

RADIUS CONNECT

TERMS AND CONDITIONS FOR MOBILE SERVICES

THE BASICS

1. What words mean

1.1 In these Terms:

Agreement means each agreement between the Customer and the Supplier for the provision of Equipment and/or Services, comprising these Terms and an applicable Order Form;

Business Day means any day which is not a Saturday, a Sunday or a public holiday in England;

Charges means the charges for the Equipment and/or Services as set out in the applicable Order Form and any out of bundle charges notified to the Customer or published by the Supplier on its website;

Confidential Information means information of commercial, proprietary or other value disclosed by one Party to the other Party which is identified as confidential or might reasonably be considered to be confidential and that has not come into the public domain or been independently developed;

Connection means a SIM Card that has been configured to attach to the Network;

Cooling-Off Period means the period of 14 days beginning on the Start Date, during which the Customer may cancel the Agreement in accordance with clause 2.4;

Customer means the entity or person identified as such in the Order Form;

Equipment means any tangible equipment to be supplied by or on behalf of the Supplier to the Customer and the SIM Cards (whether tangible or otherwise) as set out in an Order Form;

Force Majeure Event means an event, or a series of related events, that is outside the reasonable control of the Supplier;

GDPR has the meaning given to it in clause 12;

GSM Gateway means any equipment containing a SIM Card which enables calls from a fixed network (landline) to be routed via a GSM link to a mobile network establishing a mobile-to-mobile ('on-net') call;

Intellectual Property means any patent, registered or unregistered design right, trade mark or other proprietary rights, any copyrights and database rights, all other similar or equivalent intellectual or commercial rights or property subsisting under the laws of each and every jurisdiction throughout the world whether registered or not, and whether vested, contingent or future and all reversions, renewals, revivals and extensions of any of the foregoing, and all rights under licences, consents, orders, statutes or otherwise in relation to any of the foregoing;

Legislation means any applicable legislation, rules, regulations, directives, orders and guidelines including without limitation any directives or other requirements issued by Ofcom from time to time;

Microenterprise or Small Enterprise Customer means a Customer for which not more than 10 individuals work (whether as employees or volunteers or otherwise);

Minimum Spend means the Customer's minimum spend commitment to the Supplier set out in the Order Form but excludes any spend made under a Technology Fund;

Minimum Term means the time period identified as such in each Order Form(s), or if there is no such time period identified in an Order Form(s), the period of 24 months from the Service Commencement Date;

Monthly Line Rental means the monthly charge for the use of the Network as specified in the Order Form;

Network means the telecommunications network supporting or used to provide the Services;

Network Supplier means the mobile network operator from whom the Supplier has arranged the mobile network access and SIM Cards;

Not-For-Profit Customer means a Customer which is a body for which no more than 10 individuals work (whether as employees or

otherwise but excluding volunteers) and which, by virtue of its constitution or any enactment (i) is required (after payment of outgoings) to apply the whole of its income, and any capital which it expends, for charitable or public purposes; and (ii) is prohibited from directly or indirectly distributing among its members any part of its assets (otherwise than for charitable or public purposes);

Notice Period has the meaning in clause 14.3;

Order Form means the form included in an email sent by the Supplier to the Customer that specifies the information required for the Customer to order the Equipment and/or Services including amongst other things the tariff, network and number of connections;

Party means the Customer or the Supplier as the case may be;

Service Commencement Date means the date the Supplier starts to provide the Services to the Customer;

Services means any of the telecommunication services to be provided by or on behalf of the Supplier to the Customer as set out in an Order Form;

SIM Cards means Subscriber Identity Module cards, including embedded or electronic SIM profiles (eSIM), providing Network Airtime;

Start Date means in relation to an Agreement the date on which the relevant Connection is activated by the Supplier;

Statistical Data has the meaning given in clause 11.3;

Supplier means Adam Phones Limited trading as Radius Connect, a limited company incorporated in England and Wales (registration number 2642048) having its registered office at Eurocard Centre, Herald Park, Herald Drive, Crewe, Cheshire CW1 6EG;

Technology Fund means the credit made available to the Customer by the Supplier as set out in the Order Form for the purpose of the Customer acquiring Equipment from the Supplier in accordance with the Supplier's Equipment price list;

Termination Fee has the meaning given in clause 15.1; and

Terms means these terms and conditions.

1.2 The singular shall include the plural and vice versa and words denoting persons shall include bodies corporate and unincorporated associations of persons.

1.3 In the event of any conflict between the provisions in any of the documents comprising an Agreement, they shall be interpreted according to the following descending order or precedence:

1.3.1 any agreed amendment (with the most recent taking precedence);

1.3.2 the Order Form;

1.3.3 the Terms.

