

REDCENTRIC

MOBILE SERVICE SUBSCRIBER TERMS

Annex 1

redcentric
business technology. managed.

MOBILE SERVICE SUBSCRIBER TERMS

KEY POINTS

- Redcentric are providing the Customer with Mobile Services using approved phones, SIMs and network resources provided by Redcentric network provider
- Services will be provided within Redcentric network provider, or its MNO's network area in the UK and by roaming on to other networks but it's always possible that the quality or coverage may be affected at times.
- The Customer must not use the Services for any illegal or improper purposes. Anyone under 18 is not permitted to access Age Restricted Services.
- The Customer agree that we may provide the Customer's personal data to Redcentric network provider and that we and Redcentric network provider, or its MNO, can process the Customer's organisation's information and users personal data, which we collect or which the Customer submit to us during any sales or registration process, for a number of purposes, including to open and manage an account for Services, to deliver products and services ordered by the Customer, for security and emergency service support, for credit checking and fraud prevention, and for product analysis and direct marketing (subject to the Customer's preferences) as set out in Redcentric 'Privacy Notice' in the Terms for Services.
- A person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement, save that Gamma Telecom Limited or its nominee may enforce any term of this contract directly against the Customer.

TERMS FOR SERVICES

About the Customer's agreement

It is the Customer's responsibility to make sure the SIMs are only used to access Services as permitted in this agreement.

2. Variations to the Customer's agreement or prices

2.1. We may vary any of the terms of the Customer's agreement on the following basis:

We will let the Customer know at least one month in advance if we decide to:

- (i) discontinue the Services; or
- (ii) make any variations to the Customer's agreement which are likely to be of detriment to the Customer; or
- (iii) increase the fixed periodic charges for the Services (if applicable) by an amount which is more than the percentage increase in the Retail Prices Index Figure (or any future equivalent) in any twelve month period.

2.2 The Customer can end the agreement for such variations as explained in Section 7. Subject to the above, the Customer will not be able to end the agreement if such variation or increase:

- (i) is due to changes to the law, government regulation or licence which affect us; or
- (ii) relates solely to Additional Services;

If the Customer carry on using Services after the variation commences, the Customer will be deemed to have accepted the variation.

3. What we will provide for the Customer

A phone number and SIM

3.1 We will open an account for the Customer and provide the Customer with a SIM and a phone number (and we may agree to provide the Customer with additional SIMs and phone numbers on the Customer's request).

3.2 Redcentric network provider or its MNO owns each SIM and each SIM remains their property at all times. The Customer are being allowed to use the SIM by us on a limited licence to enable the Customer to access Services, in accordance with the terms of this agreement. We or they may recall the SIM(s) at any time for upgrades, modifications, misuse or when the Customer's agreement ends. The Customer can only use Redcentric SIM to obtain Services from us.

3.3 Each SIM may only be used in Handsets which are enabled for Services and are authorised by us for Connection to Redcentric network. Any attempt to use the SIM in other Handsets may result in serious damage to the Handsets and may prevent the Customer from being able to use it, including the making of emergency calls. In these instances, we, Redcentric network provider, or its MNO, are not responsible for any such damage or usage problems.

3.4 Handsets which can be used to access Services may be locked to the network. The software in the Handsets and all intellectual property rights in that software is owned by the Handsets manufacturer and the Customer are being allowed to use the software on a limited licence from the Handsets manufacturer. During the term of the Customer's Agreement for the supply of Services, the Customer must not permit the Customer's Handsets to be unlocked via any unauthorised manner (i.e. by anyone other than us or the Handsets manufacturer). The Customer must contact us if the Customer want the Customer's Handsets to be unlocked from Redcentric network. If the Customer contact us to request that the Customer's Handsets be unlocked from Redcentric network, we will arrange for the Customer's Handsets to be unlocked in an authorised manner (which may include replacing the Customer's Handsets with an unlocked Handsets, which is the same or similar specification to the Customer's Handsets) and the Customer must pay an unlocking administration charge. In addition, the Customer must ensure that there are no outstanding amounts owing on the Customer's account. Prior to us arranging for the Customer's Handsets to be unlocked, the Customer must ensure that the Customer back-up or otherwise store separately any of the Customer's information or other data on the Handsets which the Customer may require, as this may be lost during the Handsets unlocking process. We are not responsible for any information or any other data which may be lost during the Handsets unlocking process. This clause will not apply to the Customer if the Customer have purchased the Customer's SIM on a SIM-only basis.

