



faces not numbers



# AdEPT Telecom Terms and Conditions

## “The BIG PRINT”

**(we hate small print)**

Every contract has to have a set of Terms and Conditions. However, we hate the idea of hiding away all the nasty bits in as small a print size as you think you can get away with. That's why we've called this THE BIG PRINT.

This document clearly sets out, in as simple English as we can ...

- **What YOU can expect from us, and**
- **What WE can expect from you**

**A summary of your Terms and Conditions is on the next page**



faces not numbers



## Summary of Terms and Conditions

**‘the main things you need to know if you don’t want to read 30+ pages’**

### Changing your mind

You may end your contract with us prior to activation by sending us an email indicating that you wish to end your contract: within seven (7) working days from the day after the order date. Special terms apply to the cancellation of data products, see section 17.

### Our tariff is on our website

Visit [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk) for a full standard tariff lists. All business tariffs are exclusive of VAT. All bills will be sent by paper, CD or email. Paper bills will incur a charge of: £1.25 inclusive of VAT for residential customers and £1.50 exclusive of VAT for business customers. We reserve the right to change our prices from time to time after giving 30 days notice. Data products are subject to bespoke pricing.

### Activation charges

Activation Charges are Charges may made for the provisioning, connection and activation of a Service and the supply of Equipment.

### Monthly Charges are Charges made for the rental of a Service.

Monthly Charges are the recurring Charges published in the AdEPT tariff. Monthly Charges are due monthly in arrears.

### Call charges

The applicable Call Charges are calculated in accordance with your usage and the rates for calls published in the AdEPT tariff, or any bespoke prices you have agreed with us. Call Charges are due monthly in arrears.

### Contract length

#### Residential customers

Minimum period of 18 months from the date of activation on all broadband and Residential PSTN lines and calls you take from us. An 18 month renewable contract applies if:-



faces not numbers



- you have free evening and weekend calls to UK landlines starting with 01, 02 or 03 and do not pay a monthly fee for this facility, and
- all contracts signed after 18<sup>th</sup> November 2008.

### **Business customers**

Business contracts for all products are either 1, 3 or 5 years.

A renewable contract applies to all contracts signed after 18<sup>th</sup> November 2008. At the end of the contract period it becomes a 12 month renewable contract from then on.

### **You must pay until the contract ends**

If you want to end a Service or the contract early, a termination fee will be charged as follows:-

### **Residential Contracts**

- £5 per month for the remainder of your contract term (per Residential PSTN line)

If you do not wish the contract to automatically renew you must write to us giving at least 30 days notice prior to the contract end date.

### **Business Contracts signed before 1<sup>st</sup> January 2010**

- £5 per month for the remainder of your contract term - Residential PSTN line
- £150 per Business PSTN line
- £150 per ISDN2
- £500 per ISDN30 if an initial connection fee was paid
- If a free ISDN30 installation or like-for-like transfer was given then the following termination charges will apply:-
  - £112.50 per channel (1<sup>st</sup> 15)
  - £30 per additional channel after the first 15
  - £100 planning charge
- £100 per SIP Trunk disconnection charge
- All other products not listed above: all Charges are due to the end of your contract



faces not numbers



If you do not wish the contract to automatically renew you must write to us giving at least 30 days notice prior to the contract end date.

### **Business Contracts signed on or after 1<sup>st</sup> January 2010**

The Customer shall be liable to pay the Minimum Contract Value for the remainder of the Minimum Contract Term forthwith upon termination of this Agreement. The Minimum Contract Value shall be for all Services the sums forecast by AdEPT for the remainder of the Minimum Contract Term (having regard to the previous average billing from AdEPT for such Services prior to termination) less twenty percent for early receipt by AdEPT of such sums.

All of the foregoing sums shall be invoiced in one final single sum (for the Minimum Contract Value), which sum will be due in full immediately upon AdEPT's invoicing the Customer in respect of the same.

For the avoidance of doubt in the event that the Customer fails to use the Services as anticipated by this Agreement, and notwithstanding AdEPT's right to regard such failure as a repudiatory breach of this Agreement, AdEPT reserves the right to charge the Customer the Minimum Contract Value (if one is stated) or in the absence of the foregoing the monthly average of the spend for the Services from the Effective Date to the diminution in use of the Services for the remainder of the Minimum Contract Term ("Average Spend Charge").

### **Payment methods**

We only accept payments using direct debit, debit card or credit card, BACS, cheque, internet and phone banking. Direct Debit is free of charge, all other payment methods incur a payment processing charge of: £1.50 inclusive of VAT for residential customers and £3 exclusive of VAT for business customers.

### **Late payment fees**

If your previous invoice has not been paid at the time of producing your next invoice, a late payment fee of £10.00 will be charged to business customers so that we cover our administration costs. Residential customers will be charged a £10.00 late payment fee if they owe at least £2.50.

If your service is disconnected for non-payment you will be subject to a charge of £30 per CLI (telephone number).



faces not numbers



## **AdEPT Telecom** Terms & Conditions

Updated 18 05 2010

### **Contents**

- 1 Introduction
- 2 Placing your order
- 3 Installation
- 4 Service provision
- 5 How long is your contract?
- 6 Equipment supply
- 7 Your obligations
- 8 Charges, Payment Terms and Credit Limits
- 9 Limitations of Liability
- 10 Miscellaneous
- 11 Special Business Terms
- 12 Special Terms if you order online or over the phone
- 13 Special Voice Terms
- 14 Special Broadband Service Terms
- 15 Special SIP Service Terms
- 16 Special NGN Service Terms
- 17 Special Data Products Service Terms (excluding Broadband)



faces not numbers



## 1 Introduction

### 1.1 Contract Terms

These general terms, any applicable special terms or Products Terms and applicable AdEPT tariff ("Terms") set out the legal relationship between you and AdEPT Telecom ("Service Provider" or "we" or "us" or "our") in relation to our services. Together, they govern your use of the product and all the services provided by Service Provider ("Services").

