

# Terms and Condition for Broadband Service

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## 1. Definitions

"We, us or SCS" means Sprint Ltd T/As SCS whose registered office is at 73 Church Road Hove BN3 2BB. Registered in the UK. "Customer" means the person who places the Order and uses the Services. "Telephone Line" means the telecommunications circuit that the Customer uses to obtain telecommunications services over the public switched telephone network at the Site as notified by the Customer. "Agreement" means these Terms, together with the order form. "Installation date" means the date when DSL service is installed in the site. "Consumer" means a person who enters into a contract other than in the course of a business. "Customer Equipment" means apparatus belonging to the Customer. "Order Form" means the SCS application form, written customer order or e-mailed customer order. SCS Equipment" means any apparatus or equipment provided by SCS or any third party to the Customer at the Site to enable provision of the Service under this Agreement. "Site" means the Customer Site where the Service is to be received. "Service" means the installation, connection and supply of a telecommunications circuit capable of supporting DSL services at the Site and the provision of telecommunication services over such circuit.

## 2. Commencement and Duration

This Agreement will commence on the Commencement Date and shall continue for an initial period of 12 months unless otherwise stated and will automatically renew subject to termination under Clauses 12.

## 3. Provisions of the Service.

**3.1** We shall provide or procure the provision of the Service to the Customer in accordance with the terms of this Agreement. The Customer acknowledges that it is technically impracticable to provide a fault free Service and SCS does not undertake to do so.

**3.2** The provision of the Service to the Customer will be subject to the characteristics of the Customers Access Connection and the Carrier may determine that it is not possible to supply the Service over the Customers Access Connection. Where this is the case, we will immediately terminate this Agreement, and will not be liable to the Customer for such termination.

**3.3** The Customer acknowledges that during the installation of the SCS Equipment for the provision of the Service the Customer Access Connection may suffer a temporary loss of telephone service, and /or interference to any other Access Connection services, which shall be reinstated following installation SCS will not be liable for any loss, interruption or interference during installation. The Customer also acknowledges that any telephone socket extensions that are incorrectly wired may be disconnected during installation, without liability to SCS.

**3.4** Occasionally SCS and/or our suppliers may have to interrupt the Service or change the technical specification of the Service for operational reasons (such as maintenance or Service upgrades) or because of an emergency. In these circumstances where possible SCS will give notice to the Customer of any such interruption however, the Customer shall have no claim against SCS for any such interruption.

**3.5** Except as otherwise expressly permitted under this Agreement, the Customer may not: - modify the Service without our prior written consent; - redistribute copy or use the Service, or transfer rights to the use of the Service to any third party; - disclose details of the Service, to any third party without our prior written consent; Use the Service except in conjunction with our recommended operating guidelines;

**3.6** SCS shall use its reasonable endeavours to comply with the Customer's reasonable requests in respect of installation but SCS or our supplier's decision on the routing of cables and wires and the positioning of outlets and other apparatus constituting the SCS Equipment shall be final and binding.

**3.7** SCS shall use all reasonable endeavours to provide and install or procure the provision and installation of the SCS Equipment at the Site so that the Service can be provided on or before any installation date specified or agreed to by SCS. Any installation date is an estimate only and we shall not be liable for any failure to meet such installation date.

**3.8** Installation of the Service may be subject to a survey carried out by SCS or our suppliers and the Service may not be provided where the survey carried out, is incomplete or unsatisfactory.

**3.9** The customer accepts that the service is rate adaptive and will run at the most reliable speed available.

**3.10** The customer accepts that peak and sustained throughput rates may be reduced by contention within the network the suppliers central. Other components sourced by the customer to provide the customer service, end user speed control systems and the internet and by rate adaptation of modems and Line Rate for Max products.

## 4. Use of the Service

**4.1** The Customer must not use the Service: - in a way that does not comply with the terms of any legislation or any license applicable to the Customer or that is in any way unlawful or fraudulent or has any unlawful or fraudulent purpose or effect; - in connection with the carrying out of a fraud or criminal offence against SCS, or any other public telecommunications operator; - to send, knowingly receive, upload, download, use or re-use any material which is abusive, indecent, defamatory, obscene or menacing, or in breach of any copyright, confidentiality, privacy or any other rights; - to send or procure the sending of any unsolicited advertising or promotional material other than in the case of the Customer to its own customers; in a way that does not comply with any instructions SCS or our supplier has given; or in a way that in SCS's reasonable opinion could materially affect the quality of any service, including the Service, provided by SCS or our supplier-in a way that in our reasonable opinion could affect the experience of others on the network; including but not limited to; persistent heavy users of the service, who in SCS's reasonable opinion could be seen to be over-using their contended service, may at our discretion find their available bandwidth restricted at certain times of the day.