2. How the contract is formed and when it starts

2.1 The Agreement is formed and comes into force on the Start Date.

2.2 No signature of the Order Form, or of these Terms, by the Customer is required for an Agreement to be formed or to come into force. An Agreement is formed and binding on the Customer in accordance with clause 2.1 notwithstanding that the Customer has not signed, and irrespective of whether the Customer signs, the Order Form.

2.3 Each Order Form and these Terms when taken together shall constitute a separate and independent Agreement.

2.4 Notwithstanding that the Customer is contracting with the Supplier in the course of its business, the Supplier will give the Customer 14 days from the Start Date within which to change its mind about the Agreement (the "Cooling-Off Period").

2.5 The Customer's right to cancel under clause 2.4 is not affected by any use of the Equipment and/or Services during the Cooling-Off Period. Any Charges arising from such use are dealt with under clause 2.7.

- 2.6 To cancel during the Cooling-Off Period, the Customer must notify the Supplier by contacting the Supplier's Customer Service Team by emailing telecom.ukclientservicessupport@radius.com.
- 2.7 If the Customer cancels the Agreement within the Cooling-Off Period, the Agreement shall terminate with immediate effect and the Customer shall have no liability to pay any Termination Fees or other early termination charges under clause 15. The Customer shall, however, remain liable to pay any Charges properly incurred in connection with the Equipment and/or Services actually provided to, or used by, the Customer up to the date of cancellation. Where applicable, the Supplier shall refund any other Charges already paid by the Customer as soon as possible and in any event within 14 days of the Customer notifying the Supplier that it has changed its mind, using the method the Customer used for payment. The Supplier does not charge a fee for any such refund.
- 2.8 Where an Agreement is entered into other than by the Customer's signature, the Order Form recording that Agreement shall be completed by or on behalf of the Supplier to reflect the Charges, Services and Minimum Term agreed between the Parties, and a copy shall be provided to the Customer.
- 2.9 The Supplier shall, before activating a Connection, inform the Customer that the Agreement will become binding on the Customer once the Connection is activated in accordance with clause 2.1, and that the Customer will have a Cooling-Off Period in accordance with clause 2.4.
- any decision, request by or change in the regulatory regime by the relevant regulatory authorities; and
- 3.4.5 interrupt the Services for operational reasons or because of an emergency.
- 3.5 The Supplier shall be entitled to record any or all calls with the Customer, including any call in which an Agreement is entered into, in order to monitor the quality of support, to evidence the terms agreed, and for training, compliance and dispute resolution purposes.
- 3.6 The Supplier may (without prejudice to its other rights) suspend the provision of Equipment and/or Services in whole or in part under any or all Agreements at any time including (without limitation):
- 3.6.1 if the Supplier is entitled to terminate any Agreement;
- 3.6.2 if the Customer does not pay any sum due and owing to the Supplier by the due date for payment under any Agreement;
- 3.6.3 if the Customer is in breach of clause 5.2 or clause 6.3 under any Agreement;
- 3.6.4 where it is necessary to comply with Legislation or an order, instruction or request of Government, an emergency services organisation, a court of law, tribunal or other competent administrative or regulatory body, including Ofcom, or a Network Supplier;

