



## Network Services Terms And Conditions

These General Terms and Conditions apply to all Order(s) for Goods and Services accepted by us. These General Terms together with the relevant Order(s) will form the Contract between us once they have been signed by both of us. References in this Contract to "us" and "we" will mean STL Communications or any assignee of ours and references to "you" will mean the customer named in the relevant Order(s)

### 1. Definitions

In this Contract

**"Acceptable Use Policy"** means our policy for the use of the internet related Services set out on our Website as may be revised by us from time to time by posting any updated version on our Website

**"Agreed Usage"** means the monthly minimum call traffic if any specified in the Order

**"Charges"** mean the charges payable by you to us for the provision of the Services as set out in the Order or any revised version of the Order notified to you in accordance with Clause 7.2 together with all applicable taxes and any interest due in accordance with Clauses 7.3 and 7.5

**"Committed Period"** means in respect of each Service, the minimum period of thirty six months (or such other minimum period as may be agreed between the parties) which will be automatically rolled over to one year minimum periods on the anniversary of the commencement of each minimum period unless notice of cancellation is received by STL not less than 90 days before the end of the relevant minimum period. Contracts that rollover in accordance with the terms of this clause will be subject to the STL Business Tariff with effect from the date of such rollover.

**"Contract"** means these General Terms and Conditions the Order and any other document specifically incorporated into this contract in writing.

**"Customer Equipment"** means any hardware and/or software owned controlled or licensed by you which is to be provided to us by you or otherwise made available for the purposes of providing the Services.

**"Equipment"** means any hardware and/or software used by us to provide the Services.

**"Facility Limit"** means the usage, webspace, bandwidth or other capacity or volume measure indicated in the Order as the applicable Facility Limit for a Service

**"Legislation"** means any applicable legislation, authorisations, permissions, rules, regulations, orders and guidelines relating to the provision and/or marketing of the Services and includes without limitation the Communications Act 2003 the Telecommunications Act 1984, the ICSTIS Code and/or any directives or other requirements issued by OFCOM from time to time

**"STL Communications Site"** means the premises owned or controlled by us at which any of our Equipment and/or your Equipment is located or is to be located for the purpose of providing the Services

**"STL Website"** means the Website located at stlcomms.com or such other Website as may be notified by us

**"Order"** means a schedule which sets out the scope of the service relevant Charges and any special terms which are particular to that Service

**"Service Credits"** means the amounts payable if any by us to you in accordance with Clause 3 and the Order

**"Service Failures"** means any failure error or defect in the provision of the services but excludes failures errors or defects arising from caused by or contributed to by your acts or omissions or third parties including other providers of telecommunications computers or other equipment or services including internet services or any failure error or defect arising as a result of causes beyond our reasonable control

**"Service Level"** in relation to a service means the performance standard if any set out in the Order

**"Service"** means any one of the services described in an Order and services means any combination of two or more such services

**"Software"** means the software provided by us to you, if applicable for the purposes of enabling you to use the services including all associated documentation

**"Start Date"** means the target date for the commencement of the provision to the services to you

### 2. Services Provided by Us

2.1 We will provide the services in accordance with the terms of this contract

2.2 We will use reasonable skill and care when providing the services

2.3 The services are provided for use by you in the course of your business

### **3. Service Levels**

3.1 We do not guarantee that the services will be continuously available to you or free from service failures. The service level agreement applicable to this Contract will be as set out in the Contract.

3.2 Where you believe that you are experiencing a service failure you must immediately report this to us providing sufficient information to enable us to investigate the problem. We will log the time of receipt of all such reports

3.3 Where we spend time investigating a fault reported by you and conclude there has been no service failure we reserve the right to charge for all reasonable costs and expenses incurred in investigating the report and you agree to pay such charges

3.4 We reserve the right at our sole discretion to carry your traffic using alternative carriers or methods provided there is no material reduction to the standard of service provided.

3.5 In the event that you should question any charges relating to calls to our numbers we would ask you to provide proof of the disputed charge such as the phone bill. If the claim is valid we will refund the total cost of the call.

3.6. For customer support we display the following number 01993 777170 for customer service. This number is manned during office hours 9.00am – 5.30pm Monday to Friday.

