
Opal General Terms and Conditions (Minimum 12 Month Committed Period)

This Contract sets out the terms on which Opal Telecom Limited (registered in England with number 3849133) ("Opal") will provide telecommunications services to you, the Customer with whom we make this Contract ("you"). By using the Service(s) (as defined below) you agree to the following terms and conditions.

1 **Definitions**

In this Contract:

"Acceptable Use Limit"	means rules, limits or restrictions for the use of the Services as may be revised by us from time to time and may be set out in any service literature.
"Associates"	means in relation to a party to this Contract (at the relevant time), any company which is a Subsidiary or a Holding Company or which is a Subsidiary of any such Holding Company from time to time (where 'Subsidiary' and 'Holding Company' have the meanings given in section 1159 and Schedule 6 of the Companies Act 2006).
"Authorisation"	means the authorisation to act as a public telecommunications operator or to operate a telecommunications system under the Legislation.
"Authorised Signatory"	means your employee(s) notified to us in writing who can give us instructions with regard to Opal Replay.
"Change in Control"	means any material change in the exercise, control or holding of the voting shares in you (otherwise than solely for the purposes of a group re-organisation of a solvent group).
"Charges"	means the charges payable by you to us for the provision of the Services or any revised charges notified to you in accordance with clause 8.2, together with all applicable taxes and any interest due in accordance with clause 8.5.
"Charges Policy"	means the Charges Policy details of which are on the Opal Website.
"CLIs"	means the calling line identity, as that term is generally understood in the telecommunications industry.
"Committed Period"	means, in respect of each Service, the minimum period of 12 calendar months (or if longer the number of calendar months specified overleaf) for which a Contract for each Service will run commencing on the Connection Date.
"Committed Spend"	means the level of Spend (net of any discount, VAT, or Service Credits) to which you commit over the Committed Period or any Subsequent Contract Period as specified overleaf.
"Connection Date"	means the date of the connection of the Service(s).
"Contract"	means the contract application form overleaf between Opal and you for the provision of the Services subject to these terms and conditions, as agreed over the telephone, completed in person or on the Opal Website by you or on your behalf.
"Cooling Off Period"	means the period of seven (7) Working Days from the Start Date of the Contract during which you may cancel the Contract.
"Credit Limit"	means a monthly financial limit applied for Charges incurred under this Contract.
"Customer Services"	means the Customer Services facility provided by Opal for you to report any faults with the Services or make general or account enquiries, details of which are set out on the Opal Website. All calls may be monitored and recorded for training and for security purposes.
"Equipment"	means equipment owned by us or a Third Party Operator and placed at your Site by either us or a Third Party Operator or anyone acting on their behalf for the provision of the Line Rental Service.
"Fair Use Policy"	means our policy for the use of the internet related services set out on the Opal Website, as may be revised by us from time to time by posting any updated version on the Opal Website.
"Fixed Line Network"	means the telecommunications network(s) over which we provide the Service (s).
"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 PhonepayPlus Code (formerly known as the ICSTIS Code) and/or any directives or other requirements issued by OFCOM from time to time.
"Line"	means a connection (installed either by us or a Third Party Operator) from your Site to the Opal Network.
"Line Rental Extras"	means any other facilities that we agree to provide to you under this Contract that are additions to the Line Rental Service (such as call divert).
"Line Rental Service"	means the Service we may agree to provide you to allow you to rent access to the main telephone line and shall include Line Rental Extras where we agree to provide these to you.
"OFCOM"	means Office of Communications.
"Opal Network"	means the telecommunications network operated by Opal and/or its Associates for the time being.
"Opal Replay"	means the network based bulk call recording solution for recording inbound and outbound voice calls that are routed through the Opal Network.
"Opal Service Helpdesk"	means the helpdesk support to be provided by us as notified to you from time to time.
"Opal TPS"	means the Opal Telephone Preference Service.
"Opal TPS Services"	means Opal TPS call screening services.
"Opal Website"	means the website located at www.opaltelecom.co.uk or such other website as may be notified by us from time to time.
"Override Facilities"	means your ability to override the Opal TPS Service.
"PhonepayPlus"	means the regulatory body for all premium rate charged telecommunications services (formerly known as ICSTIS Limited) trading as PhonepayPlus

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"Recordings"	means the network based bulk call recording solution for recording inbound and outbound voice calls that are routed through the Opal Network.
"Service"	means any one of the services described in the contract application form and "Services" means any combination of two or more such services.
"Service Credits"	means the amounts payable, if any, by us to you in accordance with clause 5.
"Service Failures"	means any failure, error or defect in the provision of the Services by us but excludes failures, errors or defects arising from, caused by or contributed to by your acts or omissions or third parties acting on your behalf 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 Contract.
"Service Provider"	has the meaning given to it in the PhonepayPlus Code.
"Site"	means any site of yours for which the Line Rental Service is to be provided.
"Software"	means the software provided by us to you for the purposes of enabling you to use the Services including all associated documentation.
"Spend"	means the level of spend (net of discount, Value Added Tax and Service Credits) incurred by you.
"Start Date"	means the date upon which you either sign this Contract or if you have ordered the Services over the telephone or via the internet, the date upon which you set up your Contract.
"Subsequent Contract Period"	means successive periods each of 12 calendar months beginning on the expiry of the Committed Period.
"Tariff Review"	means a review which subject to clause 2.3 you can request Opal carry out on your tariff at any time after the third month following the Start Date.
"Term"	means the Committed Period and each Subsequent Contract Period.
"Termination Policy"	means the charges payable by you to us in the event that you terminate the Contract before the expiry of the Committed Period or any Subsequent Contract Period. The Termination Policy is available on request from our Customer Services.
"Third Party Operator"	means the operator of any telecommunications network or system over which we may provide our Services.
"Working Day"	means a day which is not a Saturday, a Sunday or a bank or public holiday in England or Wales.
"Working Hours"	means in respect of installation 08:00-17:00 Monday to Friday (excluding bank or public holidays in England or Wales).
"Your Customer's Calls"	means calls made by end users to your customers over the Opal Network and which you handle on your customer's behalf.