THE EQUIPMENT AND SERVICES

3. What the Supplier shall do

- 3.1 The Supplier shall provide the Services to the Customer using a combination of the Supplier's infrastructure and the Network in the United Kingdom. The Customer acknowledges that the Services provided under an Agreement are subject to arrangements that are in the control of other networks (including the Network) and their operators (including the Network Supplier) and that are outside the control of the Supplier.
- 3.2 The Customer acknowledges that, due to the nature of mobile technology, it is impossible to provide a continuous or fault-free Service. The quality and availability of the Services are also subject to certain limitations and circumstances outside the reasonable control of the Supplier. For example, the Services may be affected by local terrain (trees, hills and buildings), weather, electromagnetic interference, arrangement of and number of users accessing a base station, and compatibility and availability of any equipment, systems and third-party services used by the Customer.
- 3.3 The Supplier shall use reasonable endeavours to provide the Equipment and/or Services within any timeframe specified in an Agreement but such timeframes are only estimates and provided for planning purposes only. The Supplier shall have no liability for any failure to meet the dates in an Agreement.
- 3.4 The Supplier shall be entitled to:
- 3.4.1 refuse an order for Equipment and/or Services at its sole discretion;
- 3.4.2 change the technical specification of the Services (provided that such change does not materially affect the performance of the Services) where necessary for operational reasons, or statutory or regulatory regimes;
- 3.4.3 make alterations to the Services. Such alterations may result in disruption to the Services;
- 3.4.4 change these Terms in order to reflect contractual changes imposed on the Supplier by its suppliers or
- 3.6.5 if in the Supplier's reasonable opinion fraud has taken place under any Agreement;
- 3.6.6 for any maintenance, modification, or technical failure of the Network;
- 3.6.7 to safeguard the security and integrity of the Network;
- 3.6.8 if the Customer does anything which (in the reasonably opinion of the Supplier) negatively impacts the Supplier's (or a Network Supplier's) reputation;
- 3.6.9 where the Customer has exceeded any credit limit on its account;
- 3.6.10 where the Customer fails to comply with the Supplier's (or a Network Supplier's) policies;
- 3.6.11 where the Customer breaches, or causes the Supplier (or a Network Supplier) to breach, Legislation or any consents, licences or authorisations; or
- 3.6.12 if the Supplier believes any Equipment has been lost or stolen or are being used for a GSM Gateway or are being used for a voice over internet protocol service or similar service.
- 3.7 The Customer shall remain liable for any Charges that accrue during a period of suspension under clause 3.6. The reconnection or reinstatement of any Equipment and/or Services after a period of suspension may be subject to the payment by the Customer of a reconnection or reinstatement fee.
- 3.8 The Supplier neither represents nor warrants that the Equipment and/or the Services will be provided uninterrupted, secure or error-free or that it will meet the Customer's requirements (even if those requirements have been notified to the Supplier in advance).
- 3.9 Subject to the terms of an Agreement, the Supplier shall exercise such reasonable skill and care in the provision of the Equipment and/or the Services as may be expected of a reasonable mobile communications provider.

The Supplier shall use reasonable endeavours to give the Customer access to networks outside the UK; however, because these overseas networks are not controlled by the Supplier or any of its network operators, the Supplier shall not be responsible for their performance or functionality.

4. Switching Network Supplier using RadiusConnectOne.

- 4.1 The Customers who have requested the RadiusConnectOne service (as detailed in the Order Form) are entitled to request that the Network Supplier that provides the Services under the Agreement is switched to a different available Network Supplier.
- 4.2 To implement a switch under the RadiusConnectOne service, The Customer shall provide the Supplier with at least 30 days written notice of their request to switch. The Services will be switched to the new Network Supplier on the 1st Business Day of the month following the expiry of notice.
- 4.3 Subject to clause 4.4, the terms and conditions of this Agreement will continue to apply to the Services including, but not limited to, any Charges, Minimum Spend, Minimum Term, Monthly Line Rental and Technology Fund.
- 4.4 If the Customer's current Network Supplier is not EE Limited and the Customer is switching Network Supplier to EE Limited, any spend cap will cease to apply to the Services following the switch.

5. What the Customer shall do

- 5.1 The Customer shall:
 - 5.1.1 comply with any reasonable instructions from the Supplier or the Network Supplier and with any health and safety, security, use of Network and fair usage policies published by the Supplier or the Network Supplier on their websites relating to the use of the Services and/or Equipment; and
 - 5.1.2 provide to the Supplier, on request, any information and assistance that may be reasonably required to enable the Supplier to perform its obligations under an Agreement.
- 5.2 The Customer must not use the Equipment and/or Services or allow or permit an end user to use the Equipment and/or Services:
 - 5.2.1 in a way that does not comply with the terms of any Legislation or any codes of practice, regulations or any licence or authorisation applicable to the Customer and end user;
 - 5.2.2 in breach of any health and safety, security, use of Network and fair usage policies published by the Supplier or the Network Supplier on their websites;
 - 5.2.3 for any purpose that may be a nuisance;
 - 5.2.4 in any way that brings or could bring the name of the Supplier and/or a Network Supplier into disrepute;
 - 5.2.5 in any way that in the Supplier's reasonable opinion could materially affect the quality of any telecommunications service or other service provided by the Supplier and/or a Network Supplier or that could cause the Network to be impaired;
 - 5.2.6 to threaten, harass, stalk, abuse, disrupt or otherwise violate or infringe the rights (including but not limited to the Intellectual Property and rights of privacy) of others;
 - 5.2.7 to obtain access through whatever means to notified restricted areas of the underlying Network;

- 5.2.8 to use automated means to make calls, texts or send data (including via a GSM Gateway);
- 5.2.9 to send and receive data in such a way or in such an amount so as to adversely affect the Network or other customers or suppliers of the Supplier; or
- 5.2.10 to engage in conduct which amounts to improper or persistent misuse of a public telecommunications network or services within the meaning of sections 127 to 128 of the Communications Act 2003.