You may print these Terms at [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk)

### 1.2 AdEPT Telecom plc

AdEPT Telecom plc is a company registered in England and Wales (Company Number 4682431) with its registered address at One London Wall, London, EC2Y 5AB and VAT number is GB 810 2276-72 . AdEPT Telecom is regulated by Ofcom.

### 1.3 Contact details

You may contact us by email at either [business.services@AdEPT-telecom.co.uk](mailto:business.services@AdEPT-telecom.co.uk) or

[customer.service@AdEPT-telecom.co.uk](mailto:customer.service@AdEPT-telecom.co.uk)

The AdEPT website is [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk)

You may also contact us by telephoning:-

#### **Business customers**

Business Services                      0844 55 77 300

#### **Residential customers**

Customer Services                      0844 55 77 200

It would help if you provide a valid email address when placing an order and maintain this address. We may use this email address to contact you for all purposes under these Terms.



faces not numbers



## 2 Placing your order

### 2.1 Date of order

On the date you place an order ("Order Date") you enter into a contract with us for the purchase of the relevant Service under these Terms. We will acknowledge receipt of your order and contact you as we process your order and try to provision and activate your Service.

### 2.2 Payment of Activation charges

Any Activation charges will be included on your first bill.

### 2.3 Credit checks

By placing an order you agree that we, or third parties on our behalf, may carry out credit checks on you using the information you provide.



faces not numbers



## 3 Installation

### 3.1 Visits to your premises

We (or other companies or organisations acting on our behalf) may need to visit your premises to carry out tests, provisioning or activation and you agree to such visits and to provide such other co-operation and assistance as we may reasonably require. We will liaise with you to arrange the timing of these appointments. It is also possible that BT or another party may contact you directly in relation to any appointment. We only deliver our broadband and voice services to the master Network Terminating Equipment (NTE) telephone socket at your home or business. We are not responsible for any internal wiring, additional phone sockets or extension cables.

### 3.2 Problems activating the service

If an ordered Service cannot be activated, or can only be partially activated on our network, we will notify you. Unless you choose otherwise, your contract will end and any charges already collected will be refunded to you.

### 3.3 Temporary loss of service

During activation of your order you may temporarily lose the use of your other telecommunications services.

### 3.4 Reasons for us ending the contract

We may end the contract with you before the Service is provisioned ready for your use ("activation") if:

- you fail a credit check;
- incorrect payment details have been provided to us;
- you are not within a geographic area covered by us; or
- technical issues prevent, delay or degrade the activation or provision of Service.

### 3.5 Refunds if we end your contract

If we end your contract before activation, we will refund you any payments you have already made in respect of such contract.



faces not numbers



### 3.6 **Changing your mind**

You may end your contract with us prior to activation by sending us an email indicating that you wish to end your contract: within seven (7) working days from the day after the Order Date if you have ordered online, or otherwise at distance. Special terms apply to the cancellation of data products, see section 17.

### 3.7 **Refunds if you change your mind**

If you want to end your contract before activation for any other reason you may do so, but you agree to pay us the full activation charge and, if cancelled within five (5) days of prospective activation, recurring charges for the Initial Period (as defined below). Special terms apply to the cancellation of data products, see section 17.



faces not numbers



## 4 Service Provision

### 4.1 Reasonable skill and care

We shall try to ensure that any service provided to you by us ("Service") shall be provided: in accordance with our description from time to time of such Service; and using the reasonable skill and care of a competent UK provider of similar Services.

### 4.2 Network changes

We may from time to time make changes to our network or the technical specification of a Service. If these changes will materially detrimentally affect the Service, we will inform you in advance by publishing the change on the AdEPT website.

We may select and at any time change any carrier or other service provider for the purposes of providing the Service, and you authorize us to give all notices, nominations and other authorizations that are necessary for us to provide the Service to you.

Whilst we provide the Services to you, you authorize us to act on your behalf in all dealings with any Third Party Operator in connection with any matter that enables us to provide or to continue to provide you with the Services.

### 4.3 Faults

It is technically impracticable for us to provide a fault-free Service.

### 4.4 Suspension of service

We may suspend provision of a Service:

- for operational or technical reasons (in which case we will try to notify you prior to such suspension and to minimise the impact upon you);
- if we have reasonable grounds to believe that the Service is being used fraudulently or illegally or in breach of clause 7, whether by you or anyone else; or
- if the use of the Service by you or anyone else, may damage or disrupt the proper functioning of other Services or our other networks.



faces not numbers



## 5 How long is your contract?

### 5.1 Contract length

#### **Residential customers**

Minimum period of 18 months from the date of activation on all broadband and Residential PSTN lines and calls you take from us. An 18 month renewable contract applies if:-

- you have free evening and weekend calls to UK landlines starting with 01, 02 or 03 and do not pay a monthly fee for this facility, and
- all contracts signed after 18<sup>th</sup> November 2008.

At the end of the contract period it becomes a 12 month renewable contract from then on.

#### **Business customers**

Business contracts for all products are either 1, 3 or 5 years.

A renewable contract applies to all contracts signed after 18<sup>th</sup> November 2008. At the end of the contract period it becomes a 12 month renewable contract from then on.

### 5.2 Initial period

If there is a conflict between these general terms, the special terms or applicable product terms, our tariff, any order acknowledgement or any other reference to an Initial Period then the longest period specified shall constitute the Initial Period. Following the Initial Period, the Service will continue until terminated in accordance with these Terms. If the Service is modified such that the Service or pricing depends on your commitment to a further contract period, then this further commitment shall be deemed to extend the Initial Period until the end of this further contract period.

### 5.3 Reasons for serving notice to end the contract

Either you or we may end a Service or the contract by thirty (30) days prior notice (written or verbal) to the other if:

- the other party has materially breached these Terms and has not corrected such breach within thirty (30) days of a written notice requiring correction; or



faces not numbers



- the other party is, or is deemed to be insolvent, bankrupt or unable to pay its debts, makes or proposes an arrangement or composition with its creditors generally, enters into liquidation whether compulsorily or voluntarily or makes an application to a court of competent jurisdiction for protection from its creditors generally or a petition is presented or a resolution is passed by it for its winding up, a court of competent jurisdiction makes an order for its winding-up or dissolution, an administration order is made in relation to it or a receiver or administrative receiver is appointed over or a person legally appointed to do so takes possession of or sells any of its assets or notice of a meeting to carry out any of the foregoing is duly served; or
- an event outside our reasonable control, prevents continued provision of a Service for more than thirty (30) days.