Services

3.5 Once the Customer are Connected, we will provide the Customer with access to Redcentric Services. The Services will include Premium Services, provided the Customer ask for them and we approve, and may also include Age Restricted Services, provided the Customer are 18 or over and the Customer do not show or send any content from the Age Restricted Services to anyone under 18.

3.6 The Customer will also be able to upload and send the Customer's own content using the Services. The Customer grant us, Redcentric network provider, or its MNO, a royalty free, perpetual and worldwide licence to store, transmit or otherwise deal with any content the Customer upload on the Services.

3.7 We may:

(a) change or withdraw some, or part, of the Services from time to time. This may be because of changing technologies, obsolescence, new or different product features, changing content providers or the need to remove, replace or modify content. Subject to Section 4.1, the Customer can end the agreement if this variation is likely to be of detriment to the Customer as explained in Section 7; and

(b) also determine how Services are presented and delivered to the Handsets or are otherwise made available to the Customer. We can change the way they are presented, delivered or otherwise made available to the Customer at any time.

Limitation of Services

3.8 We will always try to make Services available to the Customer. However, Services are only available within Redcentric coverage area (which comprises a video service area and a voice & picture area within the UK). Within this, there may be areas where the Customer do not have access to all Services or where coverage is otherwise limited or unavailable. For more information about coverage, visit Redcentric website.

Disruption to Services

3.9 There may be situations when Services are not continuously available or the quality is affected and so we cannot guarantee continuous fault-free service.

For instance:

- (a) when we, Redcentric network provider, or its MNO need to perform upgrading, maintenance or other work on the network or Services;
- (b) when the Customer move outside Redcentric video service area whilst the Customer are on a call (in this case calls may not be maintained);
- (c) when the Customer are in areas not covered by Redcentric network. In these cases Services rely on other operators' networks where we have no control; and
- (d) because of other factors outside Redcentric control, such as the features or functionality of the Customer's Handsets, regulatory requirements, lack of capacity, interruptions to services from other suppliers, faults in other communication networks, the weather or radio interference caused by hills, tunnels or other physical obstructions.

Hardware

3.10. Where Redcentric supplies or installs Handsets the Customer Redcentric shall use reasonable skill and care and will comply with any reasonable policies previously notified to Redcentric by the Customer concerning health and safety and security of premises. The Customer must satisfy itself that all Handsets Redcentric supplies is suitable for the Customer's intended purpose. Handsets shall benefit from any relevant manufacturer's warranty. Additional warranty arrangements may be specified on contract schedule. Title to any Handsets provided by Redcentric on a charged basis passes to the Customer when the Customer has paid for such Handsets in full. Title to any Handsets provided by Redcentric on a funded Basis shall remain with Redcentric. All risk in Handsets will pass to the Customer on delivery. Any Handsets returned to Redcentric shall be done so at the Customer's risk shall remain with the Customer until such Handsets is received by Redcentric.

4. What the Customer will do in return

Secure the Customer's PIN, Passwords and SIM

4.1. Redcentric network provider or its MNO owns the SIM and it remains their property at all times, the Customer must ensure that the Customer keep the SIM safe and secure whilst it is in the Customer's possession and the Customer must ensure that the Customer are able to return it to us, if required to do so by us at any time, as set out in these terms. There will be a charge for any replacement SIM, unless, it is defective through faulty design or workmanship.

4.2. The Customer must keep all PINs and passwords secure and confidential. The Customer are also responsible for the security of the Customer's Handsets and must ensure that the Customer keep it secure (refer to the Handsets manufacturer's user guide for details of how to keep the Customer's Handsets secure).

4.3. The Customer should immediately change the Customer's PIN or password if the Customer become aware that someone is accessing Services on the Customer's account without the Customer's permission.

Responsible use of Services

4.4. The Customer may only use Services:

- (a) as laid out in this agreement; and
- (b) for the Customer's own personal use. This means the Customer must not resell or commercially exploit any of the Services or content.