6. Delivery, and use of, and title to Equipment

- 6.1 Unless otherwise agreed in writing:
 - 6.1.1 all Equipment will be delivered by the Supplier to the Customer at the Customer's registered office (as recorded at Companies House) or to such other address as may be agreed by the Parties (or where applicable collected by the Customer);
 - 6.1.2 the risk in the Equipment shall pass from the Supplier to the Customer when the Equipment is delivered to (or where applicable collected by) the agreed address;
 - 6.1.3 title to any Equipment (if applicable) shall only pass to the Customer under an Agreement at the end of the applicable Minimum Term provided there are no outstanding Charges or other amounts due from the Customer to the Supplier under any Agreements; and
 - 6.1.4 the Supplier does not guarantee the continuing availability of a particular item of Equipment. The Supplier reserves the right to add to, substitute or discontinue any Equipment.
- 6.2 Until title to the Equipment (if applicable) has passed to the Customer, the Customer shall:
 - 6.2.1 maintain the Equipment in satisfactory condition and keep it insured against all risks from the date of delivery or collection (as applicable); and
 - 6.2.2 not to sell, lease, charge, assign by way of security or otherwise deal in or encumber in any way the Equipment.
- 6.3 The Customer may supply the Equipment and/or Services to its individual end users, but the Customer shall not resell or otherwise distribute (i) the Equipment unless title in that Equipment has passed to the Customer; and/or (ii) the Services. The Customer is responsible for all obligations relating to the Equipment and/or Services including the compliance of its individual end users with the terms of an Agreement and all applicable Legislation.
- 6.4 The Supplier shall have no liability and will not provide any support to the Customer in relation to any third party software installed on Equipment by or on behalf of the Customer.
- 6.5 The Customer shall use reasonable endeavours to ensure that Equipment is only used with the Customer's authorisation and shall notify the Supplier as soon as is reasonably practicable after the Customer becomes aware that Equipment is lost, stolen or damaged. The Customer shall remain liable for any Charges that are accrued until such loss, theft or damage of Equipment is reported to the Supplier.
- 6.6 The Supplier shall or shall procure that its operators shall allocate telephone numbers to the Customer for the Customer's use of the Equipment and/or Services. The Customer acknowledges that the Network Supplier and any of its operators may reallocate, withdraw or change such telephone numbers as a result of applicable law or instructions from a regulatory authority, but the Supplier

shall or shall procure that its operators shall take reasonable steps to minimise any disruption to the Customer.

7. What to do with faulty Equipment

- 7.1 The Customer shall notify the Supplier as soon as possible in writing and in any event within 5 Business Days of receiving damaged or faulty Equipment, and within 7 Business Days if the Customer does not receive the relevant Equipment.
- 7.2 The Customer acknowledges that the Supplier is not the manufacturer of the Equipment and that the Equipment is subject to the relevant manufacturer's warranty. If faulty Equipment is covered by the relevant manufacturer's warranty, the Customer's exclusive remedy and the Supplier's sole liability shall be, at the Supplier's option, to repair, replace, substitute or credit the Customer in relation to faulty Equipment. If faulty Equipment is not covered by the relevant manufacturer's warranty, the Supplier shall have no liability to the Customer in relation to that Equipment.
- 7.3 If faulty Equipment is returned by or on behalf of the Customer to the Supplier, the Customer is responsible for backing up or taking a copy of any data stored on that Equipment.
- 7.4 The Customer shall notify the Supplier as soon as is reasonably practicable after the Customer becomes aware that Equipment is lost, stolen or damaged.

PAYMENTS

8. Paying what the Customer owes the Supplier

- 8.1 The Customer shall pay the Charges, via direct debit, to the Supplier in accordance with this clause 8 and as specified in the applicable Order Form. Unless otherwise specified in the Order Form, payment of all amounts due shall be made by the Customer within 14 days of the date of invoice.
- 8.2 If the Customer chooses to pay by a manual payment method instead of Direct Debit, a charge of £5 will be applied to cover the Supplier's administrative costs associated with processing the payment. This charge will be added to the total amount due and must be paid in full at the time of the payment.
- 8.3 All Charges payable under an Agreement are exclusive of all value-added and other taxes and duties applicable to the sale of the Equipment and/or Services, which will be payable by the Customer.
- 8.4 For any Customer that is not a Microenterprise or Small Enterprise Customer or a Not-For-Profit Customer, the Charges shall increase on 1 April each year by an amount notified to the Customer during the previous month.
- 8.5 For any Customer that is a Microenterprise or Small Enterprise Customer or a Not-For-Profit Customer:
- 8.5.1 the Charges for the Equipment and/or Services that are for fixed broadband or mobile (including handset and SIM-only contracts), as defined by Ofcom's General Condition C1 (January 2025) shall increase on 1 April each year by the amount set out in the Order Form; and
- 8.5.2 the Charges for the Equipment and/or Services that do not fall into the scope of clause 8.5.1 shall increase on 1 April each year by an amount notified to the Customer during the previous month..
- 8.6 Unless agreed otherwise in writing, all Charges can be changed by the Supplier upon giving the Customer one month's prior written notice.