### **4. Your use of Services**

4.1 You agree that you will not use the services in a way which would

- a) Contravene or cause us to contravene any legislation
- b) Contravene our Acceptable Use Policy (where applicable)
- c) Compromise the security of our equipment or other systems including by introducing viruses or failing to employ appropriate security procedures.
- d) Cause a degradation of service to any of our other customers
- e) Involve the sending of unsolicited marketing or advertising materials
- f) Result in the transmission or storage of any material of a pornographic obscene defamatory menacing or offensive nature or which would result in the breach of any third parties intellectual property rights confidential information or privacy
- g) Breach or cause us to breach any applicable data protection legislation including but not limited to Data Protection Act 1988
- h) Exceed your facility limit
- i) Lose or cause us to lose or breach or cause us to breach our authorisation

4.2 You will indemnify us against any claims proceedings or threatened proceedings from third parties and against any lost or damage suffered by us arising from any breach of your obligations under this contract including this clause 4 and for all costs and expenses reasonably incurred by us in investigating and defending ourselves in relation to any such claims proceedings or threatened proceedings

4.3 You are solely responsible for safeguarding your data by taking back up copies maintaining a disaster recovery process and through any other means you believe appropriate

4.4 To enable us to perform our obligations under this contract you will obtain all requisite licences consents and permissions and permit or procure permission for us or our agents to have access to your premises and will provide such reasonable assistance and information as we request from time to time. We will schedule the work during normal office hours. Any requests by us to carry out work at other times may be refused by you. Any request by you that we carry out work at other times may be refused by us but if accepted such work will be charged to you at our then current standard rates.

### **5. Our Equipment**

5.1 Our equipment is owned by us or our suppliers or licensors and no title in any of our equipment will pass to you under this contract. We grant you a non exclusive licence to use the equipment at the

premises specified in the Order whilst the services to which the equipment relates are being provided to you under this contract

5.2 Where our equipment is being provided for use at your site you will be responsible for its maintenance and prompt return to us on termination of the services. Unless we agree otherwise you will be responsible for the installation of any equipment. Where we are to install equipment you grant us and our agents a right of access to your site, on reasonable notice, to install our equipment and to inspect test maintain or otherwise deal with equipment and to recover it in the event that you fail to return it on request.

5.3 Risk in respect of equipment will pass to you on delivery of the equipment to you and you will obtain and maintain all risks insurance cover sufficient to cover and protect our interests in relation to the equipment.

5.4 You will indemnify us against any claims proceedings or threatened proceedings from third parties and against any loss or damage suffered by us arising from your use of our equipment where such claims and/or losses arise from the acts or omissions of you or your agents or subcontractors and for all costs and expenses reasonably incurred by us in investigating and defending ourselves in relation to any such claims proceedings or threatened proceedings

## **6. Customer Equipment**

6.1 Except as expressly set out in this contract you will be responsible for providing all necessary hardware, software, network facilities and telecommunications services to access and make use of the services provided by us

6.2 You will ensure that your telecommunications equipment conforms at all times with the legislation. We will not be under any obligation to connect or keep connected any customer equipment if it does not so conform or if in our reasonable opinion it is liable to cause death personal injury or damage to property or to impair the quality of services provided by us or to cause us to lose our authorisation or to put us in breach of our obligations to any third party

6.3 Where customer equipment is located at an STL Communications Site you will remain fully responsible for the risk to the customer equipment. You undertake to obtain and maintain the following insurance in respect of the customer equipment

a) Cover in an amount equal to the full replacement value of the customer equipment against fire theft accidental damage and all other risks and

b) Public liability insurance with cover in an amount not less than £10,000,000.00 per annum

6.4 On request you will provide us with certificates of cover in respect of the required insurance and evidence of payment of premiums

6.5 You are responsible for

a) Ensuring that the customer equipment meets the minimum technical specifications as notified by us required to be compatible with the services

b) Ensuring that the customer equipment is supplied and maintained in a safe condition in good working order and that it complies with all applicable legislation or regulations

c) Obtaining all required licences or other consents to enable us to have access to and use of customer equipment for the purpose of providing the Services including but not limited to any licence rights in respect of software which forms a part of the customer equipment. You are solely responsible for any costs associated with obtaining such licences and consents.

d) Delivering the customer equipment to the STL Communications Site prior to the start date and promptly removing it from the STL Communications Site on the termination of this contract. You are solely responsible for transportation installation and de-installation costs associated with the customer equipment

6.6 We have a lien over any customer equipment to secure all sums due and unpaid under this contract and you will not be entitled to remove the Customer equipment from the STL Communications Site unless and until we have received all outstanding sums owing to us.

6.7 We reserve the right to relocate the customer equipment to an alternative STL Communications site on giving you reasonable notice

6.8 You will indemnify us against any claims proceedings or threatened proceedings from third parties and against any loss or damages suffered by us arising from our possession or use of the customer equipment or from the location of the customer equipment at the STL Communications Site, and for all costs and expenses reasonably incurred by us in investigating and defending ourselves in relation to any such claims, proceedings and threatened proceedings.