4.5. The Customer must not use Services, the SIM or phone number or allow anyone else to use Services, the SIM or phone number for illegal or improper uses. For example:

- (a) for fraudulent, criminal or other illegal activity;
- (b) in any way which breaches another person's rights, including copyright or other intellectual property rights;

- (c) to copy, store, modify, publish or distribute Services or content (including ringtones), except where we give the Customer permission;
- (d) to download, send or upload content of an excessive size, quantity or frequency. We will contact the Customer if the Customer's use is excessive;
- (e) in any way which breaches any security or other safeguards or in any other way which harms or interferes with Redcentric network, the networks or systems of others or Services;
- (f) to falsify or delete any author attributions, legal or other proper notices or proprietary designation or labels of the origin or Redcentric of software or other content contained in a file that the Customer upload; and
- (g) to use or provide to others any directory or details about customers.

4.6. The Customer must always co-operate with us and follow Redcentric reasonable instructions to ensure the proper use and security of the Services and the Customer's account. The Customer must only use Handsets authorised by us for Connection to Redcentric network and also comply with all relevant legislation relating to their use.

4.7. We may publish an acceptable use policy which provides more detail about the rules for use of certain Services in order to ensure that use of Services is not excessive, to combat fraud and where Services we may introduce require certain rules to ensure they can be enjoyed by Redcentric customers. If we publish a policy, we will let the Customer know – such a policy may be amended from time to time – for instance, if we discover that the Services are being used fraudulently or for fraudulent purposes, or the excessive use of certain Services is causing problems for us, Redcentric network provider, or its MNO, its systems or for other users or if we introduce new services which may require certain rules to ensure that such new services can be enjoyed by Redcentric customers, again, we will let the Customer know if this happens.

Responsible use of Messaging and Storage Services

4.8. While using the Messaging Services, the Customer must not send or upload:

- (a) anything that is copyright protected, unless the Customer have permission;
- (b) unsolicited bulk or commercial communications or other unauthorised communications, or knowingly send any viruses; or
- (c) anything that is obscene, offensive, abusive, defamatory, menacing, harassing, threatening or is unlawful in any other way.

4.9. We may put limits on the use of certain Services, such as Messaging Services or Storage Services. For example, we may limit the size of messages or storage space.

4.10. While we have no obligation to monitor the Messaging Services or Storage Services, if the Customer exceed Redcentric use limits set out in Redcentric fair use policy, or we are made aware of any issues with the Customer's use of these Services, (for example, if we are made aware that the Customer are using Services in any of the ways prohibited in Section 4.8 above) we reserve the right to remove or refuse to send or store content on the Customer's behalf.

Responsible use of Age Restricted Services

4.11. If the Customer are under 18, the Customer are not permitted to access Redcentric Age Restricted Services (if any). If the Customer are 18 or over and the Customer access the Age Restricted Services, the Customer must not show or send content from the Age Restricted Services to anyone under 18. The Customer must also ensure that the Customer have deactivated any access to Age Restricted Services if the Customer let anyone under 18 use the Customer's Handsets.

Responsible use of Services outside the UK

4.12 If the Customer use Services from a country outside the UK, the Customer's use of the Services may be subject to laws and regulations that apply in that other country. We are not liable for the Customer's failure to comply with those laws or regulations.

5. Redcentric Rights – Intellectual Property

5.1. All rights, including copyright in Services and their content, belong to us, Redcentric network provider, its MNO, or Redcentric licensed sRedcentricce, such as a content provider. We and they reserve all Redcentric and their rights.

5.2. The 'Vodafone' mark and other related images, logos and names on the Services are proprietary marks of the Vodafone group of companies. We and they reserve all Redcentric and their rights.

6. Suspension of Services

6.1. We may Suspend any or all of the Services the Customer use without notice if:

- (a) we reasonably believe the Customer have provided us with false or misleading details about the Customer's self;
- (b) we advise the Customer that the Customer's excessive use of Services (as may be defined in accordance with Section 4.7 above) is causing problems for other users, and the Customer are continuing to use Services excessively;
- (c) we believe the Customer's Handsets or SIM has been lost or stolen;
- (d) we reasonably believe that the Customer have used Services, the SIM(s) or a phone number for illegal or improper purposes in contravention of Redcentric responsible use requirements in Section 4 above;
- (e) we receive a serious complaint against the Customer which we believe to be genuine (for example, if we receive a complaint that the Customer are using Services in any of the ways prohibited in Sections 4.5, 4.8 and 4.11). If this happens, we will deal with the complaint in the manner set out in Section 7;
- (f) we are required to suspend the Customer's Services by the emergency services or other government authorities; or
- (g) we reasonably believe the Customer have permitted the Customer's Handsets to be unlocked via any unauthorised manner and/or have not paid any relevant Charges due in contravention of Section 3.4 above.

