on order. The monthly rental shall be paid on a monthly basis in advance in respect of all Active SIMS. The monthly rental fee shall be charged on a whole month basis including any part months at the commencement and termination of the service. All SIM Cards are subject to a minimum Initial Period of 12 months, except as otherwise expressly provided in the Order.
- (ii) Unless otherwise expressly provided in the relevant Order, a minimum of the total monthly rental fees are payable monthly in advance as follows:
- (i) 50% from the 1st day of the month following signature of the Order and;
- (ii) 100% from the 1st day of the third month following signature of the Order.
- (b) Mobile Traffic
- (i) The charges for Mobile Traffic shall be calculated strictly in accordance with the Company's CDRs and rated as provided in the Price List (including but not limited to the relevant PSTN and/or international roaming rate cards). Subject to Clause 7.4 and 7.5, charges for Mobile Traffic shall be invoiced monthly in arrears.
- (c) Mobile Data
- (i) The charges for Mobile Data shall be calculated strictly in accordance with the Company's CDRs and rated as provided in the Price List (including but not limited to the international roaming rate cards in respect of Mobile Data Usage whilst international roaming). The charges for mobile data shall consist of a monthly rental fee based on an agreed inclusive data package, and a charge for any data used in the month in excess of the inclusive data package (for the avoidance of doubt, Mobile Data usage whilst international roaming shall be charged in addition and shall not be included in any inclusive data package). The monthly rental shall be paid on a monthly basis in advance in respect of all Active SIMS. The monthly rental fee shall be charged on a whole month basis including any part months at the commencement and termination of the service. Subject to Clause 7.4, the excess usage shall be charged monthly in arrears. All SIM Cards are subject to a minimum Initial Period of 12 months, except as otherwise expressly provided in the Order.
- (d) Hosted Application Products
- (i) For the avoidance of doubt, the Hosted Application Products supplied in connection with the TeleWare Mobile Services (including but not limited to Mobile Direct Connect, FSA Call Recording, and FSA SMS Auditing products) shall be supplied and charged in accordance with the provisions of the Company Hosted Services Supplementary Terms, save that the payment terms and provisions at Clauses 7.2 to 7.14 (inclusive) of these TeleWare Mobile Services Supplementary Terms shall apply.
- (e) Equipment
- (i) For the avoidance of doubt, any Equipment supplied in connection with the TeleWare Mobile Services (including but not limited to mobile handsets) shall be supplied and charged for in accordance with the provisions of the Equipment Supplementary Terms, except as otherwise provided in the Order.
- (f) Additional Charges
- (i) The Company charges for additional products and /or services, including any Professional Services, are either by quotation or at a daily rate plus expenses for travelling and subsistence, or as specified in the Price List or Order. Any materials used will be charged appropriately. Additional Services Charges shall be invoiced on acceptance of the Order.
- 7.2 The Company may invoice, at any time, any Prices omitted from a previous invoice.
- 7.3 The Company intends to invoice in the first five working days of the month for all Prices to be paid in advance for the current month and all Prices to be paid in arrears for the previous month. All such Prices shall be paid by direct debit on the 14th day of the month of invoice. Services will be suspended with immediate effect where the direct debit is not paid as required. The Customer acknowledges that the Prices are discounted to reflect the payment terms contained in this Clause, and an additional charge of 5% of the invoice value will be charged on all late payments on a monthly basis. In the event that the Company does not invoice in the first five working days of the month, the Customer shall pay all Prices within 5 Working Days of the invoice being issued.
- 7.4 In the event that the Company expressly agrees in writing that the Customer shall not be required to make payments by direct debit in accordance with Clause 7.3, the Customer shall be required to pay in advance for all Services (including but not limited to Prices for all SIM Cards, Mobile Traffic, Mobile Data excess usage), to be provided in the current month, such payment to be received by the Company by electronic transfer as cleared funds by the first day of each month. The required payment shall be notified to the Customer 5 Working Days prior to the first day of each month and shall be based on the Company's reasonable estimate of Prices to be incurred in the month taking account of, inter alia, previous usage, new accounts, a safety margin of an additional 10%. Any payments in excess of the actual charges incurred shall be set off against future payments due under the Agreement. Services will be suspended with immediate effect where payment is not made as required. The Customer acknowledges that the Prices are discounted to reflect the payment terms contained in this Clause, and an additional charge of 5% of the invoice value will be charged on all late payments on a monthly basis.
- 7.5 The Customer acknowledges and agrees that CDRs may be delayed in respect of international roaming Mobile Traffic and Mobile Data due to the actions of Carriers outside of the Company's direct control. The Customer shall still be liable to pay any charges in respect of such Mobile Traffic and Mobile Data.
- 7.6 The Company reserves the right to reject Orders and/or suspend the delivery of the Services where the debt of Customer not subject to an acknowledged dispute rises to a level unacceptable to the Company and where a minimum of 2 Working Days prior written warning of such action has been given by the Company to Customer.
- 7.7 The Company may decrease its Prices immediately on notice, increase Mobile Traffic charges on 7 days notice and its other Prices on 1 months notice to the Customer.
- 7.8 If the Customer's indebtedness exceeds its Credit Limit, the Company will have the right to suspend the Services if the Customer does not pay it the amount by which the Company estimates that it will have exceeded its Credit Limit by the end of the current month within 2 Working Days of being notified that it has exceeded its Credit Limit. Indebtedness includes Prices:
- (a) invoiced but not yet paid;
- (b) incurred but not yet invoiced; and
- (c) an amount equal to the Value Added Tax that will be payable on that sum;
- but not the amount of any indebtedness which is the subject of an acknowledged dispute.
- 7.9 The Company may revise the Customer's Credit Limit or require a financial deposit or additional financial deposit from the Customer, at any time. Any such financial deposit must be provided within 5 Working Days of the Company giving the Customer notice that such financial deposit is required. If any financial deposit required by the Company is not received in accordance with this clause 7.9, the Company may suspend the Services until such time as the financial deposit is received.
- 7.10 If Customer reasonably disputes any Prices under any invoice it shall be entitled to withhold the disputed sums provided that (a) Customer provides Company with written notice of the dispute (including grounds for the dispute and evidence supporting the grounds for the dispute required by the Company) within 5 days from the date of receipt of Company's invoice; and (b) Customer pays all undisputed sums under such invoice.
- 7.11 For the avoidance of doubt, and to the fullest extent permitted under applicable law, Customer shall not be relieved from any liability for the Prices as a result of any fraudulent activity or other misuse of the Services by Customers, its staff or otherwise (including, without limitation, any such use in breach of Clause 2).
- 7.12 Customer shall not be entitled to dispute any invoice after the expiry of six (6) months from the date of such invoice.
- 7.13 In the event that any issue is referred to the Company by the Customer pursuant to the Company's agreement to provide Maintenance Services, and following investigation by the Company, the Company determines in its reasonable opinion that (1) such issue has arisen as a result of circumstances described in the Excluded Maintenance Services, or (2) the Customer has failed to comply with its obligations under this Agreement in respect of the Maintenance Services, the Customer shall be charged by the Company for any work carried out in connection with such issue at the T&M Rates.
- 7.14 Prices for the T&M Rates due under this Agreement are exclusive of travel, accommodation and sustenance expenses incurred by the Company. In addition to the T&M Rates the Customer shall reimburse the Company in respect of such reasonable travel, accommodation and sustenance expenses incurred by the Company. The Company shall invoice the Customer monthly in arrears for such Prices.
- 8. USE OF NUMBERS**
- 8.1 For those Services where the Customer is issued with Numbers to use the Services:

## APPENDIX 1 - Maintenance Services

- (a) all rights in the issued Numbers remain vested in Company and the Customer does not acquire any rights in such Numbers by virtue of this Agreement;
- (b) subject to any legal obligation to provide number portability, the Customer cannot sell the Numbers or agree to transfer them to anyone else;
- (c) the Numbers may be changed or decommissioned from time to time by Company for operational or technical reasons or because Company is required to do so by a Carrier or in order to comply with any regulatory requirements. Company will use reasonable endeavours to give the Customer as much notice of any such change or decommission as is reasonably practicable. The Customer acknowledges that changes to Numbers required to be made to comply with the requirements of a Carrier or regulatory body are outside Company's control;
- (d) the Numbers are unique for use within the United Kingdom only and international call charge rates will apply to any use of the Services outside of the United Kingdom. Company does not warrant, and accepts no liability in relation to, the availability of any Numbers from overseas countries.
- 8.2 The right of the Customer to use any Numbers issued under this Agreement will end with termination of this Agreement (except where otherwise required by any applicable law or regulations). The Customer acknowledges and accepts that Company may then reissue such Numbers to other Company customers.
- 8.3 For the avoidance of doubt, any reference to Numbers in this Agreement shall include short codes.
- 8.4 The Customer shall indemnify and hold harmless Company from and against any and all losses, demands, claims, damages, costs, expenses and liabilities (including any penalties imposed by ICSTIS, PhonepayPlus, OFCOM or a regulatory body) incurred by Company and arising out of services provided by the Customer, including from any fraudulent or alleged fraudulent use (including Artificial Inflation of Traffic) of Numbers.

