



Interact Technology Limited *Standard Terms and Conditions* Version 6.5 March 2023

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1.0 What the Service is

The Service we (Interact Technology Ltd) supply to you (our customer) is being any or all of the following offerings: Installation Services, Maintenance services, Fixed Network Services, Data Services, Hosted Services and/or Mobile Services.

1.2. Basis of Contract

The sending of a quote by Interact Technology Ltd to you (our customer) constitutes as an offer, to provide services in accordance to these conditions.

The offer may be withdrawn at any point prior to you (our customer) accepting.

1.3. The offer shall be accepted and the contract shall be formed and come into existence at the point when Interact Technology Ltd receives the accepted quote/order form, (either electronically or physically) by and on behalf of you (the customer) The contract and services official commencement date will be from the date of activation of services (Commencement Date).

1.4 The contract constitutes the entire agreement between the parties. The customer acknowledges that it is not relied on any statement, promise, representation, assurance or warranty made or given by Interact Technology Ltd which is not set out in the quote or order form, the Service Specific Conditions or the standard terms.

1.5 The customer warrants to Interact Technology Ltd that it is entering into a contract for the purpose of its business, trade or profession and not as a consumer.

1.6 Except for Installation Services that shall form part of a Contract for the Supply of Equipment, each order for maintenance Services, Data Services, Hosted Service or Fixed Network Services shall be deemed to be a separate contract (irrespective of whether more than one or all of them are on the same quote/order form).

2.0 Term

2.1 You (the customer) recognise that Interact Technology Ltd.'s pricing takes into account many factors including but not limited to: other carrier commitments, initial costs, advance replacement equipment levels, spare parts stock, staffing and insurance arrangements. Strict adherence to term commitments and notice periods are therefore of the essence.

2.2 The initial term of each customer order shall be thirty six (36) months ("Term Commitment") and you (the customer) agree to pay for the agreed services for such period of time unless otherwise stated on the quote/order form.

2.3 After expiry of the initial term commitment the term commitment shall be extended by one year and subsequently each year on each anniversary of the commencement date, until terminated by either Interact Technology Ltd or you (the customer) upon written notice to be delivered not less than ninety (90) days prior to the end of the initial term commitment or the end of any subsequent term commitment.

3.0 Things we may have to do:

We may have to do some things that could affect the Service.

- 3.1. If we have to interrupt the Service we will restore it as quickly as we can.
- 3.2 Occasionally we may have to:

(a) Change the code or phone number or the technical specification of the Service for operational reasons;

(b) Interrupt the Service for operational reasons or because of an emergency;

(c) Give you instructions that we believe are necessary for health or safety or for the quality of the service that we supply to you or to our other customers.

4.0 Phone number

4.1 You have no right to sell or to agree to transfer the number or numbers provided to you for use with the Service and you must not try to do so.

4.2 Nobody must advertise the phone number for the Service in or on a phone box without our consent and you must make sure that this does not happen. The action that we can take if this happens is explained in paragraphs 13.1 and 13.2. We will however give you written notice before taking any such action.

5.0 Call monitoring

5.1 We will occasionally monitor and record calls made to or by us. We do this for training purposes and to improve the quality of our customer services, including complaint handling.

6.0 Use of your information

6.1 You (the customer) agree that Interact Technology Ltd may use the personal data provided to a.) Provide any Services b.) Process payment for such services and c.) Inform the customer about similar products or services that Interact Technology Ltd or other members of its group provide.

6.2 You (the customer) agree that Interact Technology Ltd may pass its personal data and other information to a credit reference agency.

6.3 Interact Technology set out its lawful basis advice in its Privacy Notice.

7.0 When we will provide the Service

Interact Technology Ltd shall use all reasonable endeavours to deliver services on or by any date or dates specified on the quote/order form but any such dates shall be estimates or guidance only.

7.1. to the extent that there is a failure or delay by Interact Technology Ltd to supply one or some of the services, that shall not entitle the customer to terminate the contract for the supply of any other service or services as the case may be (if any).

8.0 Repairing faults

8.1 We will work on any fault that is reported to us according to the repair service we have agreed to provide to you.

8.2 When we agree to work on a fault outside the hours covered by the repair service that we provide to you, you must pay us any extra charges incurred.

8.3 If you tell us there is a fault in the service and we find either that there is not or that someone at you premises has caused the fault, we may charge you for the work we do, to try to find the fault or to repair it.

9.0 Paying our charges for the Service

9.1 The charges for Services shall be detailed in the quote/order form and as otherwise determined in accordance with the contract.

