



VANDERCOM VOICE & DATA SOLUTIONS LTD, MOBILE AIRTIME SERVICES & EQUIPMENT TERMS AND CONDITIONS OF AGREEMENT - VMTCV1/1310

1. **DEFINITIONS** - In these terms and conditions, the following expressions shall have the following meanings:
 - 1.1 "Vandercom" Vandercom Voice & Data Solutions Ltd. Company registration number 07108491, registered office: 505 Pinner Road, Harrow, Middlesex, HA2 6EH.
 - 1.2 "Agreement" This Agreement, all sides completed and all other associated schedules in writing.
 - 1.3 "Business" A Subscriber who is not a Consumer.
 - 1.4 "Bar" The act of barring the Subscriber from making or receiving calls on the Subscriber Apparatus.
 - 1.5 "Cancellation Form" The form which can be found at www.vandercom.co.uk and can be used as a method of cancelling this Agreement by a Consumer Subscriber in accordance with Clause 11.
 - 1.6 "Charges" Call charge, access charge, connection charge, minimum airtime charge, value added service charge means the charges as described and at the rates (appropriate to the chosen tariff) as set out in the Schedule of Tariffs to be published by Vandercom from time to time.
 - 1.7 "Connection" "Connected" The connection of the equipment or SIM card to the selected tariffs and Systems.
 - 1.8 "Consumer" An individual acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession.
 - 1.9 "IMEI" The International Mobile Equipment Identity number incorporated into the Subscriber Apparatus.



- 1.10 "Migration" Means the transfer of a mobile number to any alternative service provider on the same network.
- 1.11 "Party/Parties" Means Vandercom Voice & Data Solutions Ltd and the Subscriber either separately or together.
- 1.12 "Payment Date" The date determined by Vandercom on which Vandercom invoices fall due for payment.
- 1.13 "Portability" Means the transfer of a mobile number or Service to any alternative service provider and service operator.
- 1.14 "Service(s)" The provision of airtime, together with those services identified in this Agreement, by means of the Systems offered by Vandercom Voice & Data Solutions Ltd.
- 1.15 "Service Operators" Means the mobile networks and associated agents.
- 1.16 "SIM Card" A module, which contains Subscriber Information and which, when used with GSM/UMTS equipment, enables access to the GSM/UMTS Services.
- 1.17 "Subscriber" The account holder responsible firstly for meeting the Charges.
- 1.18 "Subscriber Apparatus" Means the approved equipment and SIM Card connected to the System.
- 1.19 "System(s)" The public telecommunications systems that Vandercom makes available to the Subscriber.
- 1.20 "Upgrade" Any supply of a new handset or mobile device.

2. ACCEPTANCE OF APPLICATION

- 2.1 In connection with this account application Vandercom will carry out credit and fraud prevention checks with a licensed credit reference and fraud prevention agency and this agency will retain a copy of the search. Information from the application and payment details of the account will be



recorded and may be shared with other organisations to help make credit and insurance decisions about you and members of your company and for debt collection and fraud prevention purposes.

2.2 Vandercom will only accept the application overleaf when the Subscriber passes a credit check to Vandercom's satisfaction. This Agreement, together with the terms contained overleaf, constitutes the entire contract between the Subscriber and Vandercom, and the terms of this Agreement shall apply to the exclusion of all others whether implied or proposed by the Subscriber orally or in writing unless expressly accepted in writing by Vandercom.

2.3 Vandercom offers mobile services to Business and Consumer Subscribers. Upon accepting this application in the case of Business Subscribers, Vandercom assumes that all businesses have ten or more employees and subsidies and benefits are issued on the basis of this.

3. TERM

3.1 This Agreement will commence from the date any services requested on the Agreement overleaf are implemented and take effect and will be for a minimum of two years in any event unless stated any different overleaf.

3.2 Subject to Clause 10 below this shall continue for a period of twenty-four (24) months from each date of individual connection or upgrade or tariff change, unless a different term is selected under the "Initial Minimum Contract Term" provision overleaf.

3.3 This Agreement shall continue thereafter until terminated by either party giving not less than ninety (90) days, or thirty (30) days where the Subscriber deals as a Consumer prior written notice, such notice not to be served prior to the expiry of the said Initial Minimum Contract Term .

