



Lines & Calls - Terms and Conditions

1. SERVICE

- 1.1. This Agreement concerns the provision by Tel group Limited to you the customer (you) of one or more of Tel group's telecommunications services. Tel group will provide you with the service(s) as specified on the Application form subject to the provisions of this Agreement. Tel group may vary how these services are provided if Tel group wishes to maintain or improve their quality or needs to do so in order to comply with any applicable law or regulation.
- 1.2. Where the service is Calls, Line Rental, Broadband or Inbound Solutions, the provisions in this Agreement specific to that service shall apply and if they conflict with any provision elsewhere in the Agreement, the specific provisions shall prevail.
- 1.3. You acknowledge that certain services are incompatible with the calls and line service available from British Telecommunications Plc (BT) and such incompatible services are excluded from Tel group's services. You also acknowledge that some technical limitations within the network used to provide the services may not become apparent until the service has been operating for some time and if that occurs the service may need to be temporarily withdrawn in which case you will receive a pro rata rebate of the relevant charges paid by you in advance of the withdrawal.
- 1.4. If you want the connection point for the service (i.e. the terminal block, socket for a removable plug, distribution frame or other device which connects your equipment to an exchange line) to be moved to another place within your site, Tel group may agree to this subject to your paying Tel group's applicable charge. At Tel group's request you will arrange for your equipment to be reprogrammed by your maintainer in accordance with instructions given by Tel group but Tel group will not bear any responsibility for such reprogramming.

2. DURATION

- 2.1. All services will be provided on the basis of a 36 month initial period from the date you sign the Application Form. At the end of that period this Agreement will be automatically renewed for a further period of 12 months and for successive further periods of 12 months after that unless either Tel group or you gives the other written notice of termination at least one month before the end of the initial or the relevant succeeding period.

3. CHARGES

- 3.1. Tel group charges you for using the services covered by this Agreement. Initially you are charged at the rates specified on the application form or published in our price lists. If the prices for any products which Tel group acquires from its suppliers and which form part of the Services provided under the Supply Agreement are increased for any reason (for example (but without limitation) pursuant to a direction or decision of Ofcom), Tel group reserves the right to increase its Charges for the Services accordingly. Please note:
- 3.2. Charges are calculated from data recorded by us and not from your own records.
- 3.3. Where a direct debit is unpaid due to insufficient funds or cancellation, a £50 administration charge will be included on your next monthly bill.
- 3.4. A charge of up to £50 will be added to your next bill to reinstate services barred due to non-payment of an invoice.
- 3.5. All Tel group charges (whether referred to in the Application Form, this Agreement or elsewhere) are subject to VAT at the prevailing rate
- 3.6. Tel group will charge £150 to reinstate lines that have been ceased due to non-payment

4. PAYMENT TERMS

- 4.1. If any payment is not made in cleared funds by the due date then in addition to other rights and remedies Tel group reserves the right to require that all future payments are made by monthly variable direct debits and if you refuse to set up a direct debit arrangement in these circumstances Tel group can terminate the Agreement.
- 4.2. You will be notified of any problems with your payments or direct debit instructions.
- 4.3. Payments are to be made by you without set-off or deduction and if you fail to pay any sum due, we shall be entitled to charge interest on the amount due at the rate of four percent (4%) above the Bank of England official bank rate paid on commercial bank reserves prevailing from time to time calculated from the due date until collection.
- 4.4. Cancellation of the direct debit does not constitute notice of cancellation on termination of the contract.
- 4.5. You are protected at all times by the direct debit guarantee as detailed on Tel group's website www.Telgrouptelecom.co.uk.
- 4.6. Tel group reserves the right to charge a £3.95 administration fee for payments tendered by means other than direct debit. Tel group reserves the right to increase this amount without notice
- 4.7. Tel group reserves the right to perform a credit check with no prior notice on you, and to pass your credit history with Tel group on to the credit agencies and/or the Court.