9.2 Agreed rental charges are payable from the handover date monthly in advance by direct debit, or such other method that is specified in the quote/order form.

9.3 You (the customer) shall pay for calls whether made by you (the customer) or any third party. Interact Technology Ltd shall invoice the customer monthly in arrears for all call charges and the customer shall pay such invoice within 14 days of the date of the relevant invoice by direct debit.

9.5 Payment in advance, deposits and call levels (a) We may ask you for a payment before one is normally due. This will not be more than the connection charge and rental for the Minimum Period, except in circumstances where we send you a bill because you have exceeded your Call Level.

(b) We may ask for a deposit at any time, as security for payment of your bills, if it is reasonable for us to do so.

(c) We may decide a Call Level is no longer necessary. We will inform you of this

(d) We may use the Services of a Credit Reference Agency in order to approve your application for services. We reserve the right to decline any application that does not match our criteria.

9.7 Minimum requirement for service: In return for Interact Technology to provide its Line Rental services, all local call traffic as a minimum must be routed through Interact Technology. As such we (Interact Technology Ltd) shall have the right to charge a minimum of £4.50 per month per line in

the event that the customers call charges do not succeed this sum in any month

9.8 If you choose not to pay via Direct Debit, and your invoice payment is more than 14 days late, we reserve the right to charge for a late payment fee.

10.0 Your other responsibilities

10.1 Connecting and using your equipment (a) If using Analogue or Digital lines or services on these you may only connect phones, extension wiring, sockets or other equipment to the network using a main telephone socket that BT Openreach has fitted and maintained, unless we agree otherwise. We may end any such agreement after giving you notice.

(b) Equipment must only be used with our network in a way that meets the relevant standards and your license. If your equipment does not meet those standards, you must immediately disconnect it, or allow us to do so at your expense. If you ask us to test your equipment to make sure that it meets those standards or your license, you will be asked to pay an engineer charge ahead of any appointment.

(c) You are liable for charges for calls that arise from faulty equipment, incorrectly installed software, software bugs, virus and incorrectly configured hardware that fails to disconnect from the network or repeatedly redials.

10.2 Supply a place and electricity for our equipment We may have to place equipment on your premises to provide you with the Service. You must provide a suitable place and conditions for our equipment. If we have to supply equipment that needs a continuous mains electricity supply and connection points, you must provide them where we need them at your own expense.

10.3 Preparing your premises: You (The Customer) must prepare your premises before we arrive according to any instructions that we give you. When our work is completed, you will be responsible for putting items back and for any necessary redecorating.

10.4 Entry to your premises

(a) If the engineers have to enter your premises you must let them do so as long as they show their identity card. We will meet your reasonable requirements about the safety of people on your premises and we will do the same.

(b) If we need someone else's permission to cross or put our equipment on their premises, you must get that arrangement for us and make any other necessary arrangements.

10.5 Damage

Nobody must tamper with our equipment that is on your premises. If anyone does and there is any damage to or loss of our equipment, you must pay a charge for any necessary repair or replacement.

10.6 Misuse of the Service Nobody must use the Service:

(a) To make offensive, indecent, menacing, nuisance or hoax calls;

(b) Fraudulently or in connection with a criminal offence; and you must make sure that this does not happen. The action we can take if this happens is explained in paragraphs 13.1 and 13.2. If a claim is made against us because the Service is misused in this way, you must reimburse us in respect of the sums we are obliged to pay.

10.7 Indemnity If you use the Services for business use, you must indemnify us against any claims that anyone (other than you) threatens or makes against us because the Service is faulty or cannot be used by them.

11.0 Limitation of Liability

11 Nothing in the contract shall limit or exclude Interact Technology Ltd liability for:

a) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors

b) fraud or fraudulent misrepresentation by Interact Technology Ltd

c) breach of the terms implied in the Supply of Goods Act 1982

11.1 Interact Technology Ltd shall not be liable to the Customer, whether in contract, for breach of statutory duty, or otherwise, arising under or in connection with the contract for; loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of or damage to goodwill, loss of use or corruption of software, data or information, any direct or consequential loss.

11.2 Should your service include an Call-recording solution, it is your responsibility (the Customer) to check that calls are being recorded and archived correctly. Interact Technology Ltd is not responsible for any loss of recordings.

11.3 We have no liability under this agreement for a failure in provision of the Service or the Service

itself this does not affect our liability if we are negligent.

11.4 Interact Technology Ltd. total liability to the customer, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with this agreement shall, in respect of all claims (connected or unconnected) in any consecutive 12 (twelve) month period, be limited to the equivalent of the total charges paid by the customer in that period for the equipment and/or the relevant service in respect of which the claim arose.