**4.2** SCS will be entitled to suspend the Service or terminate the Agreement where SCS, in its absolute discretion, believes the Customer is in breach of any provisions of Clause 4.1.

**4.3** The Customer acknowledges and accepts the following technical limits relating to the Service: - transmission performance of some metallic local loops will mean it is technically impracticable to provide Service to all Customers within the Service Availability Area; - currently, until such time as SCS advises otherwise, the Service cannot be provided over the same Access Connection as certain other telecommunications services, available on request. - the Service is not available to Sites where all or part of the Access Connection is provided over fibre optic cable or radio systems. - that the Service may also affect the performance of some PSTN customer premises equipment. - that some technical limitations may not become apparent until after the Service has been installed and working for some time. In such circumstances the Service for some individual may need to be withdrawn. - upload speeds (and download speeds for MAX) are dependent on distance from the exchange, atmospheric conditions and quality of the metallic path and may vary without notice to the customer. -Rate adaptation can occur several times a day and may cause the link to the DSLAM to reset. -that in the case of any rate adaptive product, such as MAX services, throughput guarantees will relate only to the actual rated speed of an individual connection, not any implied speed of service.

**4.4** In the circumstances referred to in Clause 4.3 SCS will have no liability to the Customer relating to the provision of the Service (or SCS's inability to provide the Service), the performance of the Service, its effect on other services or equipment or the withdrawal of the Service.

**4.5** The Customer will co-operate with SCS's reasonable requests for information regarding the Customer use of the Service and supply such information without delay.

**4.6** The customer must adhere to the acceptable use policy, which may change from time to time. Failure to adhere to the acceptable use policy may result in restriction of bandwidth or a charge per GB above the agreed monthly limit.

## 5. Charges

**5.1** The charges for the Service will be calculated in accordance with the SCS Price List. Charging will begin on the Commencement Date for the Service and is paid one month in advance. Charges will be calculated in accordance with details recorded by, or on behalf of, SCS.

**5.2** The Customer will pay the charges within 14 days of the date of SCS's invoice.

**5.3** All charges exclude Value Added Tax (VAT) at the applicable rate, unless stated otherwise.

**5.4** SCS may also make an additional charge (on the basis of additional charges detailed in the SCS Price List), on its own behalf or on behalf of a carrier in the following circumstances: - an abortive visit charge may be incurred where incorrect information supplied by the Customer means it is technically impracticable to provide the Service over the Customers Access Connection; - where it is necessary to relocate the existing telephone master socket to provide the Service; - where SCS or our supplier are unable to gain access to the Site to carry out installation of the Service or the installation is aborted an abortive visit charge may be payable; - where certain order information provided by the Customer is illegible, inaccurate or incomplete an administration fee will be charged; - where SCS or a supplier or carrier provide the support to the Customer outside its normal support times in supply of the Service; - where a fault relates to equipment other than the supplied Equipment. Ancillary charges will be sent to the customer on a separate bill following receipt from our supplier (in turn from their supplier). SCS accepts no responsibility for the accuracy of the suppliers data. The following are examples of the most common ancillary charges; this is not an exhaustive list but will cover the vast majority of charges.

## 6. Customer Obligations

**6.1** To allow the installation and use of the SCS Equipment at the Site, the Customer will at the Customer's own expense: - obtain all necessary consents, including consents for any necessary alterations to buildings; - take up or remove, any fitted or fixed floor coverings, ceiling tiles, suspended ceiling and partition covers, as SCS or supplier advises are necessary, and carry out afterwards any making good or decorator's work required; and - provide any electricity and connection points required by SCS or supplier. The criteria above must be completed in advance of any installation work.

**6.2** The SCS Equipment shall remain the property of SCS or the supplier of such equipment (including our suppliers) and the Customer shall at all times make clear to third parties that the same is the property of SCS or a third party supplier of such equipment. SCS may modify, substitute, renew or add to the SCS Equipment from time to time at its absolute discretion.

**6.3** SCS shall supply the Customer with the relevant information to enable the Customer suitably to prepare the Site for delivery and installation of the SCS Equipment. The Customer shall at their own expense provide suitable accommodation, assistance, facilities and environmental conditions for the SCS Equipment and all necessary electrical and other installations and fittings.

**6.4** A secure electricity supply is required at the Premises for the installation, operation and maintenance of the SCS Equipment at such points and with such connections as specified by SCS. Unless otherwise agreed, this power supply is to be provided by the Customer. SCS shall not be responsible for interruption or failure of the Services caused by a failure of such power supply.

**6.5** The Customer is responsible for the SCS Equipment and must not add to, modify or in any way interfere with it nor allow anyone else (other than someone authorised by SCS) to do so. The Customer will be liable to SCS for any loss of or damage to the SCS Equipment, except where such loss or damage is due to fair wear and tear or is caused by SCS, or anyone acting on SCS's behalf.