- 4.8. Tel group reserves the right to request from you at any time a deposit, paid in advance, should periodical credit checks reveal an insufficient credit scoring or County Court Judgement or if unusual usage and call charges are incurred. Should this request not be met within 30 days of notification by Tel group, Tel group reserves the right to terminate the contract and to demand full and immediate payment of any outstanding balance.
- 4.9. Tel group may, at its sole discretion and at any time, impose a credit limit on your account. Any credit limit imposed can be amended without prior notice. If you exceed any such credit limit, Tel group may demand immediate payment of the charges and/or suspend the service; and you will still be responsible for all charges incurred including those exceeding the credit limit.
- 4.10. Tel group will charge a £150 disconnection fee should your Agreement with Tel group be terminated due to your non payment.

5. PRICING

- 5.1. All call types where prices are not listed on the Application Form will be charged at Tel group's standard tariff prices, details of which are available on request.
- 5.2. Local and national calls are numbers beginning with 01 and 02 only and do not include non-geographic number (0845, 0870 etc) premium rate numbers (09xx) and internet access numbers.
- 5.3. Headline Mobile calls are calls to 02, Vodafone, T-Mobile or Orange. Calls to other network operators, unless specified otherwise in the Application Form, will be charged at Tel group's standard tariff prices, details of which are available on request.

6. YOUR RESPONSIBILITIES - YOU AGREE:

- 6.1. To use the services in accordance with this Agreement, any instructions given by Tel group from time to time and any laws, regulations and licenses which apply to the use by you of the services.
- 6.2. Not to allow an alternative supplier to override or bypass Tel group's service either through the installation of equipment or through the BT™ local exchange.
- 6.3. To be responsible for any engineering reprogramming costs or equipment removal costs that may be required to terminate the service of any previous supplier.
- 6.4. Not to use the service to transmit any material which may be abusive, offensive, obscene, indecent, menacing, defamatory or which might cause annoyance, inconvenience or needless anxiety to anyone or in order to commit a fraud or other criminal offence.
- 6.5. Not to transfer or agree to transfer any number provided to you for use with the service, nor attempt to do so.
- 6.6. To the termination of your existing contract for equivalent services with your current provider and irrevocably authorise and request Tel group to cancel on your behalf any such existing contract and to provide Tel group with such information as Tel group reasonably requires and to allow access to the site at which the service is to be provided for Tel group, BT or any other telecommunications supplier to Tel group and you acknowledge that Tel group cannot process the provision of the services until such information is provided and such access is allowed.
- 6.7. You will be responsible for providing the site conditions Tel group advises you will be required for provision of the service including electricity supply connection points and computer terminals. Tel group will not be responsible for reinstating the site after the installation work has been carried out, other than where damage has been caused by Tel group or by those for whom Tel group is responsible.
- 6.8. You will ensure that your equipment meets all legal and regulatory requirements and is approved for connection to the network. You must disconnect any non-compliant equipment immediately or allow Tel group to do so at your expense.
- 6.9. You are responsible for removing any equipment not required for or incompatible with the service and returning it to its owner.
- 6.10. You consent to BT or other relevant service provider disclosing to Tel group any information relating to the transfer or removal of BT's (or other relevant service providers') products and services that exist on the line as at the time of its transfer to Tel group
- 6.11. You will be responsible for preventing unauthorised use of the Services;
 - 6.11.1. Maintaining the security of all systems, network elements and equipment within your (or your employees, agents or contractors) control; and
 - 6.11.2. Maintaining (and ensuring that each of your authorised users maintains) the integrity and secrecy of all passwords, login details and access codes used for the purposes of accessing or using the Services or any systems, network elements or equipment;
 - 6.11.3. Notifying Tel group immediately of any illegal, fraudulent or unauthorised use of the Services. On receipt of such notice, Tel group shall use reasonable efforts to suspend or prevent such use by the unauthorised third party.
- 6.12. To pay for the Company's charges for the reprogramming and or service visits as a result of a programming error or service visits where the fault is not a fault in the Equipment or if the Equipment is reported as faulty and proves not to be so.
- 6.13. The Customer shall pay any cancellation charges, abortive visit charges, engineering visit or site survey charges, or service charges imposed on the Supplier by BT OpenReach and relating to the Service, save where such abortive visit or service maintenance charges arise through the Supplier's default.