11.5 Each part of this agreement that excludes or limits our liability operates separately. If any part is disallowed or is not effective, the other parts will continue to apply.

12.0 Force Majeure

An event beyond the reasonable control of Interact Technology Ltd but not limited to: Strikes/Lock-outs or other industrial disputes (whether involving the employees of Interact or otherwise). Failure of a Utility Service (including without limitation, Street Cabling, network or infrastructure failure or fault). Failure of a transport network, act of god, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant machinery, fire, flood, storm or default of suppliers, subcontractors or utility suppliers. Interact Technology Ltd shall not be liable to the customer as a result of any delay or failure to perform its obligations under this contract as a result of a Force Majeure Event.

12.1 If the Force Majeure Event including but not limited to a default of supplier caused by bankruptcy or administration prevents Interact Technology Ltd from providing any of the services for more than 14 Business Days, Interact Technology Ltd shall without limiting its other rights or remedies, reserve the right to replace your service to the end of the initial term or renewal period.

13.0 If you break this agreement

13.1 We can suspend the Service or end the agreement (or both) at any time without telling you if:

(a) You break this agreement or any other agreement you have with Fixed Network Services, Data Services, Hosted, Mobile or Maintenance/Support Services and fail to remedy the breach within a reasonable time of being asked to do so;

(b) We believe that the Service is being used in a way forbidden by paragraph 10.6.

(c) Bankruptcy or insolvency proceedings are brought against you, or if you do not make any payment under a judgement of a court on time or you make an arrangement with your creditors or a receiver or administrator is appointed over any of your assets, or you go into liquidation.

13.2 If your agreed Call Level is reached before your next monthly bill is sent to you, we will inform you of the amount you have spent and agree any necessary action. If you have a limited payment history for the Service (less than three bills received and paid in full) we may also restrict your ability to make outgoing calls pending payment of charges accrued on our billing system.

13.3 If you miss a payment, we will not suspend the Service or end the agreement until seven days after the payment was due. However, if we suspend the service and you miss another payment during the twelve months after we provide the Service again, we may then suspend the Service or end the agreement (or both) seven days after the payment was due. In the case of a bill for Call Charges only we may suspend the Service or end the agreement (or both) seven days after the payment was due.

13.4 If we suspend the Service, we will not provide it again until you do what you have agreed or satisfy us that you will do so in future or that the Service will not be used in a way that is forbidden by paragraph 10.6. A reconnection fee will apply.

13.5 If we suspend the Service because you break this agreement, the agreement will still continue. You must continue to pay us rental to the term commitment date.

14.0 Arbitration

If we cannot resolve any dispute with you, you can refer the dispute to the Chartered Institute of Arbitrators under our simple procedure.

15.0 Changing the agreement

15.1 In general, if you ask us to make any change to the Service we may ask you to confirm your request in writing. If we agree to a change, this agreement will be changed when we confirm the change to you in writing.

15.2 Conditions

We can change the conditions of this agreement including our charges at any time.

16.0 Transferring the agreement

You cannot transfer or try to transfer this agreement or any part of it to anyone else.

17.0 Cancelling the Service prior to Service Commencement Date.

You may cancel your service order after Interact Technology's acceptance of an order and prior to the service commencement date upon written notice to Interact Technology Ltd.

In such an event, or if delivery of service is terminated by Interact Technology Ltd prior to delivery of a connection notice due to a failure of customer to comply with these terms and conditions, then you shall pay a cancellation charge to Interact Technology Ltd in an amount equal to: a) any third party cancellation charges related to the installation or cancellation of service; plus b) all non-recurring charges detailed in the quote/order form (including any non-recurring charges that were waived by Interact Technology Ltd on the quote/order form)

c) 50% of the total recurring charges for the cancelled service which would have been received until the expiry of the Term Commitment had the service order not been cancelled; plus d) Interest at a rate of 1% per month (or if disputed the maximum rate allowable in law) or part thereof on the total of all sums recoverable from the effective date of termination until payment.

The right to cancel any service under this section 17 shall automatically expire upon delivery of the agreed service.

17.1 The supply of Equipment as part of the quote/order form is and remains the property of Interact Technology Ltd and to which will need to be returned upon cancellation, transfer or termination of the agreement. Charges will apply for equipment that is not returned.

18.0 Ending the agreement after the Service is provided

You (the customer) may cancel service after the customer commencement date for a particular service and prior to the end of the term commitment by delivery of written notice to Interact Technology Ltd of not less than 90 days before such cancellation is to be effective.