6.2. We may turn off the Customer's Messaging Services if they are inactive for an extended period of time - we will let the Customer know before this happens. If we do turn off the Customer's Messaging Services we will have no obligation to maintain any of the content in the Customer's Messaging Services, or to forward any unopened or unsent messages to the Customer, or anyone else.

6.3. If we Suspend any or all of the Customer's Services, the Customer will still be able to make emergency calls (unless they have been Suspended at the request of the emergency services).

6.4. If the Customer's Services are Suspended, we may agree to re-Connect the Customer if the Customer ask us to do so and there may be a re-Connection Charge for this.

7. Ending this agreement and Disconnection of Services

7.1. The Customer may end this agreement in the following ways:

- (a) The Customer can end the agreement during the Customer's Minimum Term (if the Customer have one) by giving notice at least 30 days before the date the Customer want to end the agreement. However, the Customer must pay us all the Charges the Customer owe, plus any Cancellation Fee.
- (b) On 30 days' notice, outside the Minimum Term. The Customer can end the agreement if the Customer's agreement does not contain a Minimum Term, or if the Customer want to end the agreement at the end of the Customer's Minimum Term or any time after the Customer's Minimum Term has expired, provided the Customer give notice to Customer Services at least 30 days before the date the Customer want to end the agreement.
- (c) Within one month of a detrimental variation to the Customer's agreement. The Customer can end the agreement within one month of us telling the Customer about a variation to the Customer's agreement which is likely to be of detriment to the Customer. The Customer must give written notice within that month and the Customer's agreement will finish at the end of that month once we receive the Customer's notice.

7.2. We may end this agreement in the following ways:

- (a) On 30 days' notice, outside the Minimum Term.
If the Customer's agreement does not have a Minimum Term, or the Minimum Term has expired, we can end this agreement by giving at least 30 days' notice of ending the agreement.
- (b) Because of the Customer's conduct.

In the following cases, we may end the Customer's agreement immediately and the Customer have to pay all the Charges the Customer owe up until we Disconnect the Customer:

- (i) if we have the right to Suspend the Customer's Services on any of the grounds in Section 4.5 and we believe that the grounds are serious and have not been, or are unlikely to be, rectified;
 - (ii) if we believe that the Customer's use of Redcentric Services, are jeopardising the operation of Redcentric, Redcentric network provider's, or its MNO's network, or are of an unacceptable nature; or
 - (iii) in the event of the Customer's bankruptcy, insolvency or death.
- (c) No network access or Services. We may end the Customer's agreement if we no longer have access to other operators' networks which we need to provide Services, or if we are no longer able to provide Services due to factors beyond Redcentric control or because we cease business.

7.3 Once the Customer are Connected, the Customer can only end this agreement in the ways set out in this Section 7. However, if the Customer are a consumer, any statutory rights which the Customer may have, which cannot be excluded or limited, will not be affected by this section. For more information on the Customer's statutory rights, contact the Customer's local authority Trading Standards Department or Citizen's Advice Bureau.

8. Effect of this agreement ending

8.1. If the agreement ends, Redcentric shall close the Customer's account and Disconnect the Customer and the Customer will not be able to use Services or make emergency calls.

8.2. The Customer must immediately pay all Charges the Customer owed up to the date the agreement ends. If we end the agreement due to the Customer's conduct or if the Customer end the Customer's agreement within the Minimum Term, the Charges will include a Cancellation Fee.

8.3. Upon termination or expiry of this agreement or Disconnection of any Device, Redcentric Orange may require the Customer to return Handsets where title remains with Redcentric. The Customer shall comply with Redcentric's reasonable instructions with regard to the return of any such Handsets. If, in Redcentric's reasonable opinion, any such Handsets are returned in a poor or defective condition (fair wear and tear excepted) Redcentric may reject the returned Equipment and charge The Customer for the Handsets. If Handsets are provided to you on a Funded Basis is Disconnected before completion of its Minimum Connection Period, Orange may charge the Customer for that Handsets rather than seek its return. Charges under this Clause are calculated at the list price applicable at the time the Handsets was supplied but giving credit for any sum already paid by the Customer (other than sums paid using a Technology Fund or other credit provided by Redcentric)

8.4. Where Redcentric provides the Customer with any form of technology fund or other credit or fund as part of this agreement, the Customer acknowledges and agrees that upon expiry or termination of this agreement, The Customer shall forfeit any such credit or fund then unused. Such unused Credit may not be carried forward to any other agreements

The Customer may have with Orange and Orange shall not repay, refund or Credit You in any way. Per Connection Credits shall be repaid by You on Non-Active Connections.