2 When this Contract Begins and How Long it Lasts

- 2.1 Your obligations under this Contract will commence on the Start Date and will continue during the Term. Upon expiry of the Committed Period this Contract will automatically continue for the Subsequent Contract Period unless and until terminated under clause 12 or 14.
- 2.2 Our obligations under this Contract will commence from the Connection Date.
- 2.3 Where you request a Tariff Review and we agree to amend your tariff, a new Committed Period of the chosen duration will be deemed to start from the date upon which the Tariff is amended. Any charges arising as a result of us agreeing to amend your Tariff are set out in clause 8.15.
- 2.4 Any dates given in this Contract regarding our provision of the Services to you are estimates and are provided for planning purposes only. We will have no liability for any failure to meet the Connection Date or any other date as time is not of the essence in relation to our provision of the Services to you.

3 Your Right to Cancel the Contract

- 3.1. You may cancel your Contract for the Services within the Cooling Off Period.
- 3.2 If you want to cancel your Contract, you must call our Customer Services to confirm cancellation before the Cooling Off Period expires. If you do not call our Customer Services to confirm your cancellation, we may not be able to recognise or process your cancellation.
- 3.3 If you have used the Services during the Cooling Off Period, you may still cancel your Contract but you must pay any Charges that you or we have incurred including any administration costs.

4 What Level of Service We Will Provide to You

- 4.1 We will provide the Services in accordance with the terms of this Contract and our Charges Policy.
- 4.2 We will use reasonable skill and care when providing the Services.
- 4.3 The Services are provided for use by you in the course of your business and on the condition that you do not resell or otherwise make the Services available to any other person.
- 4.4 If you elect to apply for the Line Rental Service and already receive line rental services from another provider, the service from the other provider will continue until the transfer to our Service is complete unless your other provider agrees that it can be done earlier.
- 4.5 We may select and at any time change any carrier or service provider for the purposes of providing the Service(s), and you authorise us to give all notices, nominations and other authorisations that are necessary for us to provide the Service(s) to you.
- 4.6 Whilst we provide the Services to you, you authorise us to act on your behalf in all dealings with any Third Party Operator in connection with any matter that enables us to provide or to continue to provide you with the Services.

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- 4.7 It is your responsibility to ensure the compatibility of the Services with any monitored alarm system you may have and you should check this with your monitored alarm system provider. If there is an interruption to the provision of the Services under this Contract we do not accept any liability in connection with your use of a monitored alarm system with the Services, except for liability for death or personal injury caused by our negligence or that of our agents.
- 4.8 Certain services which are provided by Third Party Operators may not be compatible with the Services (eg BT Surftime). You should be aware that such services may be automatically removed from your line during set up and may no longer be available to you.

5 What Services We Provide

- 5.1 We do not guarantee that the Services will be continuously available to you or free from Service Failures.
- 5.2 Where you believe that you are experiencing a Service Failure you must immediately report this to us via the Opal Service Helpdesk, providing sufficient information to enable us to investigate the problem. We will log the time of receipt of all such reports.
- 5.3 Where we spend time investigating a fault(s) that is being continuously reported by you and conclude each time that there has been no Service Failure, we reserve the right to charge you for all reasonable costs and expenses incurred in investigating the alleged fault and you agree to pay such charges. Details of our charges are available on request.
- 5.4 Where the parties agree, as a result of a Service Failure, an applicable Service Level specified in the Contract is not achieved we will, subject to clause 8.7, pay to you a Service Credit by issuing a credit note to you for a sum equivalent to the amount of the Service Credit.
- 5.5 The duration of any Service Failure, for the purposes of calculating Service Credits, will be measured from the time your fault report is logged by the Opal Service Helpdesk to the time we can demonstrate that the Service has been restored.
- 5.6 Service Credits will be the maximum extent of our liability and your exclusive remedy in respect of any failure to achieve Service Levels and/or any Service Failures, and all other rights, remedies and liabilities are excluded to the maximum extent permitted at law.