7. SUSPENSION OF SERVICE

Tel group may suspend the service (without being liable to compensate you):

- 7.1. In the event of a local or national emergency.
- 7.2. To comply with a request from a government or other competent authority.

- 7.3. To protect or provide service to rescue or other essential services or otherwise.
- 7.4. To maintain the quality of Tel group's services.
- 7.5. If Tel group reasonably believe that you will fail to pay any amount due to Tel group (whether or not we have issued you with an invoice)
- 7.6. If an event occurs which is beyond Tel group's reasonable control.
- 7.7. If you break any part of this Agreement.
- 7.8. If Tel group has good reason to suspect fraudulent activity or misuse of Tel group's services or any other breach by you of this Agreement.
- 7.8.1. Tel group will be entitled to suspend or terminate the provision of the Services upon receiving notice required from Customer pursuant to clause 6.11.3 above. Tel group will lift its suspension or recommence its provision of the Services within a reasonable timescale after you demonstrate to Tel group's reasonable satisfaction that appropriate technical, organisational, security or other measures have been put in place to prevent any further unauthorised use of the Services. You will remain liable for the payment of the charges for the Services whilst the Services are suspended or terminated.
- 7.9. Where Tel group has the right to suspend or terminate the Services as above and the conditions under which Tel group is required to lift its suspension or recommence its provision of the Services have not been met within 30 days of the date on which Tel group has received the relevant notice, Tel group shall be entitled to terminate this Agreement immediately or on such other notice as Tel group may consider appropriate in the circumstances.

8. TERMINATION

- 8.1. The Agreement may be ended immediately by you on written notice to Tel group if Tel group breaks a material term of this Agreement, which after written notice from you has not been rectified within 14 days of receipt. Either you or Tel group may end this Agreement without notice if the other stops trading or becomes insolvent or is wound up. Tel group may end this Agreement on written notice to you but without needing to give you prior notice if you break any of the obligations under clause 4 (Payment) or 6 (Your Responsibilities). On termination of this Agreement for whatever reason, you will:
 - 8.2. Immediately pay any outstanding invoices.
 - 8.3. Be responsible for any required engineering reprogramming costs for you to use an alternative supplier.

9. LIABILITY

- 9.1. Neither Tel group nor you will have to compensate the other for any detrimental event beyond the other's reasonable control.
- 9.2. In this Agreement, events "beyond... reasonable control" include any act of God, reduction or failure of power supply, other telecommunications operators and suppliers or their equipment including access lines, act or omission of national or local government authority, war, act of terrorism, military operation, riot or delay or employee dispute.
- 9.3. In any event Tel group will not have to compensate you for any harm to your business, lost revenues, loss of anticipated savings, lost profits or other indirect consequential or special losses nor for any charges incurred by you with another call carrier.
- 9.4. Without prejudice to this Tel group's liability to you in contract or tort arising under or in connection with this Agreement shall be limited to a refund of Tel group's line rental charges for the period during which you were unable to use the services and in no event shall Tel group's liability to you for any event or series of connected events exceed £500 for each year commencing on the date our Agreement with you comes into effect.
- 9.5. The service cannot be guaranteed to be fault free but Tel group will provide you with a similar standard of service as it provides to its customers generally.
- 9.6. Tel group does not seek to limit Tel group's liability for death or personal injury resulting from Tel group's negligence.
- 9.7. Tel group accepts no liability for claims relating to your ability to use or continue to use a particular telephone number.
- 9.8. Tel group accepts no liability for any charges incurred by you should your traffic be diverted to another service provider other than when this is due to a negligent act or omission on the part of Tel group.

10. WHOLESALE LINE RENTAL (WLR)

- 10.1. On the WLR Service, Tel group will bill you for line rental of your BT™ line and BT Openreach™ will continue to maintain your line and fix any faults that may occur. You acknowledge that in order to avoid delays occurring in the ordering process, Tel group will need to be notified by BT™ of any products or services presently in use on your line that are incompatible with the WLR service. BT™ is under a strict duty not to disclose information about a customer's telephone services to a third party unless the customer has consented to such disclosure. In signing this Agreement you give consent to BT™ to disclose such information to Tel group. You also give Tel group authority to act as your agent to arrange connection onto Tel group services. If Tel group is unable to take over the billing of your line rental, for whatever reason, you hereby authorise Tel group to carry your phone calls only through carrier preselection.