#### **5.4 Contract ends at the end of the Initial Period or at the end of the notice period (unless you are on a renewable contract)**

Either of us may end a Service or the contract by giving not less than thirty (30) days prior notice in writing to the other at any time after activation; notice will expire on the last day of the notice period or the last day of the Initial Period, **whichever is later.**

You may end a Service or the contract if we notify you of a materially detrimental change to a Service or these Terms. In this case you may only terminate during the period of thirty (30) days following such notification.

#### **5.5 12 month Renewable contracts**

A 12 month renewable contract applies if:-

- you have free evening and weekend calls to UK landlines starting with 01, 02 or 03 and do not pay a monthly fee for this facility, and
- all contracts, both business and residential, signed after 18th November 2008.

The contract is subject to a 12 month minimum renewable period, ie at the end of each 12 month period the contract will automatically be renewed for a further 12 month minimum period unless you tell us otherwise. You cannot downgrade during the minimum period or any subsequent renewable minimum period.

If you do not wish the contract to automatically renew you must write to us giving at least



faces not numbers



- 30 days notice prior to the contract end date for all products except for data products
- 90 days notice prior to the contract end date for all data products

### **5.6 You must pay a termination fee if you end the contract early**

If you want to end a Service or the contract early otherwise than as set out above, you will still be liable to pay us a termination fee of:-

#### **Residential Contracts**

- £5 per month for the remainder of your contract term (per Residential PSTN line)

If you do not wish the contract to automatically renew you must write to us giving at least 30 days notice prior to the contract end date.

#### **Business Contracts signed before 1<sup>st</sup> January 2010**

- £5 per month for the remainder of your contract term - Residential PSTN line
- £150 per Business PSTN line
- £150 per ISDN2
- £500 per ISDN30 if an initial connection fee was paid
- If a free ISDN30 installation or like-for-like transfer was given then the following termination charges will apply:-
  - £112.50 per channel (1<sup>st</sup> 15)
  - £30 per additional channel after the first 15
  - £100 planning charge
- £100 per SIP Trunk disconnection charge
- All other products not listed above: all Charges are due to the end of your contract

If you do not wish the contract to automatically renew you must write to us giving at least 30 days notice prior to the contract end date.

#### **Business Contracts signed on or after 1<sup>st</sup> January 2010**

The Customer shall be liable to pay the Minimum Contract Value for the remainder of the Minimum Contract Term forthwith upon termination of this Agreement. The Minimum Contract Value shall be for all Services the sums forecast by AdEPT for the



faces not numbers



remainder of the Minimum Contract Term (having regard to the previous average billing from AdEPT for such Services prior to termination) less twenty percent for early receipt by AdEPT of such sums.

All of the foregoing sums shall be invoiced in one final single sum (for the Minimum Contract Value), which sum will be due in full immediately upon AdEPT's invoicing the Customer in respect of the same.

For the avoidance of doubt in the event that the Customer fails to use the Services as anticipated by this Agreement, and notwithstanding AdEPT's right to regard such failure as a repudiatory breach of this Agreement, AdEPT reserves the right to charge the Customer the Minimum Contract Value (if one is stated) or in the absence of the foregoing the monthly average of the spend for the Services from the Effective Date to the diminution in use of the Services for the remainder of the Minimum Contract Term ("Average Spend Charge").

#### **5.7 We may immediately end, or suspend, providing a Service to you if:**

- you are in breach, or have breached, the Acceptable Use Policy (as published on the AdEPT website from time to time);
- you fail to pay any amounts properly due;
- incorrect payment details have been provided to us including lack of consent of a joint account holder to the nominated payment method; or
- at any time there are incurred unpaid Charges (as defined below) owed to us (whether due or not) in excess of your Credit Limit (see clause 8).

#### **5.8 If your call spend drops significantly:**

Should for any reason your actual monthly call spend with AdEPT fall by over 80% of your current monthly call spend (as per your first full month of billing with AdEPT) we reserve the right to impose a minimum call spend charge of £9.95 per month.

This clause 5.8 only applies to any contracts signed on or after 1<sup>st</sup> January 2010.



faces not numbers



## 6 Equipment supply

### 6.1 Ownership of equipment

You may offer to purchase certain equipment (comprising hardware and associated software) ("Equipment") from us from time to time. Risk (where applicable) shall pass to you on delivery. Title (where applicable) shall normally pass to you (subject to any special promotion) following receipt by us of the second full payment of the Monthly Charge (as defined below).

### 6.2 If we supply you with Equipment:

- Equipment is subject to a limited manufacturers' guarantee in accordance with the documentation provided with the Equipment. Such relevant documentation shall govern such guarantee, but you should be aware that, in general, manufacturers' guarantees only provide for (at manufacturers' option) replacement, repair or refund of Equipment which does not function in accordance with the manufacturers' applicable published specification for a period of twelve (12) months (in the case of hardware) and thirty (30) days (in the case of software) from the date of delivery and that the limited guarantee is conditional on the Equipment being used in accordance with any applicable end-user terms, manufacturer's instructions, without misuse, without excess wear and tear, without improper use or neglect, without end-user attempted repair and that you will be required to bear the cost of any return of Equipment to us or the manufacturer unless we inform you otherwise in writing;
- you shall not resell, transfer, export or re-export any Equipment, or any technical data derived from such Equipment, in violation of any applicable United Kingdom or foreign law; and
- you shall ensure that any equipment or Equipment connected to a Service is connected to and used with the Service in accordance with relevant published instructions and any safety and security procedures notified to you.



faces not numbers



**6.3 If we supply you with installation services:**

then you agree to procure access to all appropriate sites for engineers and authorised personnel at mutually agreeable times and provide such co-operation and assistance as they may reasonably require. We shall meet your reasonable requirements about the safety of such personnel on your premises and you shall meet our reasonable requirements about the safety of such personnel on your premises.