- 8.7 The Customer shall remain liable for any Charges in excess of any spend caps put in place by the Supplier for the Customer.

9. What happens if the Customer does not pay the Supplier

- 9.1 If the Customer does not pay any amount properly due to the Supplier under or in connection with any Agreement on or before the due date for payment, the Supplier may, without prejudice to its other rights:
- 9.1.1 either (i) charge the Customer interest on the overdue amount at the rate of 4% per year above the Bank of England base rate from time to time (which interest will accrue daily until the date of actual payment and be payable on demand); or (ii) claim interest and statutory compensation from the Customer pursuant to the Late Payment of Commercial Debts (Interest) Act 1998;
- 9.1.2 cancel any outstanding order for Equipment and/or Services from the Customer and/or suspend the further provision of Equipment and/or Services under this or any other Agreement;
- 9.1.3 deduct monies up to the value of the amount due to the Supplier from any sum standing to the credit of the Customer's account with the Supplier; and/or
- 9.1.4 blacklist the Equipment on any central equipment identity register (which renders such Equipment unusable).
- 9.2 Any payments made by the Customer and returned by the bank will incur a £50 administration charge, which will be payable by the Customer. Where the Customer does not pay by Direct Debit and fails to pay an invoice by its due date, the Customer will incur a late payment charge of £25. These charges in this clause 9.2 cover the administrative and banking costs incurred by the Supplier and are exclusive of VAT. Where the Customer is situated outside the UK the Customer shall be responsible for transferring the relevant funds internationally to the Supplier's nominated account and for paying any fees relating to such transfer.
- 9.3 If the Customer wishes to dispute any invoice, the Customer must notify the Supplier in writing of such dispute within 20 Business Days of receipt of the invoice, failing which the Customer will be deemed to have accepted the invoice.
- 9.4 The Customer shall make all payments properly due under an Agreement without any deduction whether by way of set off, counterclaim, discount, abatement or otherwise.
- ### **10. Technology Funds**
- 10.1 For the purposes of acquiring Equipment, if specified in the Order Form, a Technology Fund will be made available to the Customer under the terms of this Agreement. The Technology Fund may only be used to purchase Equipment from the Supplier.
- 10.2 The value of the Technology Fund for the Customer is as set out in the Order Form. This assumes a wireless estate of the number of Connections set out in the Order Form. If the actual number of Connections is less than that in the Order Form, the Technology Fund will be reduced pro-rata.
- 10.3 When purchasing Equipment with the Technology Fund, the order must detail the mobile number with which the Technology Fund will be used.
- 10.4 If this Agreement is terminated prior to the end of the Minimum Term, the amount of the Technology Fund shall be recalculated on a pro rata basis (i.e. the amount of the Technology Fund shall be divided by the number of days in the Minimum Term and multiplied by number of days

the Customer has been contracted to the Supplier for) (the "**Recalculated Technology Fund**"). If the Customer has spent more than the Recalculated Technology Fund as at the effective date of termination, it shall repay to the Supplier the amount by which its actual spend exceeds the Recalculated Technology Fund.

- 10.5 Termination of this Agreement will result in the loss of any proportion of the Technology Fund that is unspent at the date of the notice of termination.

PROTECTING INFORMATION

11. Ownership and use of data

- 11.1 The Supplier owns all data generated by it or related to the operation or performance of the Services. This operational and performance data does not include any Personal Data (which, for the avoidance of doubt, shall be dealt with subject to the provisions of clause 12).
- 11.2 The Customer owns all data provided by or on behalf of the Customer to the Supplier in connection with the Services. The Supplier may use this data as required for the purpose of performing the Services.
- 11.3 The Customer authorizes the Supplier to retain and use a copy of the data referred to in clause 11.2 above, in anonymized aggregated form (such that the identity of the Customer and any data subject is not ascertainable) for the purpose of carrying out data analytics in relation to the services provided to its customers and otherwise developing new products and services ("**Statistical Data**").

12. Data Protection

For the purposes of this clause 12, "personal data", "process/processing", "controller", "processor", "data subject", and "personal data breach" shall have the same meaning as in the Data Protection Laws. "**Data Protection Laws**" means in relation to any Personal Data which is processed in the provision of the Equipment and/or Services, the General Data Protection Regulation (EU) 2016/679 ("**GDPR**") and the Data Protection Act 2018.