6 Your Use of the Services

- 6.1 You agree that you will not use the Services in a way which would:
- 6.1.1 contravene or cause us to contravene any Legislation;
 - 6.1.2 contravene our Fair Use Policy or Acceptable Use Limit (where applicable);
 - 6.1.3 be for any improper, immoral or unlawful purpose;
 - 6.1.4 enable or permit unauthorised access by you or third parties to data stored on our network;
 - 6.1.5 cause a degradation of service to any of our other customers;
 - 6.1.6 involve the sending of unsolicited marketing or advertising materials;
 - 6.1.7 result in the transmission or storage of any material of a pornographic, obscene, defamatory, menacing or offensive nature or material which is a nuisance, hoax, abusive, racist or indecent or which would result in the breach of any third party's intellectual property rights, confidential information or privacy;
 - 6.1.8 breach or cause us to breach any applicable data protection legislation including, but not limited to, the Data Protection Act 1998;
 - 6.1.9 cause an overload of our network;
 - 6.1.10 lose or cause us to lose or breach or cause us to breach our Authorisation.
- 6.2 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 any breach of your obligations under this Contract, including this clause 6, 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.
- 6.3 You will give us not less than two (2) Working Days written notice of any advertising, promotion or other campaigns which may result in abnormal demands being placed in our network.
- 6.4 You are solely responsible for safeguarding your data by taking backup copies, maintaining a disaster recovery process and through any other means you believe appropriate.
- 6.5 To enable us to perform our obligations under this Contract, you will obtain (where necessary) all requisite licences, consents and permissions.
- 6.6 If you want to connect equipment to the Fixed Line Network other than using a main phone socket, you must obtain our permission and you agree that we may request permission from a Third Party Operator in order for us to make any decision.
- 6.7 You agree that you will not connect any equipment to the Fixed Line Network that may harm the Fixed Line Network or the equipment of other users of the Fixed Line Network. If you do connect such equipment, you must disconnect it immediately or allow us to do so at your expense.
- 6.8 For operational reasons, we or Third Party Operators may need to change your phone number or the codes used for the Line Rental Services. We will give you as much notice as possible of this.
- 6.9 You shall ensure that all calls (save for any calls required to be made over another third party network by law or regulation) you make on any Line that is the subject of Line Rental Service shall be made using the Opal Network. If you switch any calls you make on any Line that is the subject of Line Rental Service to any other service provider then Opal shall be entitled to either (i) terminate this Contract with immediate effect by giving you notice in writing (ii) bar your use of indirect access codes, (iii) charge you a higher fee for your use of the Line Rental Service, (iv) amend your tariff or (v) disconnect the Line Rental Services.
- 6.10 Where you have agreed to a Committed Spend you must use all reasonable endeavours to meet the Committed Spend in the Committed Period and any Subsequent Contract Period.
- 6.11 You will comply with our reasonable instructions from time to time in relation to your use of the Services.
- 6.12 You will provide us on our reasonable request with copies of any information we may require to comply with our obligations under the Legislation both during the term of this Contract and following termination.
- 6.13 In the case of any Services regulated by PhonepayPlus, you:
- 6.13.1 acknowledge, agree and confirm that for the purposes of the PhonepayPlus Code, in connection with this Contract, you are a Service Provider and you are recognised by PhonepayPlus as a Service Provider;
 - 6.13.2 confirm that you have and will ensure that you continue to have adequate customer service and refund mechanisms in place (including a non-premium-rate UK customer service phone number) in order to discharge your obligations under the PhonepayPlus Code;
 - 6.13.3 agree always to comply with all applicable Legislation including but not limited to the PhonepayPlus Code, a copy of which is available on the PhonepayPlus website at www.phonepayplus.org.uk or on written request from us. You must also abide by any directive, direction, instruction, recommendation or other similar advice that OFCOM and/or PhonepayPlus gives from time to time;

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- 6.13.4 will help us to comply with all requirements and conditions imposed by PhonepayPlus, OFCOM or by law which affects the Services;
- 6.13.5 will provide us promptly with any information or material relating to your use of the Services as we (for ourselves, PhonepayPlus or OFCOM) may request from time to time;
- 6.13.6 will immediately cease to use any of the Services the use of which we have notified to you is in breach of this Contract;
- 6.13.7 will inform us of (a) any changes or additions to any information you have supplied to us at any time; and (b) any sanctions imposed on you or any associated individuals by PhonepayPlus and/or OFCOM.

7 Allocation and Use of Telephone Numbers

Where we allocate you any telephone numbers or codes as part of the Services, you acknowledge that you will not acquire any legal, equitable or other rights in relation to any numbers or codes. We may on giving you notice withdraw or change any such numbers or codes. You may not sell or transfer or seek to sell or transfer any numbers or codes allocated by us. You may port numbers to us and you may also port numbers to other carriers with whom we have porting agreements. All intellectual property rights or other rights in any numbers or codes allocated by us shall at all times, as between ourselves and you, remain vested in us.