**6.4 If you need to move your network termination equipment**

Network Termination Equipment (NTE) can only be moved within 30 metres of the original NTE point within the same premises, and cannot be more than one floor away; otherwise service can not be provided.



faces not numbers



## 7 Your Obligations

### 7.1 You agree that you will:

- (a) procure that we have the authority to carry out works to provide you with the Services at any of your sites at which we are providing the Services;
- (b) not use, nor allow others to use, the Services:
  - for any improper, unlawful, fraudulent, criminal or otherwise illegal activities;
  - in a manner which is offensive, abusive, indecent, defamatory, menacing, obscene or harassing or to cause annoyance or needless anxiety;
  - to send, knowingly receive, upload, download or use any material which is offensive, abusive, indecent, defamatory, menacing, obscene or harassing;
  - to breach any other third party rights such as, without limitation, intellectual property rights (including copyright) confidence, privacy or any other rights;
  - to send, provide, facilitate or knowingly receive responses to any spam or unsolicited advertising or promotional material;
  - to knowingly or negligently transmit any electronic material (including viruses, worms, Trojans, backdoors or spyware) which shall cause or is likely to cause detriment or harm in any degree to computer systems owned by us or other internet users;
  - to knowingly or negligently permit or participate in any mail-bombing or denial of service attacks;
  - in breach of the Acceptable Use Policy (as published on the AdEPT website from time to time);
  - to degrade the performance of the network or services; or
  - for resale to any third party;
- (c) safeguard security (including your password) information;
- (d) comply with the Acceptable Use Policy (as published on the AdEPT website from time to time);
- (e) notify us of any changes or inaccuracies to the registration data about yourself or payment method specified in the order or otherwise;
- (f) only use and connect equipment and/or networks to our network that are approved and comply with all relevant legislation, standards and licence requirements;



faces not numbers



- (g) comply with these Terms and any reasonable instructions we give you from time to time; and
- (h) indemnify us against all losses, liabilities, costs (including legal costs) fees and expenses which we may incur as a result of any third party claims against us arising from, or in connection with your use or misuse of the Services or breach of these Terms.

## 7.2 **Our right to monitor your use of the service**

We may without notice to you examine, monitor or record from time to time, the use to which you put the Services and the nature of the data/information that you are transmitting or receiving via the Service where such examination, monitoring or recording is necessary:

- to protect and/or safeguard the integrity, operation and functionality of our or a third party's networks;
- to co-operate or comply with any investigation or inquiry of or by a competent authority, or any police, judicial, regulatory or governmental order, notice, directive or requests; or
- to substantiate or refute any reasonable suspicion we may have in respect of your alleged or potential breach of these Terms.



faces not numbers



## 8 Charges, Payment Terms and Credit Limit

### 8.1 Our tariff is on our website

The charges applicable to our processing of any order and the provision of any Service or supply of Equipment ("Charges") shall be the Charges set out in our tariff as published on the AdEPT website from time to time at [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk). If there is a conflict, the online tariff shall take precedence over any printed tariff. We reserve the right to change our prices from time to time after giving 30 days notice.

### 8.2 Charges are of the following categories:

- connection and equipment (if any) charges ("Activation Charge");
- recurring monthly rental charges ("Monthly Charge");
- variable usage charges ("Usage Charge"); and
- other charges ("Other Charge").

### 8.3 VAT

Charges quoted in the AdEPT tariff are either inclusive (if you are a residential customer) or exclusive (if you are a business user) of VAT as set out in the applicable special terms. In either event you are liable to pay us VAT at the then applicable rate.

### 8.4 Activation charges

Activation Charges are Charges made for the provisioning, connection and activation of a Service and the supply of Equipment. The Activation Charges which apply to your order are the Activation Charges in force on the Order Date and are not subject to change for such order.

### 8.5 Monthly Charges are Charges made for the rental of a Service.

The recurring Charges which apply to your Service for the Initial Period is the applicable tariff the date you place your order and are not subject to change for such Initial Period. If the Monthly Charge is subject to a discount for a fixed period ("Discount Period") after the Discount Period the standard tariff applicable on the Order Date will apply. After the Initial Period, the applicable Monthly Charges are the recurring Charges published on the AdEPT tariff on the AdEPT website from time to time. Monthly Charges are due monthly in advance unless otherwise agreed on your order form, or currently billed in arrears as at 1<sup>st</sup> August 2008.



faces not numbers



#### 8.6 Call charges

The applicable Call Charges are calculated in accordance with your usage and the rates for calls published in the AdEPT tariff on the AdEPT website from time to time, or bespoke prices agreed with you. Call Charges are due monthly in arrears, or on notice from us to you, more frequently.

#### 8.7 Other charges

Other Charges are charges identified in the AdEPT tariff that are not Activation, Monthly or Usage Charges and may relate, without limitation, to such matters as Service upgrades or migration, feature activation, engineer site visit, change of address or early termination. Other Charges are due as described in the AdEPT tariff. We may require you, at any time, to pay a deposit or make a prepayment in respect of any Services, where we suspend or otherwise restrict any of the Services, or we are entitled to suspend or end or otherwise restrict any Service to you or you fail a credit check. The deposit and/or prepayment may be required whether or not you owe us any money.

#### 8.8 Copy invoices

Invoices are normally issued free of charge by CD or email. Paper bills will incur a charge of: £1.25 inclusive of VAT for residential customers and £1.50 exclusive of VAT for business customers. You may request a copy invoice on paper. Copy bills will be supplied on request at the following cost: bills with less than 10 pages will cost £2.50, bills with more than 10 pages will cost £5.00.

#### 8.9 Payment methods

We only accept payments using direct debit, debit card or credit card, BACS, cheque, internet and phone banking. Our standard terms of payment are 14 days from the date of the invoice unless otherwise agreed in writing on your contract. Direct Debit is free of charge, all other payment methods incur a payment processing charge of: £1.50 inclusive of VAT for residential customers and £3 exclusive of VAT for business customers.