- 12.1 The Parties will each comply with the provisions of the Data Protection Laws in connection with each Agreement. This includes the obligation of the Customer to duly inform involved data subjects about the processing of their personal data by the Supplier under the instruction of the Customer.
- 12.2 The Parties acknowledge that, in respect of any personal data which the Supplier processes on behalf of the Customer in connection with an Agreement, including but not limited to the data generated by or related to the provision of the Equipment and/or Services, the Customer shall be the controller and the Supplier shall be the processor.
- 12.3 The Supplier shall only collect, process, store, and use personal data:
- 12.3.1 as required to meet the Customer's lawful, documented, and reasonable instructions (which shall unless otherwise agreed be to process personal data to the extent that such is necessary for the performance of an Agreement and the improvement of the Equipment and/or Services); and
- 12.3.2 as required to comply with Legislation to which the Supplier is subject, in which case the Supplier shall (to the extent permitted by law) inform the Customer of that legal requirement before processing that personal data.

- 12.4 The Customer instructs the Supplier to collect, process, store and use the personal data for the purpose as included under clause 12.3 above.
- 12.5 The Customer hereby consents to the Supplier's appointment of sub-processors who may from time to time be engaged by the Supplier in support of the Supplier's provision of the Equipment and/or Services to the Customer, including, but not limited to, in relation to the provision of any Network services or functionality.
- 12.6 The Customer may revoke its consent for the processing of personal data in relation to an Agreement at any time. Such revocation must be presented to the Supplier in writing and shall not affect such Agreement or the Customer's obligations (including payment obligations) under such Agreement. The Customer acknowledges that as a result of such revocation the Supplier may not be able to provide the Equipment and/or Services. To the extent that the revocation of the Customer's consent materially impacts the Supplier's ability to provide the Equipment and/or Services, the Supplier shall be entitled to terminate the applicable Agreement without liability with immediate effect by notice in writing.
- 12.7 The Supplier shall implement appropriate technical and organisational measures to protect any personal data collected under an Agreement against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing. Having regard to the cost of their implementation, such measures shall ensure a level of security appropriate to the risks represented by the processing and the nature of the data to be protected.
- 12.8 Upon becoming aware of a personal data breach, the Supplier shall use reasonable endeavours to:
- 12.8.1 notify the Customer without undue delay and in any event within 72 hours; and
- 12.8.2 co-operate with the Customer in the investigation, mitigation and remediation of that personal data breach.
- 12.9 The Supplier shall:
- 12.9.1 ensure that its employees who may have access to the personal data are subject to confidentiality undertakings or professional or statutory obligations of confidentiality; and
- 12.9.2 on termination or expiry of an Agreement or, if sooner, the Service to which it relates, at the Customer's request, either delete or return to the Customer all personal data processed by the Supplier and any copies of it or of the information it contains except where it is necessary to retain such personal data for the purposes of compliance with Legislation applicable to the Supplier. For the avoidance of doubt this shall not apply to the Statistical Data which the Supplier shall be entitled to retain.
- 12.10 The Customer as controller warrants that:
- 12.10.1 it has all authority, licences, approvals and consents necessary or required to enable the Supplier to process the personal data in accordance with the Data Protection Laws for the purposes of each Agreement; and
- 12.10.2 it has complied with and shall, during the term of each Agreement, continue to comply with the obligations of a controller under the Data Protection Laws.
- 12.11 The Parties acknowledge that they have agreed that the Customer will respond to enquiries from data subjects,

any governmental, regulatory and/or judicial body concerning the processing of personal data by the Supplier and the Customer should have sufficient processes in place to handle such enquiries.

- 12.12 The Annex to each Agreement sets out the subject matter and duration of the processing, the nature and purpose of the processing, the type of personal data and categories of data subject as required by Article 28(3) of GDPR or equivalent provisions of any Data Protection Laws. As between the Parties, nothing in the Annex confers any right or imposes any obligation on either Party.

13. Keeping things confidential

- 13.1 Each Party agrees that for the duration of an Agreement and for a subsequent period of three years after such Agreement terminates or expires they will keep any Confidential Information of the other Party as confidential and shall not permit the same to be copied, used, disclosed or disposed of except in accordance with the Agreement. The provisions of this clause 13 shall not apply to Confidential Information which is already in the public domain or becomes so at a future date other than by breach of the Agreement or which such Party is required to disclose by law, any court or any regulatory or governmental body.