8 How We Charge You and How You Pay

- 8.1 You will pay us the Charges. 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. The basis upon how we charge you for the Services is set out in our Charges Policy.
 - 8.2 We may vary our Charges at any time by giving you notice. We will only do this if we have a valid reason for example to reflect changing arrangements with any Third Party Operator or changing legal, regulatory (ie OFCOM) or business requirements. The revised Charges will apply to all Services provided after the effective date of the notice of change.
 - 8.3 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).
 - 8.4 You will, subject to clause 8.6 and unless otherwise agreed pay invoices within 14 days of the date of the invoice.
 - 8.5 Payments will be by Direct Debit only. Without prejudice to any other rights we may have under this Contract (including but not limited to clauses 12 and 13), if a direct debit is dishonoured or cancelled we shall be entitled to pass on to you any administration fee which may include third party charges. We shall also be entitled to charge you a monthly administration fee for each month in which your direct debit is dishonoured or not reinstated following cancellation. Details of applicable fees are set out on the Opal Website. We may charge interest on all overdue amounts from time to time on a daily basis at a rate of 2% 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 judgement in respect of the overdue amount.
 - 8.6
 - 8.6.1 Any invoices which are disputed must be done so within 3 months of the date of the invoice otherwise the invoices will be deemed to be correct. If you wish to dispute an invoice you must write to us and provide us with (i) nature and reason for dispute, (ii) amount in dispute, (iii) any evidence to support the disputed amount.
 - 8.6.2 If an invoice is disputed and we can demonstrate that the invoice is in fact correct, we shall be entitled to charge interest in accordance with clause 8.5 from the date of when the invoice should originally have been paid to the date upon which we receive the full amount.
 - 8.6.3 If we agree that the disputed invoice is incorrect, we shall apply a relevant credit to your account with us.
 - 8.7 Where under this Contract a Service Credit or other sum of money becomes payable by us to you, we shall be entitled to deduct that 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.
 - 8.8 Where the Services comprise or include services in respect of which rebates are payable by us to you ("**Rebate Service**"), you authorise us to raise a self bill on your behalf. We will notify you of the amount of rebate due for each calendar month or other applicable period within 15 days of the end of each billing period. Subject to clause 8.13 we will pay the rebate within 45 days following the invoice or (if later) within 7 days of the date of receipt by us of sums from British Telecommunications plc (or other relevant carrier) paid to us in respect of the applicable Service. You do not have the right to deduct rebates payable by us to you from the payment of Charges due from you to us. For the avoidance of any doubt in the case of any Service regulated by PhonepayPlus, we shall not make any payments to you for at least 30 days after the use of the Service to which the payments relate.
 - 8.9 We shall have the right at any time to revise the amount of the rebates by giving written notice prior to the effective date of revision. The revised amounts shall apply to all Rebate Services provided to you on or after the effective date of such revision.
 - 8.10 Each rebate shall be calculated in accordance with our Charges Policy and according to the duration of calls to the Rebate Service as indicated by our equipment and not by your own or rented apparatus.
 - 8.11 Following a decision or request from PhonepayPlus relating to a Rebate Service, we may withhold from any rebate payable to you or demand payment by you such sums as are sufficient to meet any fines, administrative charges or other sums payable by us to PhonepayPlus and to which PhonepayPlus claim entitlement under the PhonepayPlus Code.
 - 8.12 If Opal has reasonable grounds to suspect that you are in breach of this Contract or that the Rebate Services are being used (whether by you or any third party) for any illegal or fraudulent activity and/or otherwise than in accordance with the terms of this Contract then we shall be entitled to withhold payment of any sum (in whole or in part) due to you in relation to the Rebate Service or deduct the same from any Rebate due to you unless and until you can prove to our reasonable satisfaction that you are not in breach of this Contract and/or that the Rebate Service was not so used.
 - 8.13 In the event that we pay a rebate to you and:
 - 8.13.1 following a subsequent decision or request from PhonepayPlus relating to a Rebate Service, we are required to pay PhonepayPlus any fine, administrative charges or other sums to which PhonepayPlus claim entitlement under the PhonepayPlus Code; or
 - 8.13.2 a network operator (including, without limitation, BT) subsequently withholds payment of any sum (in whole or in part) due to us in relation to a Rebate Service; and/or
 - 8.13.3 a network operator (including, without limitation, BT) subsequently claims repayment of any sum paid to us in respect of a Rebate Service, provided such a claim does not arise as a result of our actions or the actions of our employees or representatives; and/or
 - 8.13.4 we subsequently have reasonable grounds to suspect that such rebate has been paid for a Rebate Service that has been or is being used (whether by the Reseller or any third party) for any illegal or fraudulent activity and/or otherwise than in accordance with the terms of this Contract or was paid to you whilst you were in breach of this Contract;
- (8.13.1, 8.13.2, 8.13.3 and 8.13.4 collectively referred to as "**Relevant Rebate**") we shall be entitled to:
- (a) deduct an amount equal to the Relevant Rebate from any future rebate due to you under this Contract; or
 - (b) demand payment by you of an amount equivalent to the Relevant Rebate and you agree to refund us within fourteen (14) days of the receipt of such a demand; or

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(c) deduct an amount equivalent to the Relevant Rebate from any sum held by us as security of your obligations.

- 8.14 If as a result of any future Legislation and/or as a result of a decision made by BT and/or by OFCOM the terms upon which rebates may be paid by us (as a supplier of non-geographic numbers including, but not limited to 0870) to you are regulated then we shall be entitled to amend the terms upon which the Rebate Service is supplied to you upon written notice which you will be obliged to accept including, for the avoidance of any doubt, the amounts of rebates payable to you.
- 8.15 If at the time of your Tariff Review your Spend is less than the pro-rata Committed Spend then we reserve the right to apply reconciliation charges of 100% of the difference between the pro-rata Committed Spend and the actual Spend.