**6.6** Any Customer Equipment connected to or used with the Service must be connected and used in accordance with any instructions, safety and security procedures applicable to the use of that equipment. Any equipment which is attached (directly or indirectly) to the Service must be technically compatible with the Service and approved for that purpose under any relevant legislation or telecommunications industry standards.

**6.7** To enable us to carry out our obligations under this Agreement, the Customer will at all reasonable times provide SCS employees, and anyone acting on SCS's behalf including our carrier, who produces a valid identity card, with access to any Site and any other premises outside of our control. We will normally only require access during its usual working hours but may, on reasonable notice, require the Customer to provide access at other times. SCS may agree to work outside its usual working hours, but the Customer must pay SCS additional charges for doing so as detailed in Clauses and the SCS Price List.

**6.8** If through no fault of SCS, we are unable to carry out an installation at, or gain access to, the Site or the installation is aborted, we will notify the Customer Nominated Contact and may raise an abortive visit charge.

**6.9** The Customer hereby irrevocably gives permission to SCS or our suppliers and carriers and its employees, agents or contractors to: - execute any works on the Premises for, or in connection with, the installation, maintenance, or removal of the SCS Equipment; - keep and operate telecommunication apparatus installed on, under or over the Premises; - enter the Premises to inspect any telecommunication apparatus kept on, the Site or elsewhere for the purposes of providing the Service. Where this Agreement or the Service is terminated for any reason SCS or our suppliers and carriers will be entitled to enter the site to remove SCS equipment installed there.

**6.10** The Customer undertakes: - to comply with all instructions SCS may notify to the Customer for use of the SCS Equipment; - not to allow the SCS Equipment to be repaired or maintained other than by an authorised representative of SCS; - not to damage the SCS Equipment and not to add modify or in any way interfere with the performance of the SCS Equipment; - not to attempt to sell the SCS Equipment; - not to remove any identification mark affixed to the SCS Equipment showing that it is the property of SCS or other third party supplier of such equipment.

**6.11** The Customer shall be responsible for the repair and maintenance of any Customer Apparatus used in order to obtain or use the Service.

## 7. Technical support

Technical Support for the Service is available by telephoning SCS during normal SCS office hours.

## 8. Intellectual Property Rights

**8.1** The Customer acknowledges that the Customer shall have no rights to any intellectual property rights arising as a result of any use of the Service.

**8.2** Any and all intellectual property rights used or embodied in or in connection with the Service shall be and remain the sole property of SCS or SCS licensors. No title or intellectual property rights therein or in any modification or extension thereof shall pass to the Customer unless specifically stated under the Agreement.

**8.3** The Customer acknowledges such title, interest and rights and the Customer shall not take any action to jeopardize, limit or interfere in any manner with SCS's (or any third party supplier's) title, interests or rights with respect to the Service, including but not limited to, using SCS or our suppliers and carriers trademarks or trade name.

## 9. Warranties

**9.1** The service will be provided without warranty or representation of any kind, whether express or implied SCS disclaims and excludes all such warranties and representations including without limitation any warranty or representation that the Service is free of defects, of satisfactory quality, fit for a particular purpose or non-infringing of third party rights. The Customer accepts all risks and liabilities associated with the use of the Service.

## 10. Limitation of Liability

**10.1** Nothing in this Agreement shall exclude or limit liability for death or personal injury resulting from the negligence of either party or their servants, agents or employees.

**10.2** Neither party shall be liable in contract, tort, pre-contract or other representations (other than fraudulent or negligent misrepresentations) arising out of or in connection with this Agreement for: - any economic losses (including, without limitation, loss of revenues, profits, contracts, or business); or - any special, indirect or consequential losses or any destruction of data, arising out of or in connection with the provisions of this Agreement.

**10.3** Subject to clauses 10.1 and 10.2 SCS liability to the Customer in contract, tort, negligence, pre-contract or other representations arising out of or in connection with this Agreement or the performance or observation of its obligations under this Agreement shall be limited in aggregate to the charges paid, by the Customer under this Agreement.

**10.4** Each provision of this Agreement, excluding or limiting liability, operates separately. If any part is held by a court to be unreasonable or inapplicable, the other parts shall continue to apply.

**10.5** The Customer indemnifies SCS and its suppliers including any carriers against any claims or damages arising from the Customers access to or use of the Service and any information, data or material produced, transmitted or downloaded on the Service.

## 11. Force Majeure

**11.1** If either party is unable to perform any obligation under this Agreement because of a matter beyond that party's reasonable control such as lightning, flood, exceptionally severe weather, fire, explosion, war, civil disorder, industrial disputes (whether or not involving that party's employees), or acts of local or central Government or other Competent authorities or events beyond the reasonable control of that party's suppliers, the party will have no liability to the other for that failure to perform.