ENDING THE CONTRACT

14. Term and Termination

- 14.1 Each Agreement shall commence on the applicable Start Date and shall continue until terminated by either Party in accordance with its terms.
- 14.2 Each Connection will be subject to a Minimum Term (which, for the avoidance of doubt, shall start on the Service Commencement Date).
- 14.3 After the expiry of the Minimum Term, either Party may, without prejudice to any of its other rights arising under an Agreement, terminate a Connection (or this Agreement) by giving the other not less than 30 days prior written notice ("Notice Period").
- 14.4 The Supplier may, without prejudice to any of its other rights arising under an Agreement, terminate any or all Agreements and/or Connections with immediate effect by notice in writing, if:
- 14.4.1 the Customer commits a material breach of an Agreement which is irremediable or, if capable of remedy, fails to remedy such breach within 20 calendar days after being given notice in writing specifying the breach and requiring the same to be remedied;
 - 14.4.2 the Customer breaches Legislation or any regulation or code of conduct;
 - 14.4.3 the Customer fails to pay any Charges or other amounts to the Supplier by the due date for payment;
 - 14.4.4 any of the following events occur: (i) the presentation of a petition for winding up of the Customer; (ii) the Customer is the subject of an order or an effective resolution is passed for winding up the Customer; (iii) the application for an order or application for the appointment of a receiver (including an administrative receiver), administrator, trustee or similar officer in respect of the Customer; (iv) if a receiver, administrative receiver, administrator or similar office is appointed over all or any part of the assets or undertaking of the Customer; (v) the Customer making a composition or arrangement with its creditors generally or an assignment for the benefit of its creditors or other similar arrangement; (vi) the Customer goes into liquidation; (vii) the Customer becoming unable to pay its debts or

otherwise becoming insolvent, (viii) the Customer ceasing, or threatening to cease, to carry on business, or (iv) any similar or analogous event occurs;

- 14.4.5 required to do so by a Network Supplier or any applicable regulatory or administrative body;
- 14.4.6 the Supplier or a Network Supplier reasonably believes the Equipment and/or Services are being used in breach of clause 5.2;
- 14.4.7 in accordance with clause 12.6;
- 14.4.8 the Supplier or a Network Supplier ceases to have any consent, licence or authorisation required to provide the Equipment and/or Services or would breach Legislation in continuing to provide the Equipment and/or Services;
- 14.4.9 there has been any delay or failure in performance under an Agreement resulting from any Force Majeure Event, which delay or failure shall have continued for a period of at least one calendar month; or
- 14.4.10 an Agreement is suspended under clause 3.6 for at least one calendar month.

- 14.5 The Customer may, without prejudice to any of its other rights arising under an Agreement, terminate that Agreement with immediate effect by notice in writing, if the Supplier commits a material breach of that Agreement which is irremediable or, if capable of remedy, fails to remedy such breach within 20 calendar days after being given notice in writing specifying the breach and requiring the same to be remedied.
- 14.6 Customers that are a Microenterprise or Small Enterprise Customer or a Not-For-Profit Customer may terminate the Agreement with immediate effect by notice in writing, if the Supplier increases the Charges in accordance with clause 8.6.
- 14.7 If the Customer decides to port a mobile telephone number allocated to it, the Supplier shall assist in the transfer of the Customer's mobile telephone numbers to the Customer's nominated mobile network operator or provider in accordance with applicable law and regulation provided there are no outstanding amounts (including Charges) due from the Customer to the Supplier under any Agreement.
- 14.8 Cancellation of the Agreement by the Customer during the Cooling-Off Period under clause 2.4 is dealt with under clause 2 and does not constitute termination for the purposes of this clause 14.

15. What the Customer shall pay when the Agreement is terminated

- 15.1 If any Connection(s) and/or Agreement(s) and/or any agreements with Network Suppliers are terminated by the Customer prior to the expiry of their respective Minimum Term(s), or if any Connection(s) and/or Agreement(s) are terminated by the Supplier in accordance with clause 14.4, the Customer shall pay:
 - 15.1.1 the Monthly Line Rental charges for each Connection for the remainder of its Minimum Term and the Notice Period under such Agreement(s);
 - 15.1.2 a pro-rata amount for the balance of the Minimum Term in relation to any buy-out or other payments or amounts (whether monetary or in kind) (including without limitation credits and rebates) made or provided by the Supplier to the Customer; and
 - 15.1.3 any amounts due under clause 10.4,

in each case within 7 days of the date of termination ("Termination Fees").

to back up data and otherwise protect against loss of data under this Agreement.

15.2 Upon termination of an Agreement, the Customer shall:

15.2.1 pay to the Supplier all outstanding Charges and other amounts, sums and interest due under that Agreement, any cancellation charges as specified in the Order Form, any cessation charges incurred by the Supplier from its suppliers in relation to the Equipment and/or Services, any porting and/or disconnection fees, and any incentives or promotions (or the liquidated value of same) provided to the Customer, in each case, within 7 days of the date of termination; and

15.2.2 either promptly return to the Supplier all of the Equipment which has not been fully paid for and where title (if applicable) has not passed to the Customer, and cease using them from the date of termination, or pay the Supplier the amount calculated by the Supplier to purchase the Equipment.