9 Credit Limit/Security Payment

- 9.1 We may at our sole discretion and at any time during the lifetime of the Contract impose a Credit Limit on your account and/or require payment of a security deposit or interim payment by you.
- 9.2 Any Credit Limit imposed can be amended without prior notice. If you exceed such Credit Limit (i) we may demand immediate payment of the Charges and/or suspend the Services; and (ii) you will still be responsible for all Charges incurred including those exceeding the Credit Limit.
- 9.3 If at any time we require you to pay a security deposit under clause 9.1 above we may (i) suspend provision of the Service(s) until we receive payment of the security deposit and (ii) at any time apply the security deposit (once paid) to meet any cost, loss or liability incurred as a result of any failure by you to comply with these terms or to pay any amount you owe to us.

10 When We Can Make Changes to the Services and to the Contract

- 10.1 This clause 10 applies to all changes to this Contract, except changes to Charges which are dealt with in clause 8.2 above and changes to rebates which are dealt with in clause 8.9 above.
- 10.2 Subject to clause 10.1 above, we may vary these terms and conditions at any time by posting the changes on the Opal Website and, where reasonably practicable, giving you prior notice. We will only do this if we have a valid reason, for example to reflect changing arrangements with any Third Party Operator or changing legal, regulatory (ie OFCOM) or business requirements. If any variation of these terms and conditions is likely to cause material detriment to you: (i) we will also notify you of the variation in writing or by your chosen method of contact; and (ii) you shall have the right to terminate this Contract in accordance with clause 12.5. You agree that, if you decide to use the Services after any variation(s) to these terms and conditions have been posted on the Opal Website or, in the case of a variation which is likely to cause material detriment, notified to you, you will be bound by the terms and conditions as varied.

11 Security and Backup Services

- 11.1 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.
- 11.2 Where you are or become aware of any matters which you know or ought reasonably be expected to know constitute a threat to the security of the Services you will immediately advise us of such matters.

12 Ending the Contract

- 12.1 You may end this Contract or any individual Service:

12.1.1 by giving us 30 days' notice, such notice not to expire before the end of the Committed Period or any Subsequent Contract Period;

12.1.2 if we are in material breach of this Contract.

For the purposes of this clause 12.1.2 "material breach" means where there have been eight (8) Service Failures during any twelve (12) month period which result in us paying to you the maximum amount of Service Credits (to the extent that Service Credits apply in respect of the particular Service you are receiving).

- 12.2 We may terminate this Contract and/or any one or more of the Services with immediate effect by notice in writing if:

12.2.1 you fail to pay any sums due to us within 14 days of receiving written notice from us indicting the sums due and demanding payment;

12.2.2 you are in material breach of this Contract which breach is capable of remedy and you fail to remedy that (se)-8(120)9(t0 ce)11(remn)T30.0029 Tc90.0973 Tw319.308 (

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- 12.4 In the event of termination by you during the Committed Period or any Subsequent Contract Period (other than in accordance with clause 12.1.2) you will, in addition to paying any Charges which would apply to the unexpired portion of the Committed Period or any Subsequent Contract Period, be liable to pay us the cancellation charges as specified in the Termination Policy.
- 12.5 Where you cancel a Service or the Contract as a result of changes made to this Contract or to the Services by us in accordance with clause 10, and where the changes have a material adverse effect on 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.
- 12.6 In addition to our rights under clause 12.2 we may terminate this Contract for any reason by giving you 30 days' notice in writing such notice to expire on or at any time after the Committed Period or any Subsequent Contract Period.
- 12.7 Termination of one or more of the Services will not automatically terminate this Contract unless notified by us.
- 12.8 On termination of the Contract each party will return to the other party any Confidential Information which it has in its possession.

13 Suspension of the Service or Suspension of the Contract

- 13.1 We may suspend the provision of any one or more of the Services if:
- 13.1.1 we have a right to terminate this Contract;
 - 13.1.2 you fail to meet any of your obligations under this Contract including the notice requirements concerning abnormal demands on our network;
 - 13.1.3 we have reasonable cause to believe that you or any third party is acting in breach of the Fair Use Policy or the Acceptable Use Limit;
 - 13.1.4 technical limitations exist or arise which make the provision of the Services impossible or materially limit the functionality or performance of the Services;
 - 13.1.5 it is necessary for operational reasons such as upgrades to the Services or regular or emergency maintenance;
 - 13.1.6 we are obliged to comply with any contract, order, instruction or request of a competent governmental regulatory or other authority;
 - 13.1.7 in our reasonable opinion your conduct is likely to result in the breach of any law or is otherwise prejudicial to our interests;
 - 13.1.8 the Credit Limit is exceeded;
 - 13.1.9 you allow to be done anything which in our reasonable opinion may have the effect of impairing the operation of the Services; or
 - 13.1.10 your direct debit is dishonoured or cancelled for any reason.
- 13.2 You may be liable for an administration fee if suspension is due to your default and we, in our sole discretion, reinstate the Services following suspension.
- 13.3 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 13.1.3–13.1.5 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.

14 Events Outside Our Reasonable Control

- 14.1 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 act of God, war or riot, civil disobedience, national emergency, strikes and other labour disputes, fire, flood, act of terrorism, power failures, non-availability of any third party telecommunication services, breakdown of any equipment not supplied by us, acts of government or other competent authority (together "Force Majeure Events").
- 14.2 If the Force Majeure Event(s) continues for a period of more than ninety (90) days, either party may terminate this Contract.