You warrant that you will provide us with correct payment details at all times, and that you are the account holder. If the nominated payment method is in joint names, we may require that the other account holder(s) agree to the nominated payment method. You agree that we may debit your direct debit as Charges become due, provided that we will give you at least ten (10) working days prior notice in your invoice or otherwise before collecting a direct debit payment from you.



faces not numbers



#### 8.10 **Amounts due**

All amounts due to us shall be paid in full without deduction or withholding except as permitted by law (for example if the customer has a right to receive monies from us). You are responsible for all Charges in connection with the use of the Services on your account(s).

#### 8.11 **Interest charges**

We may charge interest on any overdue amounts payable from the due date until payment of all sums owing including interest (whether before or after judgment) at the rate of 4 percent per annum above the base rate of HSBC plc from time to time.

#### 8.12 **Credit limits**

We reserve the right to set a credit limit on your account.

#### 8.13 **Fair Usage Policy**

Free UK call packages are subject to a limit of 750 minutes per month.  
SIP to SIP (on net) calls are subject to a limit of 30% of the total monthly minutes.

#### 8.14 **Late payment fees**

If your previous invoice has not been paid at the time of producing your next invoice, a late payment fee of £10.00 will be charged to business customers so that we cover our administration costs. Residential customers will also be charged a £10.00 late payment fee if they owe at least £2.50.

If your service is disconnected for non-payment you will be subject to a charge of £30 per CLI (telephone number).



faces not numbers



## 9 Limitations of Liability

### England and Wales

*If the premises to which the Service is to be provided are in England or Wales then the following clause 9.1 shall apply:*

- 9.1 Nothing in these Terms shall restrict or exclude either party's liability for fraud or for death or personal injury caused by it or its employees' or agents', negligence.

### Scotland

*If the premises to which the Service is to be provided are in Scotland then the following clause 9.2 shall apply:*

Nothing in these Terms shall restrict or exclude either party's liability for death or personal injury arising from breach of duty and nothing in these Terms shall restrict or exclude either party's liability for fraud or fraudulent misrepresentation.

### 9.2 Unforeseen losses

Subject to this, neither we nor you will be liable to the other for any Unforeseen Losses whether in contract, tort or otherwise (including negligence). "Unforeseen Losses" shall mean any economic loss arising in the course of commercial activities (whether direct or indirect) including, without limitation, any loss of profits, anticipated savings, business, contracts, revenue, time, goodwill or loss or harm of data always provided that this shall not include:

Charges payable; the incremental cost to you of procuring replacement Services in the event of default by us; and the repair (or if repair is not practicable, replacement) of any of your tangible physical property intentionally or negligently damaged by us or our employees or agents while on your premises.

### 9.3 Cap on liability

Our liability to you is further capped as set out clauses 12 and 13.



faces not numbers



**9.4 Remedy**

Your sole and exclusive remedy in respect of any failure to meet any Service levels (if applicable) set out in any Service level agreement (if applicable) is the rebate set out in such Service level agreement.

**9.5 Mitigation of losses**

You shall at all times be under a duty to mitigate any losses suffered by you.

**9.6 Each provision is separate**

Each provision of this clause 10 is to be construed as a separate provision applying and surviving even if one or more of the other provisions of this clause is held inapplicable or unreasonable.



faces not numbers



## 10 Miscellaneous

### 10.1 Complaints procedure

We have set up a complaints procedure to address complaints you may have and a code of practice relating to dispute resolution which may be found on the AdEPT Telecom website at [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk)

### 10.2 Delays

We shall not be liable for any delay or failure in performance of our obligations to the extent that such delay or failure is attributable to matters beyond our reasonable control.

#### **Assignment and Novation in England and Wales**

*If the premises to which Service is to be provided are in England or Wales then the following clause 10.3 shall apply:*

10.3 We may assign or novate the benefit or burden of these Terms or any Service upon notice to you always provided that your consent shall be required if such assignment may adversely affect the Service or Service levels provided to you. You may not assign the benefit or burden of these Terms or any Service.

#### **Assignment in Scotland**

*If the premises to which Service is to be provided are in Scotland then the following clause 10.4 shall apply:*

10.4 We may assign this contract and any Service upon notice to you always provided that your consent shall be required if such assignment may adversely affect the Service or Service levels provided to you. You may not assign any of your rights or obligations under this contract.

### 10.5 Waiver of rights

Our failure to exercise or enforce, or any delay in exercising or enforcing any right or benefit conferred by, these Terms shall not be deemed to be a waiver of any such right or benefit nor operate so as to bar the exercise or enforcement thereof or of any other right or benefit on any later occasion.



faces not numbers



## 10.6 Changes to Contract Terms

10.6.1 Subject to clause 5.4, AdEPT can change the Contract (including the charges) at any time and will publish any change in line with clause 10.6.2

10.6.2 Unless otherwise stated in the Service Schedule, AdEPT will publish any changes to the Contract (including the charges) online at <http://www.AdEPT-telecom.co.uk> (or any other online address that AdEPT may advise the Customer), as follows:

(a) for changes that are to the Customer's significant detriment, at least 14 days before the change is to take effect; and

(b) for all other changes, at least one day before the change is to take effect.

## 10.7 Rights of Third Parties

Save where the premises to which the Service is to be provided are in Scotland, these Terms do not create any rights for, or enforceable by any third party under the Contracts (Rights of Third Parties) Act 1999.

### Laws of England and Wales

*If the premises to which Service is to be provided are in England or Wales then the following clause 10.8 shall apply:*

10.8 These Terms shall be governed and construed in accordance with English law and, subject to the dispute resolution procedures set out above, the Parties irrevocably agree to the exclusive jurisdiction of the English courts, always provided that we may commence proceedings against you in any jurisdiction in which you are incorporated, resident or hold assets.