8.5 If this Agreement is terminated prior to the expiry of the Minimum Agreement Term and if Redcentric requests the Customer shall refund pro-rata any technology fund or other credit or fund provided by Redcentric as part of this agreement.

8.6 If on termination and expiry of this agreement the Customer wants all connections and hardware arrangements to end contemporaneously then the Customer shall pay all charges that would apply if the connections and hardware arrangements had run to their full term.

9. Liability

Limits on Redcentric liability

9.1. All of Redcentric obligations to the Customer relating to Services are set out in the Customer's agreement. If the Customer wish to make any variations to this agreement or rely on any other term, the Customer must obtain Redcentric agreement to the variation or term in writing.

9.2. Except as set out in 9.3:

- (a) all other terms, conditions and warranties relating to Services are excluded;

(b) Redcentric, Redcentric network operator's and its MNO's, entire liability to the Customer for something we do or don't do will be limited to £3,000 for one claim or a series of related claims; and

(c) we, Redcentric network operator and its MNO, are not liable for any loss of income, business or profits, or for any loss or corruption of data in connection with the use of Services. We, Redcentric network operator and its MNO, are not liable for any loss or damage that was not reasonably foreseeable when the Customer entered into the agreement.

9.3. Nothing in this agreement removes or limits Redcentric liability for fraud, for death or personal injury caused by Redcentric negligence or for any liability which can't be limited or excluded by applicable law. If the Customer are a consumer, the terms of this agreement will not affect any of the Customer's statutory rights which the Customer have, which cannot be excluded by this agreement. For more information on the Customer's statutory rights, contact the Customer's local authority Trading Standards Department or Citizen's Advice Bureau.

Services – Area where we have no responsibility

9.4 We will try to ensure the accuracy, quality and timely delivery of Services. However:

(a) we, Redcentric network operator and its MNO, accept no responsibility for any use of, or reliance on, Services or their content, or for any disruptions to, or any failures or delays in, Services. This includes, without limitation, any alert Services or virus detection Services; and

(b) subject to Section 9.3 we, Redcentric network operator and its MNO, do not make any representations as to the accuracy, comprehensiveness, completeness, quality, currency, error-free nature, compatibility, security or fitness for purpose of Services or their content. They are provided to the Customer on an 'as is' basis; and

(c) we, Redcentric network operator and its MNO, are not providing the Customer with advice of any kind (including without limitation investment or medical advice). Where Services contain investment information, we do not make invitations or offer inducements to enter into any investment agreements.

9.5 We, Redcentric network operator and its MNO, will not be liable:

(a) for any loss the Customer may incur as a result of someone using the Customer's PINs or passwords, with, or without, the Customer's knowledge; or

(b) if we or they cannot carry out Redcentric duties, or provide Services, because of something beyond Redcentric control.

Others' content and services – Areas where we have no responsibility.

9.6 The Customer may be able to use Services:

(a) to upload, email or transmit content using Services; and

(b) to access content which is branded or provided by others and to acquire goods and services from others. Where we provide the Customer with such access, all we do is transmit the content to the Customer and we do not prepare or exercise control over the content, goods or services. We and Redcentric network operator are not responsible or liable in any way for, and do not endorse, any of this content, goods or services.

9.7 This Section 9 will apply even after this agreement has ended.

10 Privacy Notice and The Customer's Information

10.1 We may pass and share the Customer's organisation's information and user's personal information to Redcentric network provider, or its MNO, other communications service providers and network operators for the detection and prevention of theft and fraud, and to carry out any activities or disclosures to comply with any regulatory, government or legal requirement.

10.2 If the Customer use Services from a country outside the UK it may be necessary to transfer the Customer's information to that country. If that country is outside of the EEA, the treatment of the Customer's personal information may be subject to laws and regulations applying in that country and which may not protect the Customer's information to the same standards applying in the UK and the EEA.

10.3 The Customer must keep any passwords and PIN numbers relating to the Customer's account and the Services safe and secure. The Customer must not share them with anyone else. If the

Customer find or suspect that anyone else knows the Customer's passwords or PIN numbers, or can guess them, the Customer must contact us immediately and ask us to change them. This is the Customer's responsibility.