## **7. Charges and payment**

7.1 You will pay us the charges as specified in the Order or as subsequently notified to you in accordance with Clause

7.2. Charges will be payable with effect from the date that a service or any part of a service is first made available to you for commercial use.

7.2 Following the initial contract term as specified in the order, Contracts that rollover in accordance with the terms of this clause will be subject to the STL Business Tariff with effect from the date of such rollover. We may change the charges for any other service by giving you 30 days notice of such change. The revised charges will apply to all Services provided after the effective date of the notice of change.

7.3 All charges are stated exclusive of value added tax (VAT) or other applicable taxes. You will be responsible for paying VAT and other applicable taxes which will be included in our invoices at the applicable rate(s)

7.4 We will issue invoices for the Services in accordance with the payment terms specified in the Order

7.5 You will pay invoices within 14 days of the date of the invoice by Direct Debit unless otherwise agreed. However, all non-Direct Debit payments will be subject to a charge of £10 per invoice. Interest will be charged on all overdue amounts on a daily basis at a rate of 4% above the base rate of the Royal Bank of Scotland Plc to run from the due date of payment until receipt by us of the full amount (including any accrued interest) whether before or after judgment in respect of the overdue amount.

7.6 Where under this contract a service credit or other sum of money becomes payable by us to you we shall be entitled to deduct the sum from charges due from you to us from time to time. We will show any such deductions as a credit in the invoice issued by us following the due date for payment of the sum owed by us to you.

## **8. Changes to Services and contract**

8.1 We may at any time on 30 days written notice to you vary any of the general terms and conditions the charges or any other provisions of this contract including the technical specification of the Services

## **9. Security and Backup Services**

9.1 You are responsible for the security of your use of the Services including but not limited to protecting all passwords backing up all data employing appropriate security devices including virus checking software and having disaster recovery processes in place

9.2 Where as part of a service we provide our equipment or services which have the principal purpose of safeguarding the security of the Services received by you we will use reasonable efforts to ensure that as at the date of installation of our equipment or the provision of the services our equipment and/or services comply with the agreed specifications for our equipment and/or services. However we provide no guarantee or warranty with respect to the security of the Services

9.3 Where you are or become aware of any matters which you know or ought to reasonably be expected to know constitute a threat to the security to the Services you will immediately advise us of such matters.

## **10. Term and Start Date**

10.1 This contract will commence on the date when both parties have executed the Order and will continue for the committed period (if any) and thereafter until terminated in accordance with its terms.

10.2 We will use our reasonable efforts to begin providing the Services by the start date if any stated in the Order however the start date and any of the dates given in this contract are estimates and are provided for planning purposes only. We will have no liability for any failure to meet the start date or any other date as

time is not of the essence in relation to any matter under this contract

## **11. Termination**

11.1 If you fail to pay any charges or fail to comply with your obligations under Clause 7 these failures will be deemed to be material breaches for the purposes of Clause 11.2

11.2 We may terminate this contract with immediate effect by notice in writing if you

- a) Fail to pay any sums due to us within 7 days of receiving written notice from us indicating sums due and demanding payment
- b) Fail to reach the agreed usage for a period of 90 consecutive days
- c) Are in material breach of this contract which breach is capable of remedy and fail to remedy that breach within 30 days of receiving the notice specifying the breach
- d) Are in material breach of this contract and that breach cannot be remedied
- e) Commit persistent breaches of contract
- f) Have any authorisation under which you have the right to run your own telecommunication system and connect it to our system removed revoked or amended
- g) Make any voluntary arrangements with your creditors or become subject to an administrative Order or go into liquidation whether voluntary or compulsory (other than for the purposes of reconstructions or amalgamation) or an encumbrancer takes possession of or a receiver is appointed in respect of any of your assets

11.3 In the event of termination by us in accordance with this clause during the committed period you will in addition to paying any unpaid charge due as at the date of termination be liable to pay us the cancellation charges as specified

11.4 We may terminate this contract if we cease to be authorised or if our authorisation is revoked or modified in any way which has a material impact on our ability to provide the Services or any of them or if we are prohibited from providing or restricted in our entitlement to provide the whole or any part of the Services

11.5 On termination of the contract each party will return to the other party any confidential information which it has in its possession

## **12. Cancellation and Suspension**

12.1 Individual Services or this contract may only be cancelled subject to Clause 10.1 and also subject to the stipulations contained in Clause 1 "Committed Period"

12.2 Subject to Clause 12.3 where you cancel a Service during the Committed Period for that Service or cancel the Contract during the Committed Period for any Service, you will pay the charges applicable to the unexpired portion of the Committed Period(s)

12.3 Where you cancel a Service of the Contract as a result of changes made to this Contract or to the Services by us in accordance with Clauses 7.2 and 8, and where the changes have a material adverse effect on your enjoyment of the relevant Services, you will not be liable for any charges arising as a direct result of such cancellation, but you will remain liable to pay any charges due and payable in respect of services already performed.