In such event, or if Interact Technology Ltd cancels all or any portion of any customer service order due to a breach of any term or condition, then you shall pay cancellation charges in an amount equal to:

(a) any third party cancellation charges related to the installation and/or termination of the service; and the non-recurring charges (including any non-recurring charges that were waived by Interact Technology Ltd at the time of the quote/order form being accepted) for the cancelled service; plus (b) 100% of the remaining charges which would have been incurred by you (the customer) from the effective date of cancellation to the end of the term Commitment; plus 30% of the average call charges calculated over the previous six (6) months to the end of the term commitment.

(c) Interest at a rate of 1% per month (or if disputed the maximum rate allowable in law) or part thereof on the total of all sums recoverable from the effective date of termination until payment.

(d) The porting 'out' of numbers from Interact Technology incurs a charge of £20.00 per number. The charge will be applied to your final invoice or your next monthly invoice after a port should some services remain active on account.

18.1 The supply of Equipment as part of the quote/order form is and remains the property of Interact Technology Ltd and to which will need to be returned upon cancellation, transfer or termination of the agreement. Charges will apply for equipment that is not returned.

18.2 Any final charges will be calculated up to the next permissible Anniversary date. The Anniversary date is determined by the Commencement date when the services were activated and not the Acceptance date.

The other things we need to tell you

19.0 How to give notice

Any notice given under this agreement must be emailed or a letter sent with confirmed delivery

(a) To us at the address shown on the Quote/ Order Form or on your last bill.

(b) To you at the address you have asked us to send bills to whether postal or electronic mail.

20.0 SIP Fraud Management

Some services will be provided or charged with a SIP fraud Management Service. Whilst Interact Technology Limited will aim to manage and potentially restrict fraudulent activity, we cannot be held responsible for any breach, mis-use or costs associated with such activity.

21.0 Third party rights

A person who is not a party to this agreement, has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this

agreement, but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

22.0 Liability for misuse

Interact Technology is not liable for any misuse, fraud, deception, misrepresentation, or any unauthorized use that does or does not amount to, or is or is not in connection with any criminal offence that results in excess call charges. This applies to any party's use, including the responsibility of any third party.

23.0 Explanations of certain words

"Acceptance Date" the date of which the accepted order/quote is received by (Interact Technology Ltd) received from you (the customer).

"Anniversary Date" means the next renewal date either following the term commitment (after the commencement date) or the extended 12 months term commitment.

"Contract" means the contract between Interact Technology Ltd and the Customer for the supply of Service/goods (including appropriate equipment) in accordance with these conditions, the order and any service specific conditions.

"Commencement Date" the date from which the services were activated, over-riding the Acceptance Date (accepted order/quote).

"Customer" the person or firm specified as such on the order form/quote who contracts to purchase services from Interact Technology Ltd

"Call Level" means the sum of money you agree with us and you expect to spend on Call Charges during the period covered by your bills.

"Data services" the data services to be provided by Interact technology Ltd to the customer as described in the Order/Quote together with such other data services that Interact Technology Ltd agrees to supply the customer from time to time.

"Equipment" The equipment as set out in the order form/quote that is on loan for the period of your commitment term and returnable upon cease/transfer.

"Failure of the Service" means the continuous total loss of the ability to make or to receive Calls or the continuous total loss of a related service

"Force Majeure" translates as 'greater force', this clause is included to remove liability for natural and unavoidable catastrophes that interrupt the expected course of events and restrict obligations.

"Maintenance Services" the maintenance of services to be provided by Interact technology Ltd to the customer as described in the Order/Quote Interact Technology Ltd agrees to supply the customer from time to time.

"Minimum Period" means the first 36 months of the Service unless otherwise agreed in writing before the commencement of the contract.

"Mobile Services" the mobile services to be provided by Interact Technology Ltd to the customer as specified in the order form/quote.

"Service" the services to be provided by Interact technology Ltd to the customer as described in the Order/Quote together with such other data services that Interact Technology Ltd agrees to supply the customer from time to time.

"Term Commitment" means the length of time you (the customer) have agreed to receive and pay for our (Interact Technology Ltd) services

"We", "us" and "Interact Technology" means Interact Technology Ltd or the body corporate which bears the English company registration number 06348509

"Working day" means Monday to Friday not including public holidays.

"You" means the customer we make this agreement with. It includes a person who we reasonably believe is acting with the customer's authority or knowledge.

"Your equipment" means equipment that is not part of our network or included in any quote/order form and which you use or intend to use with the Service.

"Your premises" means the place where the Service is or will be provided.