### Laws of Scotland

*If the premises to which Service is to be provided are in Scotland then the following clause 10.9 shall apply:*

10.9 These Terms shall be governed by and construed in accordance with Scottish law and, subject to the dispute resolution procedures set out above, the Parties irrevocably agree to the exclusive jurisdiction of the Scottish courts, always provided that we may commence proceedings against you in any jurisdiction in which you are incorporated, resident or hold assets.



faces not numbers



#### 10.10 **Validity of Terms**

If any provision of these Terms is held by a court, arbitrator or any governmental agency or authority to be invalid, void, or unenforceable, the remainder of these Terms shall nevertheless remain legal, valid, and enforceable.

#### 10.11 **Intellectual Property Rights**

This agreement does not assign nor does it constitute an agreement to assign, any intellectual property rights of either party.

By agreeing to these terms and conditions you acknowledge that all intellectual property rights (including without limitation, patents, trade marks, copyrights, designs, rights in databases, rights in and to know-how and Confidential Information in each case whether registered or unregistered for the Website and/or the Services, and/or any other services, documents or materials (including but not limited to, marketing support, product description and website design) provided by AdEPT to the End User whether pursuant to these terms and conditions or otherwise ("AdEPT IPR") belong to and vest in AdEPT or its licensors. These terms and conditions do not operate to grant any right, title or interest in any IPR (whether owned by or licensed to AdEPT) to the End User.

The End User shall not use AdEPT IPR except as expressly permitted or in writing by AdEPT and only to the extent necessary and for the sole purpose of fulfilling its obligations under these Terms and Conditions.

The End User shall not do anything which may impair AdEPT's rights, title and interest in and to AdEPT IPR or which might prejudice their distinctiveness or validity, or the goodwill in relation thereto accruing to AdEPT.

#### 10.12 **Order of Precedence**

In the event of a conflict between any documents issued by AdEPT, the order of precedence shall be as follows:-

- (a) Bespoke customer contract
- (b) Tariff
- (c) Service Level Agreement
- (d) These General Terms and Conditions
- (e) Order Form



faces not numbers



## 11 Special Business Terms

### 11.1 If you are a company, partnership or sole trader ordering or purchasing business Services from us then:

- all Charges quoted are exclusive of VAT;
- the codes of practice on the AdEPT website at [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk) relating to complaints and the resolution of disputes applies to you if you have less than ten (10) employees;
- these Terms comprise our contractual code of practice which we are obliged to provide to you if you have less than ten (10) employees;
- subject to clauses 7, 10 and the obligation to pay Charges due under these Terms, our liability to you, and your liability to us, in respect of all causes of action arising in each calendar year in contract, tort or otherwise (including liability for negligence or breach of statutory duty) under, in connection with or arising out of the supply or non-supply of Services:
  - (a) in respect of each and every line shall be limited to damages equal to £2,000 in such calendar year; and;
  - (b) in aggregate shall be limited to damages equal to £10,000 in such calendar year.

Except as expressly set out in this clause all other representations, warranties, terms and undertakings, express or implied, statutory or otherwise in respect of these Terms and each Service contract are expressly excluded.

These Terms are the exclusive statement of the agreement between you and us related to the subject matter of these Terms. They supersede all understandings and prior agreements, whether oral or written, between the parties. You and we each agree that no statement made by the other party was relied on before entry into force of these Terms and each party waives any remedy which, but for this clause 13, might otherwise be available in respect of any untrue statement made (whether innocently or negligently but not fraudulently) before entry into force of these Terms.



faces not numbers



You shall only have a right to reject the Equipment as set out in the applicable manufacturer's limited warranty. Any malfunction or manufacturer's defects or other defects, outside our control, of Equipment either sold or provided by us to you or purchased directly by you and used in connection with the Service will not be deemed a breach of our obligations under these Terms. Any rights or remedies you may have regarding the performance or compliance of Equipment are limited to those rights extended to you by the manufacturer of such Equipment.

We are acting as a reseller or distributor of such Equipment and we make no, and expressly exclude, any representations, warranties, terms and undertakings, express or implied, statutory or otherwise as to the quality (satisfactory, merchantable or otherwise), fitness for any purpose of such Equipment, interoperability of such Equipment or that your Equipment will operate correctly in the event of a power failure.

All amounts due to us shall be paid in full (without deduction or withholding except as required by law) and you shall not be entitled to assert any credit, set-off or counterclaim against us in order to justify withholding payment of any such amount in whole or in part.



faces not numbers



## 12 Special Terms if you order online or over the phone

### 12.1 These terms are on our website

If you order Services from us online, or otherwise at a distance then you may print out these Terms at [www.AdEPT-telecom.co.uk](http://www.AdEPT-telecom.co.uk)

Our order acknowledgement and these Terms provide you with the information required by the ecommerce and distance selling rules both before and after a contract is formed:

- Our name, address, company registration, email contact, regulator and VAT number are as stated in clause 1;
- contract formation is described in clause 2;
- relevant codes of practice may be found on the AdEPT website (also see clauses 9, 11, 12 and 13);
- We tell you what Services you have ordered and their key features in the order acknowledgment;
- applicable prices, validity period and minimum term and payment mechanisms including taxes are described in clauses 5, 8 and 12 (if you are a consumer) and the AdEPT tariff on the AdEPT website;
- you may end your contract by notification by email within 7 (seven) working days of the Order Date without further liability;
- you agree that as we are reliant on third party suppliers outside our control for the provisioning and activation of your order that execution may take longer than thirty (30) days;
- order acknowledgement is made without undue delay and by electronic means (see clause 2.1);
- you may correct your order before submitting it by following the process on the AdEPT website;



faces not numbers



- contracts will not be filed with any third party, but will be stored by us, are accessible on request and may be corrected by notifying us (see clause 9);
- We will refund any card payments made fraudulently if you are a consumer; and
- the language of the contract shall be English.