11 Other terms

11.1 This agreement is governed by English law unless the Customer lives in Scotland in which case, it will be governed by Scottish Law. Each of us agrees to only bring legal actions about this agreement in a UK court.

11.2 If the Customer, or we or Redcentric network provider, or its MNO, delay, or do not take action to enforce Redcentric respective rights under this agreement, this does not stop the Customer, or us or them, from taking action later.

11.3 If any of the terms in this agreement are not valid or legally enforceable, the other terms will not be affected. We may replace any item that is not legally effective with a similar term that is.

11.4 We may assign or transfer Redcentric rights and obligations under the Customer's agreement to a party who agrees to continue complying with Redcentric obligations under this agreement, provided that the Customer's rights under the agreement or any guarantees given by us to the Customer are not affected. No other person (other than Redcentric assignee, if any) may benefit from this agreement.

11.5 In exceptional circumstances, a government authority may order the reallocation or change of phone numbers, in which case we may have to change the Customer's phone number for Services.

11.6 The Customer confirm that the Customer have full contractual capacity to agree to the agreement.

Third Party Rights

11.7 This agreement is entered into by us for the benefit of us, Redcentric network provider, and its MNO.

11.8 For the purposes of the Contracts (Rights of Third Parties) Act 1999 it is intended that Redcentric network provider, Gamma Telecom Ltd and its MNO will have the right to enforce any rights conferred on it under this agreement and to that extent Gamma Telecom Ltd and its MNO will have the same rights against the Customer as would be available if they were a party to this agreement.

GSM Gateways and VoIP

12 The Customer shall not connect any GSM Gateway to the network for illegal purposes including the unlawful provision of electronic communication services (as defined in the Communications Act 2003) to a third party or which is not compliant with any relevant laws or the MNO's commercial policy. The Customer shall not use the Services for the purposes of Voice-over-Internet-Protocol service or similar service, unless otherwise agreed in writing by us.

Glossary for Terms of Services

Additional Services: additional or supplemental services for which a charge is made in addition to the fixed periodic charges for the Services (if applicable).

Age Restricted Services: any Services for use only by customers 18 or over.

Cancellation Fee: means, a fee charged if we end the agreement due to the Customer's conduct or if the Customer end the Customer's agreement within the Minimum Term. This fee may cover (without limitation) the Customer's fixed periodic Charges for the Minimum Term, Redcentric administrative costs, costs incurred by us in Connecting and Disconnecting the Services and Redcentric payments to operators, network providers, stores or agents.

Charges: charges for access to, and use of, Services. These charges may cover (without limitation) fixed periodic charges, usage charges, account administration fees, fees for Connection and re-Connection, a Cancellation Fee (where applicable) and any costs incurred in collecting outstanding payments from the Customer.

Connection: the procedure by which we give the Customer access to Services. 'Connected', 'Connecting', and 're-Connection' have corresponding meanings.

Damage: any accidental, sudden and unforeseen damage to the Handsets caused by external means which affects the operational functioning of the Handsets.

Disconnection: the procedure by which we stop the Customer's access to Services. 'Disconnected' and 'Disconnecting' have corresponding meanings.

GSM Gateway: any equipment containing a SIM card which enables the routing of calls from fixed apparatus to mobile equipment by establishing a mobile to mobile call.

Handsets: the device or mobile Handsets that is authorised by us for Connection to the network which is used to access Services.

Messaging Services: any email, fax and voicemail Services, text message and multimedia messaging Services, personal information management and other message or communication facilities which let the Customer communicate with others.

Minimum Term: the minimum fixed term for the supply of Services.

MNO: the mobile network operator providing network services to Gamma Telecom Ltd.

Premium Services: any Services which are charged at premium rates. The Customer can only access these Services – such as international calling and international roaming – with Redcentric approval.

Services: the services offered by us, including call services, Messaging Services, Storage Services, Age Restricted Services and Premium Services, which we agree to provide for the Customer.

SIM: a card which contains the Customer's phone number and enables the Customer to access Services.

Storage Services: any Services which offer the Customer storage capacity on the network for storage of content which the Customer access from us.

Suspension: the procedure by which we temporarily Disconnect the Customer's access to the Services. 'Suspend' has a corresponding meaning.

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