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:
- 15.1.1 is or becomes generally available to the public other than as a result of a breach of an obligation under this clause 15; or
 - 15.1.2 is acquired from a third party who owes no obligation of confidence in respect of the information; or
 - 15.1.3 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 (ie OFCOM and/or PhonepayPlus), or where there is a legal right, duty or requirement to disclose such confidential information.

16 Our Liability to You

- 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 5 will be the maximum extent of our liability and your sole remedy for any Service Failures.
- 16.3 Subject to clauses 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 the 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 £500,000 for one single incident in any twelve (12) month period and £1,000,000 for a series of incidents in any twelve (12) month period 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 purposes of calculating the limitation amounts set out in this 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 guarantees as to quality or fitness for a particular purpose of the Services or any other conditions or guarantees 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 third party acting on your behalf, including other providers to you 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.

Opal General Terms and Conditions (Minimum 12 Month Committed Period)

17 Opal Replay (terms only applicable if you have purchased this Service)

17.1 Service Level

We do not guarantee that the Opal Replay service will be continuously available to you or that the service will be free from Service Failures - please refer to clause 5 for further information. Recording will only be available on calls where you have specifically requested that Opal Replay be provided and where the call is routed through the Opal Network.

17.2 Fault Reporting

Service faults (i.e. loss of service, failure of the recording retrieval interface etc) should be reported to the Opal Customer Services Helpdesk providing sufficient information to enable Opal to investigate the problem. Customer Services are available Monday to Friday 9.00am to 5.00pm (except bank holidays). Outside of these hours a message facility is provided.

17.3 Usernames and Passwords

17.3.1 We shall, subject to availability, provide you with access to the recording manager interface of Opal Replay by giving you usernames and passwords ("the Usernames and Passwords") and the relevant permissions associated to those Usernames and Passwords. We shall supply the Usernames and Passwords and the relevant permissions to the Authorised Signatory and as requested by the Authorised Signatory from time to time. You shall only be given access to the Recordings if you use the Username and Password in accordance with our instructions from time to time. We shall be entitled but not obliged to prompt the user to change the Password from time to time.

17.3.2 Your Authorised Signatory shall notify us if you require us to delete a Username and/or Password and/or change any permissions associated with that Username and/or Password.

17.3.3 Provided that you have used the Username and Password in accordance with our instructions you shall subject to availability be entitled to listen to, delete (only where the Username has the required additional access permissions at supervisor level) or download the Recordings at any time (subject to clause 17.6 below) save where we have an outage on Opal Replay and/or the Opal Network. You are able to retrieve Recordings using a variety of means including secure Dial-up.

17.3.4 It is your responsibility to give the Username and Password to your employees who have authority to access, listen to, delete or download the Recordings.

17.3.5 Subject to clauses 17.6 and 17.7 below, we shall not allow access to the Recordings to any person who does not have the Username and Password. In the case of Recordings of Your Customer's Calls you agree to comply with your customer's instructions regarding the access to, deletion and downloading of the Recordings and you warrant and confirm to us that your customer has authorised you to act on their behalf in respect of the Recordings.

17.3.6 We will not access, listen to, or otherwise deal with the Recordings other than to perform its obligations or rights under this Contract, or with your prior written consent, or in accordance with clauses 17.6 and 17.7 below.

17.4 Recording Availability

Unless otherwise agreed between the parties, we shall subject to availability commence recording of calls automatically on call answer and shall terminate recording on call release. Your Authorised Signatory shall notify us of the outgoing CLIs and the inbound numbers that you require to be recorded by us using Opal Replay and Your Authorised Signatory shall notify us of any changes, deletions or amendments to such outgoing CLIs and/or inbound numbers from time to time.

17.5 Retrieval Interface

Recording are retrieved by the customer using either Dial-up, Secure Certificate or Restricted IP connection. Retrieval speed will be dependent upon the type of connection used to access the Opal Replay site, however the system was designed to operate over 56kbps dial-up connections and does not require special lines or equipment other than a standard multi-media PC and modem.

17.6 Long Term Storage

17.6.1 We will store two copies of all Recordings (at separate locations) for a period of 28 days after the date the recording was made and will charge you for such storage at the rates set out in the Order. If you require storage for longer than 28 days you can discuss with us the continued storage of the Recordings for a specific period of time on terms to be agreed. We shall not be obliged to store the Recordings for longer than 28 days unless we agree to such storage in writing.

17.6.2 Upon termination of this Contract you shall have a period of 28 days to download the Recordings. Following the expiry of such 28 day period, we shall be entitled to delete and/or destroy both its copies of the Recordings. Alternatively you can discuss with us the continued storage by us of the Recordings on terms to be agreed at the time of termination such terms to include the Charges to be paid by you.

17.7 Notice of Recording and Ownership

17.7.1 You shall ensure that all callers to you and all users of your outbound CLIs are informed that calls may be recorded.

17.7.2 Both we and you agree that the Recordings and/or the data contained within the Recordings are your property save in the case of Recordings of Your Customer's Calls in which case such Recordings and/or the data contained within them shall be your customer's property.

17.7.3 You acknowledge that we have no obligation to review or edit any of the Recordings and that the extent to which you review, edit or delete Recordings is entirely your responsibility. However, we reserve the right to access, retain and disclose the Recordings or copies of them for the purposes of:

- i. correcting, maintaining and improving the Services;
- ii. complying with any Legislation, conditions of our Authorisation or the terms of our contracts;
- iii. observing the performance of the Services including for Service Level monitoring;
- iv. retaining a record of activity on our Equipment or systems;
- v. complying with any request for information or disclosure from a court or other appropriately authorised body (whether legal, regulatory or otherwise);
- vi. ensuring that you are complying with our Fair Use Policy;
- vii. complying with a written request from your Customer for information about or disclosure of Recordings of Your Customers Calls.