3.4 This Agreement is a Master Agreement, and the provisions of Clause 3.1 and 3.2 are applicable to all mobile numbers and/or handsets Connected to Vandercom and will also apply to subsequent Connections or Upgrades from the individual Connection or Upgrade date.



3.5 All tariff changes will be subject to availability and a minimum spend.

4. CREDIT ACCOUNT

4.1 An account will be opened and a credit limit inclusive of VAT will be notified to the Subscriber and this credit limit should not be exceeded. Any increase in the credit limit must be requested in writing and will be subject to approval by Vandercom, which may entail further credit checks. Vandercom cannot accept responsibility for Subscriber overspends due to any reason including but not limited to billing cycles or delays in the availability of call data. Subscribers who anticipate exceeding their credit limit should contact Vandercom to avoid the Services being suspended.

4.2 Credit limits are subject to periodic review at Vandercom discretion. Vandercom may require that a deposit be placed with Vandercom in cases where the Subscriber incurs monthly charges in excess of the credit limit and the Subscriber authorises Vandercom to debit their credit card, where details provided, at Vandercom's discretion for this excess amount overdue, or any amount over the credit limit set.

5. CONNECTION TO THE SYSTEM AND PROVISION OF THE SERVICE

5.1 Subject to these Terms and Conditions, Vandercom will connect and maintain the connection of the Subscriber Apparatus to the System and, subject to the geographical coverage of the System from time to time and other limiting factors not under Vandercom's control, Vandercom will endeavour to make the Services available to the Subscriber throughout the term of this Agreement.

5.2 Vandercom shall be entitled, at its absolute discretion to transfer the Subscriber to another Service Operator, provided this incurs no additional costs to the Subscriber. Wherever practicable, fourteen (14) days, or thirty (30) days where the Subscriber deals as a Consumer, written notice shall be given of such changes prior to their being made.

- 5.3 The Subscriber recognises and acknowledges that the Services depend on the availability of the Systems, which may from time to time, by their very nature, be adversely affected by physical features, atmospheric conditions, and other causes of interference may fail or require maintenance without notice.
- 5.4 The Services are provided with premium rate and international calls made whilst in the UK and overseas enabled unless the Subscriber has requested Vandercom to bar these calls. If enabled, the Subscriber should be aware that they will be charged for calls received whilst abroad (including voicemail) and that calls made and received whilst overseas may be charged in 30 or 60 second increments at rates set by the overseas network(s) together with any additional handling & network charges. Premium rate calls can be charged at rates over £1.57 pence per minute. Any such calls/text/data are not included in any bundle of inclusive calls/text/data which may form part of the tariff and billing delays of up to six months may occur for these charges and may be subject to an on advance deposit as requested from time to time.
- 5.5 Vandercom shall bear no liability to the Subscriber whatsoever in connection with any Service provided by an overseas network, third party or Premium Rate provider.

6. PAYMENT

- 6.1 The Subscriber will pay any agreed initial charges, the monthly access charge any other fixed monthly charges, on or before the Payment Date.
- 6.2 The Subscriber will pay all call charges (used in excess of any call charges that may be comprised in the minimum airtime charge but without rebate for any unused element of call charges in such Charge) including charges incurred from other networks, virtual networks, premium rate and overseas cellular and network operators (without discount) and also any handling charges set out in the schedule of tariffs, monthly in arrears, on or before the Payment Date. UK calls are billed per second and rounded up to the nearest

penny. The networks may apply a minimum call charge, details of which can be found in the tariff terms and conditions on their websites.

- 6.3 The schedule of tariffs are made available within Vandercom's quoted proposal document or price book.
- 6.4 The Subscriber (excluding Consumer Subscribers) will pay the cost of any subsequent reconnection made necessary by suspension of the Services carried out by Vandercom due to non-payment (subject to Clause 10 below), prior to reconnection.
- 6.5 The Subscriber will pay all sums to Vandercom by Direct Debit or by such other method, as Vandercom shall allow on or prior to the Payment Date. The acceptance of payment by any method other than Direct Debit by Vandercom may incur a monthly administration fee of £3.50 + VAT.
- 6.6 All payments other than by Direct Debit must be received within fourteen (14) days of Vandercom's invoice date.
- 6.7 The Subscriber (excluding Consumer Subscribers) may be required to pay a fee of £20.00 + VAT per incident for cancelled, dishonoured or failed Direct Debits or cheques.
- 6.8 Any sums due to Vandercom from the Subscriber which are unpaid for more than fourteen (14) days or thirty (30) days where the Subscriber deals as a Consumer, after the Payment Date shall bear interest at the rate of three per cent (3%) above the base rate of HSBC Bank PLC calculated from the date payment was due to the date of actual payment becoming cleared funds.
- 6.9 Value Added Tax (VAT) and other taxes from time to time in force where appropriate shall be payable on all Charges referred to under this Clause 6.
- 6.10 The Subscriber will promptly advise Vandercom in writing of any change of address or bank details.
- 6.11 The Subscriber authorises Vandercom to charge the Debit/Credit Card, where details provided, with an amount equal to the outstanding balance on the