11. CARRIER PRE-SELECTION (CPS)

- 11.1 CPS is the routing of your phone calls through a carrier other than BT™. Your phone line(s) are still maintained by BT™ engineers but the calls are carried on another network. Tel group may select and at any time change any carrier or other service provider for the purposes of providing the CPS service. In signing the Agreement you irrevocably authorise Tel group

to give all notices, nominations and other authorisations necessary for Tel group to provide the CPS service.

12. REPAIRS TO SERVICE

- 12.1. BT Openreach™ will continue to maintain your line and will continue to fix any faults that may occur. We will use our best endeavours to correct any defect or fault in the services provided to you as rapidly as possible. The Customer Service and Fault Notification is 0800 652 1900 and is free to call.
- 12.2. In relation to the Line Rental Service, if BT Openreach™ charges Tel group for repairs and an engineering call out charge, which will occur if the fault is found to be a fault in or is due to damage to the customers' equipment, Tel group reserves the right to pass on those charges to you together with its own administration charge of £25 per call out.
- 12.3. You should report any fault to Tel group's customer services department, where it will be dealt with in accordance with Tel group's fault repair service. Tel group may ask that you have your equipment checked by your own maintainer. If Tel group agrees to fix a fault that is not Tel group's responsibility, or if no fault is found, Tel group may charge you for work carried out by Tel group at its applicable engineer's rates.

13. GENERAL

- 13.1. You may not transfer this Agreement or any rights under it without Tel group's prior written consent.
- 13.2. Tel group may transfer its rights or any part of them under this Agreement as it sees fit, on written notice to you.
- 13.3. If any provision or condition of this Agreement shall be invalid or unenforceable, the remaining terms shall continue to apply.
- 13.4. This Agreement and the documents referred to in it represent the entire contract between you and Tel group, to the exclusion of any terms subject to which you may accept, or purport to accept, the service.
- 13.5. Any variations (other than changes made in accordance with this Agreement) shall not be effective unless in writing and signed by you and by Tel group).
- 13.6. If there is any inconsistency between this Agreement and the Application form, the Application form shall take precedence.
- 13.7. Any failure by either Tel group or you to enforce any right shall not be deemed a waiver of any such right.
- 13.8. This Agreement is governed by English Law and the English Courts shall have exclusive jurisdiction for the purposes of determining any dispute or other matter which arises out of or in relation to this Agreement.

14. NOTICES

- 14.1. Any notice required to be served under any of the provisions of this Agreement must be in writing. The address for service of Tel group (subject to any change notified by Tel group to you) is the address stated on your signed Application Form. Your address for service is the address set out on the most recent invoice or such address as has been subsequently notified to Tel group in accordance with this clause.
- 14.2. A notice will be treated as served as follows:-
 - i) in the case of delivery by hand, on the day of delivery except that where that day is not a Working Day, or the delivery is made after 4pm, then it will be treated as served on the next Working Day
 - ii) in the case of delivery by registered post or recorded delivery, on the date of delivery as proved by the proof of delivery advice issued by Royal Mail (or such other postal service providing a registered or recorded delivery service in place of or in addition to Royal Mail)
 - iii) in the case of any other method of service, at the time of service actually provedIn this clause "Working Day" means Monday to Friday but does not include Bank Holidays.

15. CALLS

- 15.1. "Calls" means calls (including reverse charge calls) made on a line and a line is the apparatus forming part of the network used by Tel group to connect you to a telephone exchange.
- 15.2. Calls are charged at the rates set out in the Application Form but where prices are not listed on the Application Form calls will be charged at Tel group's standard tariff prices, details of which are available on request.
- 15.3. If you cancel the Calls service before it is duly terminated as described above, you will have to pay an amount equal to the monthly spend, averaged over the last twelve months times the minimum months left on contract prior to termination by way of agreed liquidated damages. This is in addition to any other charges imposed by virtue of the Terms & Conditions.
- 15.4. Tel group reserves the right to add a £50.00 per month surcharge to telephone numbers that have a divert to a 3rd party.