faces not numbers



## 13 Special Voice Terms

### 13.1 If you order voice Services from us then:

- you may request us to port your number from another communications provider. However you agree that this may not be possible and we may provide you with a new number. If you request us to port your number you agree to provide us with such assistance and cooperation as we may need to port your number;
- if you request us to do so, we will port your number to another communications provider if reasonably practicable;
- you agree that any numbers allocated to you are not owned by you and may be withdrawn or replaced by us at any time. However, we will not arbitrarily withdraw or replace numbers and will only do so in accordance with our regulatory obligations or your consent. Further you will not attempt to sell, transfer or assign any number to anyone else;
- you are responsible for payment of all calls made using the Service;
- the availability of certain features (eg, Calling Line Identity Presentation (CLIP)) is dependent on your equipment, for which you are responsible, or dependent on activation by you (eg, Voicemail);
- we may bar the availability of certain numbers, Services or features at our sole discretion. We will use this discretion with regard to anomalous use of your Service in order to try to protect you from fraud or unauthorised usage, although we do not guarantee such protection. Without limitation this may include: call diversion to certain international numbers; calling card access numbers; and certain international destinations;
- unless you indicate on the order form that you do not require an itemised bill then, subject to clause 8.7, we will provide you with an itemised bill in accordance with our regulatory obligation to do so.



faces not numbers



## 14 Special Broadband Service Terms

### 14.1 If you purchase AdEPT broadband services from us then:

- we will not be able provide you with Service if your line is used for incompatible products provided by other communications providers.
- due to the nature of the Service it is provided at a particular address. If you move house you will need to cancel Service at your old address and order a new Service at your new address. Standard charges will apply to both termination and activation.
- We provide you with a password to access the Service you must keep the password or other security information confidential and you will be responsible for any activities that take place in conjunction with the use of your password or security information. This is particularly important in relation pay as you go and/or metered services as you will be responsible for charges incurred in conjunction with use of the password or other security information. You must inform us and change your password in the event that you become aware of any insecurity, any unauthorised use of your account or any other breach of security;
- We reserve the right to prevent our network from being used for illegal purposes and to protect the integrity and security of our network. In order to achieve this we may introduce automated systems for the prevention of illegal activity and for restricting access to and from the network. For instance we may block emails that have the characteristics of Unsolicited Commercial Email (Spam). You will receive an email notification to the email address that sent the email in question if an email sent by you is blocked. If you have any queries in relation to these limitations you should contact us.



faces not numbers



## 15 Special SIP Service Terms

### 15.1 If you purchase AdEPT SIP services from us then:

- Lead time – VxDSL provisioning lead time is 15 working days if an analogue line is available without an existing DSL service or 20 days otherwise. If you are in contract with another DSL service provider, termination fees may be demanded by their Internet Service Provider.
- We cannot guarantee that you will be able to access the emergency telephone services using either 999 or 112 using the services.
- Upon termination of this agreement the right to the use of internet, addresses, passwords, user names and SIP numbers allocated by AdEPT or its third party shall revert to AdEPT with immediate effect.

## 16 Special NGN Service Terms

### 16.1 If you purchase AdEPT NGN services from us then:

- Where any number remains unused or receives less than 4 hours of calls per month after a period of 1 consecutive month from initial connection, AdEPT reserves the right to apply an administration charge of £10 per number for each inactive month.



faces not numbers



## 17 Special Data Products Service Terms

<b>17.1 Definitions :</b>	
Committed Delivery Date (CDD)	Means the date by which we anticipate the activation date of the services to begin. This is also the date by which AdEPT Telecom is measured against service credits for failing to deliver on or before the CDD.
Data centre	Is a dedicated building providing space, power and secure facilities for storing data equipment and services. Often called a carrier hotel (where a telecommunications 'carrier' will rent space or 'rooms' within a data centre). AdEPT Telecom's network providers house their local points of presence (PoPs) in certain data centres around the UK.
Ethernet First Mile (EFM)	Is a term of reference given to the delivery of an Ethernet circuit, where the tail circuit is copper rather than the traditional fibre. New technology makes this possible and more affordable in locations where fibre delivery is either impossible or prohibitively expensive.
Ethernet circuit	Is similar to a leased line, but is generally a fibre based product to the point of entry into a building (except where the 'tail circuit' is provided as copper on an EFM technology). However, Ethernet circuits differ in that they are always presented as either an RJ45 connection (copper twisted pair Cat5e patch cable) or as a fibre patch cable presentation (termination type to be specified). Ethernet circuits operate at the International standard IEEE 802.3. Ethernet circuits are available usually at incremental speeds of 1Mb or 2Mb, where the minimum circuit speed is 1Mb, and the maximum will be multi gigabit circuits.



faces not numbers



<p>Leased line</p>	<p>A leased line is a symmetric telecommunications line connecting two locations. It is sometimes known as a 'private circuit' or 'data line'. Unlike a traditional PSTN line it does not have a telephone number, each side of the line being permanently connected to the other. Leased lines can be used for telephone, data or Internet services. In this instance, we refer to leased lines as either a point to point (P2P) connection between two customer locations, or between a customer location and a data centre, or between a customer location and a PoP. In the latter instance, this will be typically for Internet provision. In the U.K. leased lines are available at speeds from 64Kb/s increasing in 64Kb/s increments to 2Mb/s over a channelised E1 tail circuit, and can be purchased in higher bandwidths. However, AdEPT Telecom only provides 2Mb E1 circuits. These circuits can be provided over copper or fibre.</p>
<p>Point of Presence (PoP)</p>	<p>Is a node within the AdEPT Telecom network, sited within a data centre. It is the local point within our network, to where Internet circuits are terminated.</p>
<p>Target ready for service date (TRFS)</p>	<p>Means the initial date which is supplied by the AdEPT Telecom provisioning team as the estimation for an activation date. This is not a binding date, nor is it a CDD, and should be used as a guide only as to the likely activation date.</p>
<p><b>17.2 Order Process:</b></p>	
<p>17.2.1</p>	<p>AdEPT Telecom will endeavour to issue a TRFS at the same time at which it acknowledges receipt and confirm the customer order. The TRFS is the day on which we expect (under normal circumstances) the service activation date commences, and therefore the date which the service contract starts.</p>
<p>17.2.2</p>	<p>Throughout the provisioning process, AdEPT Telecom will need to communicate with named member(s) of the customer's staff (or their nominated representatives) to arrange access to the</p>