12.4 We may suspend the provision of any Services if and to the extent that:

- a) you fail to meet any of your obligations under this Contract including your obligations in relation to the Facility Limit and notice requirements concerning abnormal demands on our network
- b) we have reasonable cause to believe that you or any third party is acting in breach of the Acceptable Use Policy
- c) technical limitations exist or arise which make the provision of the Services impossible or materially limit the functionality or performance of the Services
- d) if and to the extent that in our opinion your conduct is likely to result in the breach of any law or is otherwise prejudicial to our interests
- e) necessary for operational reasons such as upgrades to the Services or regular or emergency maintenance; and

f) we are obliged to comply with any Order, instruction or request of a competent governmental regulatory or other authority. We will, where practical, give you notice of our intention to suspend the Services and, in relation to suspension for the reasons stated in Clauses 12.4(c) - (f) above, will restore the Services as soon as we are reasonably able to do so. If we exercise our right to suspend the Services this will not restrict our rights to terminate the Contract.

### **13. Force Majeure**

13.1 Neither party will be liable to the other for any delay in performing or failure to perform any of its obligations under this Contract (other than the obligation to pay the Charges) which occurs as a result of circumstances beyond a party's reasonable control. For the avoidance of doubt, circumstances beyond our reasonable control include but are not limited to power failures, non-availability of any third party telecommunication services, breakdown of any equipment not supplied by us.

### **14. Intellectual Property**

14.1 Except as expressly set out in this Contract, all intellectual property rights in our Equipment and Services will remain with us or our suppliers or licensors.

14.2 Where the Software is provided to enable you to make use of the Services, we grant to you a non-exclusive non-transferable licence to use the Software solely for the purpose of receiving the Services. Where any additional terms and conditions apply to your use of Software we will make these known to you and you will, if requested, sign any agreement reasonably required to protect the owner's rights in the Software.

14.3 You will not copy, decompile or modify the Software without our prior written consent (except as permitted by law) and will not distribute or disclose the Software to any third party.

14.4 You acknowledge that we have no obligation to review or edit any of your information or third party information which you store on or transmit through our Equipment or use in connection with the Services. However, we reserve the right to access, retain and disclose copies of such information for the purposes of:-

- a) correcting, maintaining and improving the Services;
- b) complying with any Legislation, conditions of our Authorisation or the terms of our contracts;
- c) observing the performance of the Services including for Service Level monitoring;
- d) retaining a record of activity on our Equipment or systems;
- e) complying with any request for information or disclosure from a court or other appropriately authorised body.

### **15. Confidentiality**

15.1 Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party as a result of this Contract. Both parties agree that any confidential information received from the other party will only be used for the purposes of providing or receiving services. These restrictions will not apply to any information which, a) is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause 15, or b) is acquired from a third party who owes no obligation of confidence in respect of the information, or c) is or has been independently developed by the recipient.

15.2 Notwithstanding Clause 15.1 we will be entitled to disclose your confidential information to a third party to the extent that this is required by any court of competent jurisdiction or by a governmental or regulatory authority or where there is a legal right, duty or requirement to disclose such confidential information.

### **16. Limitation of Liability**

16.1 We accept liability without limit for death or personal injury arising from our own negligence or for any fraudulent pre-contractual misrepresentation on which you can be shown to have relied.