**11.2** If either of the events detailed in paragraph 11.1 continue for more than 3 months either party may serve notice on the other terminating this Contract.

## 12. Termination

**12.1** The Customer may terminate this agreement after the initial term by giving 30 days written notice to SCS. If a 12 month contract is terminated early we will charge the customer the remaining fees in full, including the cancellation fee detailed in 12.3

**12.2** Either party may terminate this Agreement or the Service provided under it immediately, on notice, if the other: - commits a material breach of this Contract, which is capable of remedy, and fails to remedy the breach within 15 days of a written notice to do so; - commits a material breach of this Contract which cannot be remedied; is repeatedly in breach of this Contract; or who or assignment for the benefit of their creditors, or goes into voluntary (otherwise than for reconstruction or amalgamation), or compulsory liquidation or a receiver or administrator is appointed over their assets.

**12.3** Cancellation in the form of a cease of the service, placed by either party under terms 12.1 and 12.2., will raise a charge of £35.00 to the customer. Migrations away from the service in the form of a 'Migration Authority Code' assisted migration do not attract the cancellation charge.

**12.4** SCS may terminate this Agreement immediately upon written notice to the Customer if: - SCS is informed by our suppliers or carriers supporting the Service that our suppliers and carriers is required to cease the Service by a competent regulatory authority; or - Our suppliers and carriers supporting the Service ceases to do so for whatever reason or changes the terms of its provision of telecommunications services to SCS for the Service beyond the reasonable control of SCS; - the Customer fails to comply with any of the material terms or conditions of the Agreement and the Customer does not remedy such failure within 15 days of a request to do so.

**12.5** Upon termination of this Agreement the Customer shall immediately stop using the Service and the Customer right to use the Service shall immediately terminate.

**12.6** If either party delays in acting upon a breach of this Agreement that delay will not be regarded as a waiver of that breach. If either party waives a breach of this Agreement that waiver is limited to that particular breach.

## 13. Confidentiality

**13.1** The parties will keep in confidence any information (whether written or oral) of a confidential nature (including software and manuals) obtained under or in connection with this Agreement or the Service and will not without the written consent of the other party disclose that information to any person (other than their employees or professional advisers, or in the case of SCS the employees or their suppliers, who need to know the information).

**13.2** This Clause 13.1 will not apply to: - any information, which has been, published other than through a breach of this Agreement; - information lawfully in the possession of the recipient before the disclosure under this Agreement took place; - information obtained from a third party who is free to disclose it; and - information, which a party is, requested to disclose and, if it did not, would be required by law to do so.

**13.3** This Clause 13.1 will remain in effect for 5 years after the termination of this Agreement.

## 14. Data Protection

**14.1** SCS and the Customer each agree to comply with their respective obligations under applicable data protection legislation and maintain all relevant registrations, including (in relation to the Customer) such registrations and consents as the Customer should obtain and maintain to enable SCS to process personal data in connection with the performance by SCS of its obligations under this Contract.

**14.2** The Customer agrees that SCS may put their name and other details obtained from the Order Form into a computerized directory for internal use and to enable SCS to provide the Service.

**14.3** Rights of subject access will be in accordance with the Data Protection Act 1998 and upon request in writing and payment of the appropriate fee.

**14.4** Any and all data supplied by Customers is held in accordance with our current Privacy Policy.

## 15. Notices

**15.1** Notices given under this Agreement must be in writing and may be delivered by hand, or by courier or first class post to Europa House, Southwick Square, Southwick, Brighton, BN42 4FJ.

**15.2** The Agreement will constitute the entire agreement between the parties and will supersede all prior and contemporaneous agreements, communications and representations (except for fraudulent or negligent misrepresentations) whether oral or written, between the parties.

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

**15.4** In the event of a dispute between the parties, the parties will attempt in good faith to resolve the dispute or claim arising out of or relating to the Agreement promptly through negotiations between the respective representatives of the parties who have authority to settle the same.

**15.5** If any provision of the Agreement (whether in part or in whole) is held by a court of competent jurisdiction to be illegal, invalid or unenforceable the remaining provisions of the Agreement shall remain in full force and effect.

**15.6** Any waiver of any breach of any provision of the Agreement will not constitute a waiver of any prior, concurrent or subsequent breach of the same or any other provisions of the Agreement.

**15.7** The Customer may not assign or otherwise transfer, by operation of law or otherwise, the Agreement or any rights or obligations therein without the prior express written consent of SCS.

## 17. Law

The Agreement shall be governed by the laws of England and the parties submit to the non-exclusive jurisdiction of the Courts of England.