faces not numbers



	customer or the end user's premises, for AdEPT Telecom and/or their third party suppliers. Any delays to these requests either by the customer, their representatives, the end user, or the Landlord of the termination premises will delay AdEPT Telecom from meeting the TRFS and from issuing a CDD.
17.2.3	Typically within 10 working days of acceptance of an order, AdEPT Telecom or their third party representative will perform a termination location, premises survey, also known as a 'site survey'. It is typical that within a further 10 working days of the site survey, that AdEPT Telecom will be able to issue a CDD.
17.2.4	The CDD is the date by which AdEPT Telecom agree to have service ready for use (the activation date), and should AdEPT Telecom miss this target date, the customer is able to claim 'service delivery credits' which are detailed below in table 17.2.5 subject to 17.2.2, any delays outside of AdEPT Telecom control may lead to delays in the CDD and therefore invalidate any service delivery credit claim.
17.2.5	SERVICE DELIVERY CREDITS
<b>Number of working days beyond AdEPT Telecom CDD date</b>	<b>Compensation = percentage of connection charge for the circuit to be credited to the customer</b>
01-10	5%
11-15	10%
16-20	15%
More than 20	20%
17.2.6	In the event that the customer takes a dual circuit solution from AdEPT Telecom, where the tail circuits are provided by alternate carriers (or the same carrier but via geographically diverse PoPs) and one is configured as primary, with the other as a backup, then AdEPT Telecom will provide a TRFS and a CDD for each circuit.



faces not numbers



	<p>The processes outlined within this document for delivery, will apply to each. Where the solution is quoted and sold at a fixed monthly, quarterly or annual price, AdEPT Telecom reserve the right to charge for separate services as they are delivered. E.g. customer takes 100Mb leased line, with a 10Mb leased line backup In this event, AdEPT Telecom will charge for the first circuit and accompanying hardware (such as, but not limited to, routers, firewalls or cable trays) delivered on a pro rata basis, as this is a useable Internet connection.</p> <p>The final charges will be applied on delivery of the second circuit and its confirmed live backup status presented in a working condition. At this stage, the contract term of the agreement for the solution will start. E.g. customer taking a 36 month term contract, with a 100Mb primary and a 10Mb backup circuit. The 100Mb circuit is delivered (as working) 2 months before the backup circuit. Not until the delivery of the backup circuit will the 36 month term of the agreement start. This means that the customer will be liable to pay the installation, monthly rental and reasonable set up costs as described above, for the primary circuit for an additional 2 months in this example.</p> <p>In all cases, unless otherwise stated by the customer, AdEPT Telecom and their third party suppliers as applicable will endeavour to provide both or any circuits as part of any given solution at the same time. However, when this is not practicable or any third part service provider will not accommodate such requests, then the customer will be liable for all service charges as they arise on the activation date of said services.</p>
17.2.7	<p>In the event that a customer takes an ADSL backup service to their leased line, AdEPT Telecom will deliver the ADSL service and the leased line as close to the leased line CDD as possible using all reasonable endeavours. The exception to this will be when a customer asks for the ADSL service to be supplied in lieu of the leased Line being fulfilled. In this instance, AdEPT Telecom will charge pro rata for the delivery and rental of the ADSL service and accompanying hardware (such as, but not limited to, routers, firewalls or cable trays). The final charges will be applied on the</p>



faces not numbers



	activation date of the primary leased line circuit.
17.2.8	For ADSL backup services, at no time will the provision of an ADSL service be subject to service delivery credits.
17.2.9	Where ADSL backup services are taken, it is the customer's responsibility to ensure that there is an adequate, uncompromised BT analogue PSTN circuit. Should the customer not provide a valid telephone number for this PSTN circuit, then AdEPT Telecom will not be able to provide the ADSL service. Similarly, if the PSTN termination is not in the correct location (should be within 3 metres of the planned leased line termination point) then AdEPT Telecom will not be able to provide the ADSL service as a backup.
17.2.10	For all services, when an installation fee is levied (as per the customer order form) AdEPT Telecom reserve the right to invoice this fee, which must be paid before we hand over the service to the customer or end user.
17.2.11	Subject to 17.2.6 and 17.2.7, the term of the service contract as indicated on the customer order form will not start until the final circuit or complete solution is delivered. I.e. the service charges and start dates of individual circuits may be staggered, but the service solution term of contract will start and end at the same time. This means that the first circuit to be provisioned will be invoiced prior to the term of the contract starting, and the invoice period in lieu of the backup or secondary circuit(s) will vary depending on the independent tail circuit CDDs. Wherever possible however, we will try to ensure that the CDD for each circuit in a multi circuit solution are as close together as possible.
17.2.12	<p><b>CUSTOMER'S RESPONSIBILITY:</b> It is the responsibility of the customer at all times to ensure the following:</p> <ul style="list-style-type: none"> <li>• 3 pin standard UK plug socket is available for each piece of required electronic equipment supporting the service(s) provided. Typically this will be one socket for each carrier NTE, and one for each router (or CPE) supplied by AdEPT Telecom to support the service. In addition, additional power sockets may be required as directed following initial</li> </ul>



faces not numbers



	<p>site survey depending upon the solution(s) purchased</p> <ul style="list-style-type: none"><li>• For all ADSL services as a backup, the customer must ensure that a non service bearing standard analogue PSTN line is available for AdEPT Telecom to enable the ADSL service. This PSTN line must terminate within 3 metres of the location of the AdEPT Telecom CPE</li><li>• That enough rack space, where the customer expects the carrier NTE and AdEPT Telecom CPE to be positioned within a data rack (standard UK 19inch width), and that there is at least 3U of available space per single leased line or Ethernet circuit. As much as 10U may be required in certain circumstances but this is the exception rather than the rule and should be identified at survey</li></ul>
--	--



**Your service is supplied by AdEPT Telecom plc**