16.2 Our liability to pay Service Credits in accordance with Clause 3 will be the maximum extent of our

liability and your sole remedy for any Service Failures

16.3 Subject to Clause 16.1 and 16.2, we are not liable to you whether under this Contract, tort (including negligence) or otherwise for direct or indirect loss of profits, anticipated profits, business, goodwill or anticipated savings, or for any indirect or consequential loss or damage including, but not limited to, claims against you from third parties and loss of or damage to your data even if such loss was reasonably foreseeable or we had been advised of the possibility of you incurring loss

16.4 Subject to Clause 16.1, our liability to you in contract, tort (including negligence) or otherwise in relation to or arising out of this Contract is limited to the greater of £25,000 (twenty five thousand pounds) or 50% of the annual aggregate charges arising under this Contract for all events, claims, losses however arising during the term of this Contract. Service Credits paid or credited by us to you will be taken into account for the purpose of calculating the limitation amounts set out in Clause 16

16.5 Except as expressly set out in this Contract and to the extent permissible by law all other warranties terms and conditions whether express or implied by law, custom or otherwise are excluded

16.6 We are not liable to you in contract or tort (including negligence) for any acts or omissions of you or any party other than us, including other providers of telecommunications, computers or other equipment or services including internet services

16.7 Each provision of this Contract excluding or limiting our liability operates separately if any provision of this Contract is held to be invalid in whole or part such provision will be deemed not to form a part of the Contract. In any event the enforceability of the remainder of the Contract will not be affected

16.8 You must bring any legal proceedings against us arising from this Contract within 3 years from the date when you first become aware or ought reasonably to have become aware of the facts giving rise to the liability or alleged liability or within the relevant statutory limitation period whichever is the earlier

16.9 Subject to Clause 16.8, no delay in enforcing any of the provisions of this Contract will affect or restrict either party's rights arising under this Contract. No waiver of any provision of this Contract will be effective unless made in writing.

## **17. Use and Disclosure of Information**

17.1 We may use any information supplied by you to us to search the files of credit reference agencies which will keep a record of that search. We may also carry out identity and anti-fraud checks with fraud prevention agencies. If you give false or inaccurate information to us and we suspect fraud we will record this. Details of how you conduct your account may also be disclosed to those agencies. The information may be used by us and other parties in assessing applications for and making decisions about credit, credit related services and insurance from you and for debt tracing, debt recovery, credit management and crime, fraud and money laundering detection and prevention. Information may be used by us and other parties for checking your identity, statistical analysis about credit, insurance, fraud and to manage account and insurance policies, we may also perform subsequent searches for the purpose of risk assessment, debt collection and fraud prevention with one or more credit reference agencies and/or fraud prevention agencies whilst you retain a financial obligation to us.

17.2 You authorise us to use and disclose in the UK and abroad information about you and your use of the Services and how you conduct your account for the purposes of operating the account and providing you with the Services or as required by law to Associated Companies, partners or agents, any telecommunications company, debt collection agency or credit reference agency, fraud prevention agency and other users of these agencies who may use this information for the same purpose as us. You agree to this information being used by us for your credit control purposes and fraud and crime detection and prevention. You can obtain further details from our public registration held by the Information Commissioner. If you wish to have details of the credit reference or the fraud prevention agencies from whom we obtain and with whom we record information about you or receive a copy (we may charge a fee) of information we hold about you please contact us by writing to STL Communications Limited, Park House, Station Lane, Witney, Oxfordshire. OX28 4LH We may also disclose any information about you or your use of Services in order to assist the investigation of any criminal offence, any offence under the Data Protection Act or any offence or contravention of the Legislation to the police, the Information

Commissioner, ICSTIS, OFCOM and/or any other relevant organisations

17.3 You also agree to the information described in paragraph 17.2 being used, analysed and assessed by us and the other parties identified in paragraph 17.2 and selected third parties for marketing purposes including amongst other things to identify and offer you products, services and offers which we think might interest you.

## **18. Assignment**

18.1 We may assign, sub-contract or otherwise transfer this Contract or any part of it to a third party in our absolute discretion.

18.2 You may not assign, sub-licence or otherwise transfer this Contract or any of your rights or obligations arising under it without our written consent.

## **19. Entire Agreement**

19.1 This Contract supersedes all prior agreements, undertakings and representations between the parties and constitutes the entire agreement between the parties relating to its subject matter (except that neither party excludes liability for any fraudulent pre-contractual misrepresentations on which the other party can be shown to have relied)

19.2 A third party which is not a party to this Contract has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Contract

19.3 In the event and to the extent of any conflict between the General Terms and the Order then these General Terms will take precedence

## **20. Law of Disputes**

20.1 This Contract will be construed in accordance with and governed by the laws of England

20.2 In the event of any disputes relating to or arising from this Contract the parties agree to submit to the non-exclusive jurisdiction of the English Courts

## **21. Notices**

21.1 Notices must be in writing and delivered by pre-paid first class post or registered post or recorded delivery addressed to the other party at the address shown in the Services Agreement or any other address notified in accordance with this Clause

21.2 Notices will be deemed to be served on the second day after sending.