18 Opal TPS (terms only applicable if you have purchased this Service)

18.1 We shall provide you with the facility to bar any calls made to numbers that appear on the latest TPS data file made from each line connected to the Opal TPS Service.

18.2 We shall maintain and update the TPS data file on a minimum cycle as to comply with Legislation.

18.3 We shall maintain and update the Opal TPS internal suppression system.

18.4 You undertake sole responsibility for any Override Facilities and you will ensure their communication and use is authorised and not abused.

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- 18.5 It is your responsibility to ensure that the Opal TPS Service is operational on a daily basis and to report any faults or suspected faults before the commencement of its use.
- 18.6 You will report any faults identified with the equipment as soon as practicable and not use any equipment deemed as faulty.
- 18.7 You will use the Opal TPS Service in accordance with the Data Protection Act 1998 (as amended) and The Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended) and in no other way than the purpose for which Opal TPS is provided.
- 18.8 You will indemnify us and hold us harmless against all losses, fines, damages, claims, costs and expenses incurred by us arising from or in connection with your use of the Opal TPS Service in contravention of the provisions of this Contract.
- 18.9 To enable us to perform our obligations under this Contract you will allow persons authorised by us to have access to your premises and provide reasonable assistance and information as requested.
- 18.10 Nothing in this Contract shall impose any liability upon us in respect of calls, which are not performed in accordance with this Contract, and arising out of your own acts, omissions, negligence or default.
- 18.11 We accept no responsibility for actions arising from mistakes or omissions in the central data file supplied to us by the TPS.

19 Use and Disclosure of Your Personal Information

Except in relation to clauses 19.5 and 19.6 below, this clause 19 applies to personal information held about individuals, sole traders and partnerships. It does not apply to information we hold about corporate bodies, and other organisations.

- 19.1 Information you provide or we hold about you (whether or not under our Contract(s) with you) may be used by us or our agents to:
- 19.1.1 identify you when you contact us;
 - 19.1.2 help identify accounts, services and products which you could have from us from time to time (we may do this using an automatic scoring system, which uses the information provided by you, any information we hold about you and information from other agencies, including credit-reference agencies);
 - 19.1.3 help run, any accounts, services and products we provided before now or in the future;
 - 19.1.4 carry out marketing analysis and customer profiling and create statistical and testing information;
 - 19.1.5 help to prevent and detect fraud or loss; and
 - 19.1.6 contact you in any way (including mail, e-mail, phone, visit, text or multimedia messages) about products and services offered by us. We will only contact you in this way if you have previously shown your consent.
- 19.2. We may disclose to and allow other people and organisations to use information we hold about you:
- to provide services you have asked for;
 - as part of the process of selling one or more of our businesses;
 - to provide information for legal or regulatory purposes;
 - as part of current or future legal proceedings; or
 - to enable us to manage your account.
- From time to time, these other people and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the UK.
- 19.3 We may also allow your information to be used by any of our Associates for them to carry out any of the above purposes.
- 19.4 We may monitor and record communications with you (including phone conversations and e-mails) for quality assurance and compliance.
- 19.5 We will hold information on your phone use, including the numbers called, date, time, duration and cost of calls, together with information about your location. We will use this information to manage the phone service and provide you with any other services you may ask for. Where you have previously shown your consent, we may use this information to provide you with information about other products and services that we believe will be of value or interest to you. We will keep information for as long as is necessary to provide services you have asked for and until charges for the service cannot be lawfully challenged.
- 19.6 This clause 19.6 applies to personal information held about individuals (including, if you are a corporate body, any key individuals involved in that body), sole traders and partnerships. We may check your details with one or more licensed credit-reference and fraud-prevention agencies. We and they may keep a record of this search and the payment details from your account, and share it with other organisations. If a person provides false or inaccurate information and we suspect fraud, this is also recorded. This information may be used by us, and other organisations may search these records to:
- 19.6.1 help make decisions about credit and credit-related services for you and members of your household;
 - 19.6.2 help make decisions on motor, household, credit, life and other insurance proposals and insurance claims for you and members of your household;
 - 19.6.3 trace debtors, recover debt, prevent fraud, and manage your accounts or insurance policies;
 - 19.6.4 check your identity to prevent money laundering, unless you give us other satisfactory proof of your identity; and
 - 19.6.5 carry out statistical analysis about credit, insurance and fraud.
- We, and other credit and insurance organisations, may also use technology to detect and prevent fraud. If you need details of those credit agencies and fraud-prevention agencies from which we get, and with which we record, information about you, please write to us at Opal Telecom Limited, Stanford House, Garrett Field, Birchwood, Warrington, WA3 7BH.
- 19.7 If you give us information on behalf of someone else, you confirm that you have given them the information set out in this clause, and that they have not objected to their personal information being used in the way described in this clause. If you give us sensitive information about yourself or others (such as special needs details for bills), you agree (and confirm that the relevant subject of the information has agreed) to us processing this information in the way set out in this clause.
- 19.8 If you are making a joint application or you have told us about some other financial association with someone else, a 'financial association' between you and that other person (or people) will be made at credit-reference agencies. This will link your financial records with that other person (or people) so that both (or all) of your records will be taken into account in all future applications by either or both (or all) of you. This will continue until one of you successfully files a notice with the credit-reference agencies asking for the financial association with that person to be removed.
- 19.9 If you would like us to tell you what information we hold about you, please write to us c/o The Data Controller, Opal Telecom Limited, Stanford House, Garrett Field, Birchwood, Warrington, WA3 7BH. We may charge a £10.00 administration fee; please quote your full name, address, phone number and account number on all requests. You can also call Customer Services to correct or update any inaccurate or incomplete information and to advise us of any preferences you may have concerning how you can be contacted for marketing purposes or to indicate your preferences for directory enquiries.