### 9. LIABILITY

- 9.1 The Customer shall indemnify and keep indemnified the Company against any loss or damage, or claims made by any third party including associated costs, damages or legal expenses arising as a consequence of any wilful or negligent act or omission of the Customer in relation to these Supplementary Terms or the Customer's use of the Service in breach of the provisions of this Agreement, including but not limited to infringement of any Laws.
- 9.2 Company shall not be liable for failure to meet any Service Commencement Date(s) or any provisioning lead times provided that Company has made reasonable endeavours to meet such timescales.

### 10. TERMINATION AND SUSPENSION

- 10.1 Without prejudice to the right to terminate the Services or Agreement contained elsewhere in the Agreement, Company shall be entitled to terminate the Services provided under any Order without liability by serving written notice on the Customer:
- (a) on as much notice as practicable in the circumstances if Company or its third party suppliers no longer operates or provides any or all of the Services or intends to cease operating any or all of the Services or providing any or all of the Services in the immediate future;
- (b) with immediate effect, or after any period that Company specifies if such action is reasonable required to comply with any Laws.
- 10.2 Without prejudice to its other rights, the Company may at its sole discretion elect to suspend provision of the Services immediately until further notice if:
- (a) it is entitled to terminate the Services; or
- (b) the Customer fails to comply with the provisions of the Agreement; or
- (c) such suspension is reasonably required by the Company in order to comply with any Laws; or
- (d) the suspension of the Service is required for operational reasons such as maintenance or upgrades or because of an emergency.

### 11. CONSEQUENCES OF TERMINATION

- 11.1 Without prejudice to the Company's other rights and remedies on termination, on termination of the Services (1) by the Customer other than in accordance with Clause 10 of the GTC, or (2) by the Company in accordance with Clause 10 of the GTC, the Customer shall pay the Company within thirty (30) days after such termination:
- (a) all arrears of the Price and;
- (b) the Subscription Fees/monthly rental fees in full for any unexpired part of the Initial Period or other agreed minimum period including the required notice period, or such other cancellation fee as may be specified in the Price List or Order.

"Maintenance Services" shall include using reasonable endeavours to:

- provide a Response to the Customer in accordance with the Response Target specified below. "Response" means a response regarding the Fault by telephone, email or other method from the Company's support centre personnel to operatives of Customer.
- analyse any connectivity traces such as data network or voice transport to enable resolution diagnosis by the Company of all Faults;
- provide a Fix for the Fault in accordance with the Fix Target specified below. "Fix" means using reasonable endeavours to correct the Fault.
- provide telephone support to Customers for reported Faults during the Cover Period;
- provide Customer with periodic notices as these are made commercially available regarding usage of the Services.;

### Maintenance Service Target Timescales

In the case of Faults the Company will use reasonable endeavours to provide a Response and Fix within the target timescales specified below. All timescales referring to hours are hours during the Cover Period and are measured from notification (in accordance with the Company's instructions) of the purported Fault to the Company. All timescales referring to Working Days shall be measured from Working Day following notification (in accordance with the Company's instructions) of purported Service Fault to the Company. The Severity Level shall be agreed between the Company and the Customer, and in the event of any disagreement the Severity Level shall be determined at the Company's discretion.

Severity Level	Fault Classification	Cover Period	Response Target	Fix Target
1	Complete loss of Services to all users.	24 X 7	2 hour	8 hours
2	Loss of Services to a group of users	24 X 7	4 hour	24 hours
3	Minor Service Faults not included in the above	Working Hours	8 hours	72 hours

The Response Target and Fix Targets and the target times for the performance of the Maintenance Services only and shall not be of the essence.

### EXCLUDED MAINTENANCE SERVICES

The Maintenance Services provided by the Company do not include the diagnosis and correction of any defect in the Services resulting from:

- any fault in the Other Equipment or Equipment;
- Customer error;
- the Customer's failure to follow and comply with any training or instructions given by the Company regarding the Service;
- the use of the Service for a purpose for which it was not designed.