16. LINE RENTAL

- 16.1. "Line Rental" means the provision of apparatus forming part of the network used by Tel group to connect you to a telephone exchange.
- 16.2. The fee for the Line Rental service is the monthly rental set out in your signed Application Form but where prices are not listed on the Application Form line rental will be charged at Tel group's standard rates details of which are available on request.
- 16.3. If you cancel the Line Rental service before it is duly terminated as described above, you will have to continue paying the monthly service fee up until the end of the then current period of the Agreement, or £99, whichever

is more. This is in addition to any other charge imposed by virtue of these Terms and Conditions.

- 16.4. In addition, if you terminate this Agreement prior to the end of the period specified on the Application form and after your account has been provisioned (except if you terminate, in accordance with the provisions of this Agreement, as a result of Tel group's breach or insolvency or winding up), you will reimburse Tel group for any costs incurred in releasing you from your contractual obligations with BT™ prior to transferring you to the Tel group service (if applicable).
- 16.5. Where the service involves the installation of a new line, Tel group will allocate a telephonenumber to that line and, unless you do not require it, will arrange for one free standard entry to be made in a telephone directory published by BT or any other operator (as appropriate).
- 16.6. If Tel group has an appropriate Agreement with your existing service provider, Tel group can provide, at your request, a telephone line using your existing number as long as
 - i) there are no technical reasons preventing the use of that number
 - ii) the existing service provider agrees to release the number
 - iii) you authorise Tel group to cancel on your behalf the service on the existing line using that telephone number
 - iv) you provide Tel group with sufficient information including (but not limited to)the account name, account number, service address and billing address
 - v) you pay Tel group's charges for number portability, and number portability is available at the site

17. BROADBAND

- 17.1. "Broadband" means all broadband services, including ADSL, SDSL, FTTC, FTTP & ANY Formatted Lease Lines or other connectivity types.
- 17.2. The fee for the Broadband service is set out in the Application form signed by you and is subject to variation in accordance with this Agreement.
- 17.3. If you terminate the Broadband service other than in accordance with clause 8 above, you will have to continue paying the monthly service fee up until the end of the then current period of the Agreement, or £99, whichever is more as compensation. This is in addition to any other charge imposed by virtue of these Terms and Conditions.

18. INBOUND SOLUTIONS

- 18.1. "Inbound Solutions" means services provided via Non-Geographic Numbers (NGNs), such as fax to email service, interactive voice response, time of day/day of week routing, call queuing and outbound call recording services.
- 18.2. The fee for the Inbound Solutions service is the monthly service fee set out in your signed Application Form.
- 18.3. If you terminate the Inbound Solutions service other than in accordance with clause 8 above, you will have to continue paying the monthly service fee up until the end of the then current period of the Agreement, or £99, whichever is more, as compensation. This is in addition to any other charge imposed by virtue of these Terms and Conditions.

19. EARLY CANCELLATION CHARGES

- 19.1. Where cancellation charges as described in Clauses 15 (Calls), 16 (Line Rental), 17 (Broadband) and 18 (Inbound Solutions) and in respect of any other service provided by Tel group apply, such cancellation charges are cumulative.
- 19.2. If the customer wishes to end the agreement before agreed term the customer agrees to pay all fixed line rental and or service costs, to include inclusive bundles, until the end of the agreed term plus £50 per month remaining on the agreed term. In the case of broadband service cancellation, an additional fixed fee of £50 is charged on disconnection I transfer.

20. FRAUD

- 20.1. If you subscribe to Tel group's Fraud Protection Scheme, the Terms and Conditions of that Scheme prevail over the Terms and Conditions of this Agreement where relevant.

21. REMOTE ACCESS

- 21.1. Tel group reserves the right to charge £60.00 per hour for remedial, reprogramming, training or customer advised system or Network Service works.