Opal General Terms and Conditions (Minimum 12 Month Committed Period)

20 Equipment

- 20.1 The Equipment remains the property of either us or (where applicable) the Third Party Operator.
- 20.2 Where Equipment is required to be installed at your Site to enable us to provide the Line Rental Service you must:
- 20.2.1 prepare your Site in accordance with our or the Third Party Operator's reasonable instructions;
 - 20.2.2 make available a suitable place and conditions for the Equipment; and
 - 20.2.3 provide (at your own cost) sufficient electricity to power the Equipment and connection points to the Fixed Line Network.
- 20.3 We shall not be responsible for any redecorating that may be required after the installation is completed.
- 20.4 You must not add to, modify, carry out any maintenance on or in any way interfere with the Equipment nor permit anyone else (other than someone authorised by us) to do so. You are liable to us for any loss of or damage to the Equipment, except where such loss or damage is due to fair wear and tear or is caused by us or anyone acting on our behalf.
- 20.5 You agree to obtain all necessary consents, including for example, consents for any alterations to buildings, permission to cross other people's land or permission to put any Equipment on your property.

21 Access to Your Site

- 21.1 To enable us to carry out our obligations under this Contract you must permit or procure permission etc for us or anyone acting on our behalf who produces a valid identity card, with access to your Site and any other premises at all reasonable times.
- 21.2 Our employees or anyone acting on our behalf will observe your reasonable regulations affecting your Site as previously advised in writing to us. In the event of any conflict in the site regulations and these conditions, these conditions will prevail.
- 21.3 You will provide a suitable and safe working environment for our employees and anyone acting on our behalf in relation to work carried out at your Site.
- 21.4 In normal circumstances, access to your Site will only be required during Working Hours. If we require access at other hours, you will 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 routinely work during normal Working Hours. Any request 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.

22 Intellectual Property

- 22.1 Except as expressly set out in this Contract, all intellectual property rights in our Equipment will remain with us or our suppliers or licensors.
- 22.2 Where 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.
- 22.3 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.
- 22.4 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;
 - (f) ensuring that you are complying with our Fair Use Policy.

23 Assigning the Contract

- 23.1 We may assign, sub-contract or otherwise transfer this Contract or any part of it to any third party in our absolute discretion. Notwithstanding any such sub-contract we will remain primarily liable to you under this Contract.
- 23.2 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.

24 Entire Agreement

This Contract sets out the whole agreement between you and us for the provision of the Services and supersedes all prior agreements, understandings and agreements between us.

25 Waiver

The failure or delay by us in exercising any of our rights, powers or remedies under this Contract shall not in any circumstances impair such right, power or remedy nor operate as a waiver of it. The single or partial exercise by us of any right, power or remedy under this Contract shall not in any circumstances preclude any other or further exercise of it or the exercise of any other right, power or remedy. Any waiver of a breach of, or default under, any of the terms of this Contract shall not be deemed a waiver of any subsequent breach or default and shall in no way affect the other terms of this Contract.

26 Third Party Rights

- 26.1 Subject to clause 26.2 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.
- 26.2 In respect only of any Services regulated by PhonepayPlus, in accordance with the provisions of Section 1 of the Contracts (Rights of Third Parties) Act 1999, PhonepayPlus may directly enforce the relevant provisions of this Contract.

Opal General Terms and Conditions (Minimum 12 Month Committed Period)

27 Law and Disputes

- 27.1 This Contract will be construed in accordance with and governed by the laws of England.
- 27.2 In the event of any dispute relating to or arising from this Contract the parties agree to submit to the non-exclusive jurisdiction of the English Courts.

28 Notices

- 28.1 Notices must be in writing and shall be served by hand delivering it or sending it by pre-paid first class post, or registered post, or prepaid recorded delivery or prepaid international recorded airmail addressed to the other party at the address shown on the Contract application form or any other address as notified in accordance with this clause or fax to the number notified by each party to the other or e-mail to the address notified by each party to the other.
- 28.2 Any such notice shall be deemed to have been received:
- 28.2.1 if hand delivered or sent by prepaid recorded or registered post or international recorded airmail at the time of delivery;
 - 28.2.2 if sent by post (other than by recorded or registered post) two days from the date of posting;
 - 28.2.3 if sent by airmail (other than prepaid recorded airmail) five days from the date of posting;
 - 28.2.4 in the case of fax, at the time of receiving a successful transmission report; and
 - 28.2.5 in the case of e-mail, a copy of the e-mail must also be sent by first class post.