15.3 If this Agreement is terminated and the Customer has not paid the Supplier an amount equal to or more than the Minimum Spend over the term of the Agreement, the Customer shall be liable to pay the remainder of the Minimum Spend to the Supplier within 7 days of the date of termination.

15.4 Where the Customer cancels the Agreement during the Cooling-Off Period in accordance with clause 2.4, clauses 15.1, 15.2.1 and 15.3 shall not apply. The Customer's liability to pay for Equipment and/or Services provided or used up to the date of cancellation in those circumstances is instead dealt with under clause 2.7.

IF SOMETHING GOES WRONG

16. How far each party can be held responsible

16.1 Nothing in an Agreement shall be deemed to exclude or limit either Party's liability in respect of:

16.1.1 death or personal injury resulting from negligence;

16.1.2 fraud or fraudulent misrepresentation; or

16.1.3 anything which cannot be excluded or limited by law.

16.2 Subject to clause 16.1, in no event, whether in contract, tort (including negligence), misrepresentation, breach of statutory duty or otherwise shall either Party be liable for any loss of profits, income, revenue, use, production or anticipated savings, loss of business, contracts or commercial opportunities, loss of or damage to goodwill or reputation, any loss or corruption of any data, database or software or in respect of any special, indirect or consequential loss or damage whatsoever.

16.3 Subject to clauses 16.1 and 16.2, each Party's maximum aggregate liability under or in connection with an Agreement, whether in contract, tort (including negligence), misrepresentation, breach of statutory duty or otherwise, shall be limited to the Charges paid by the Customer under that Agreement in the calendar year in which the loss or damage occurred.

16.4 If the Supplier is prevented or delayed in the performance of any of its obligations under an Agreement by a Force Majeure Event, then the Supplier will be excused from the performance or punctual performance, as the case may be, of such obligations for the duration of the Force Majeure Event.

16.5 The Supplier is not responsible for any content, goods or services which are accessed, downloaded or transmitted by Customer through use of the Services. The Supplier accepts no responsibility for any such content, goods or services. The Customer shall take appropriate measures

EVERYTHING ELSE

17. General

17.1 No breach of any provision of an Agreement will be waived except with the express written consent of the Party not in breach.

17.2 If any provision of an Agreement is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions of such Agreement will continue in full force and effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect (unless that would contradict the clear intention of the Parties, in which case the entirety of the relevant provision will be deemed to be deleted).

17.3 The Supplier shall have the right to make reasonable amendments to the Terms at any time upon written notice to the Customer.

17.4 The Supplier may freely assign its rights and obligations under an Agreement without the Customer's consent. Save as expressly provided in an Agreement, the Customer may not, without the prior written consent of the Supplier, assign, transfer, charge, license or otherwise dispose of or deal in an Agreement or any rights or obligations under such Agreement.

17.5 Each Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The right of the Parties to terminate, rescind, or agree any amendment, waiver, variation or settlement under or relating to an Agreement is not subject to the consent of any third party.

17.6 Each Agreement constitutes the entire agreement between the Parties in relation to its subject matter, and supersedes all previous agreements, arrangements and understandings between the Parties in respect of that subject matter.

17.7 Unless expressly set out in an Agreement, all other warranties, terms, conditions, statements and representations (whether expressed or implied by statute, common law, custom, usage or otherwise) are excluded to the fullest extent permitted by law.

17.8 Failure or delay by either Party in enforcing or partially enforcing any provision of an Agreement will not be construed as a waiver of any of its rights under such Agreement. Any waiver by one Party of any breach of, or any default under, any provision of an Agreement by the other Party will not be deemed a waiver of any subsequent breach or default and will in no way affect the other terms of such Agreement.

17.9 The formation, existence, construction, performance, validity and all aspects of each Agreement shall be governed by English law and the Parties hereby submit to the exclusive jurisdiction of the English courts.

Annex: Personal Data

This Annex includes certain details of the processing of the personal data as required by Article 28(3) GDPR or equivalent provisions of any Data Protection Law.

Subject matter of the processing of the personal data

The provision of mobile telephony services.

Duration of the processing of the personal data

Personal Data will be processed for the term of an Agreement and as required for the provision of post agreement support.

The nature and purpose of the processing of the personal data

Personal Data will be processed in the provision of mobile telephony services and all associated administration.

The types of the personal data to be processed

Name, job title, email address, telephone number and call data records.

The categories of data subject to whom the personal data relates

Employees of the Customer.

The obligations and rights of the controller

The obligations and rights of the controller are set out in the Agreement