Subscriber's credit account, where the Subscriber has failed to pay Vandercom by the Payment Date.

- 6.12 The Subscriber authorises Vandercom to levy a Service Charge of three percent (3%) where Vandercom is debiting the Subscriber's Credit Card Account with any outstanding balance.
- 6.13 The Subscriber is solely responsible for the Subscriber Apparatus and/or SIM Card and shall remain liable for all call charges including any incurred during a period of theft, damage or loss until such theft, damage or loss is reported to the Service Operator and Vandercom, and will remain liable for the monthly access charge until the Agreement has ended.
- 6.14 Vandercom will only consider billing queries from the Subscriber if made within fourteen (14) days, or thirty (30) days where the Subscriber deals as a Consumer of the date of invoice.
- 6.15 Raising such queries does not relieve the Subscriber of the obligation to pay all invoices when due without deduction, offset or withhold, but if an amount is subsequently found to be not payable, Vandercom agrees to refund the Subscriber for the overpaid charges.

7. PUBLIC EMERGENCY CALLS

- 7.1 No charge will be made for Emergency calls similar to British Telecom's 999 service made on the Subscriber Apparatus.

8. OBLIGATIONS OF THE SUBSCRIBER

- 8.1 The Subscriber acknowledges that the System is operated under License and by agreement with the Service Operators and that the provisions of the said Licenses and agreements apply to the use of the Service. The Subscriber hereby undertakes:
 - 8.1.1 Not to use or permit the use of the System for any unlawful, immoral or improper purpose including the use of unlawful GSM SIM gateways or any

purpose not recommended by the equipment manufacturer or the Service Operators or Vandercom;

- 8.1.2 To comply with any reasonable instructions issued by Vandercom relating to the System, the equipment or the Service and to use only the Subscriber Apparatus approved by the Service Operators and the British Approvals Board of Telecommunications;
- 8.1.3 Not to reverse, or permit anyone else to reverse, the charges on any telephone call;
- 8.1.4 Not to act, or omit to act, in any way which may injure or damage any persons, property or the System or cause the quality of the Service to be impaired.
- 8.1.5 Not to directly or indirectly be involved, or knowingly, recklessly or negligently permit any other person to be involved, in any fraud, illegal or immoral activity and shall notify Vandercom immediately upon becoming aware of any such activity.
- 8.2 Should Vandercom incur additional claims, damages, losses (including loss of profit, other economic loss or legal fees) due to Subscriber breach of this Agreement the Subscriber (excluding Consumer Subscribers) could be liable for these.
- 8.3 The Subscriber will promptly advise the Service Operator and Vandercom, by phone and in writing in the event of loss or theft of the Subscriber Apparatus and/or the SIM Card.
- 8.4 The tariff chosen at the acceptance of this Agreement will remain the minimum tariff selected for the Initial Contract Term and the terms and conditions of the selected tariff apply.
- 8.5 The rates/tariffs/equipment subsidies that Vandercom makes available to the Subscriber are subject to the length of contract chosen and its terms and are based upon the predicted or anticipated revenue over the contract term

including notice period. The Subscriber is therefore expected to honour the contract, revenue and its terms. In the event that the Subscriber fails to do so, Vandercom reserves the right to invoice the predicted or anticipated revenue, at full retail price without discount, over the full contract term including notice period and to recover any benefits received and losses incurred, and should the contract not proceed to full term a cancellation charge will be incurred.

- 8.6 The Subscriber acknowledges that Vandercom will accept, and act on behalf of, any instruction received from the Subscriber, and accept and act on behalf of any additional orders, regardless of authority and/or position, unless otherwise pre-advised to Vandercom in writing with the Subscribers bespoke ordering procedures.

9. LIMITATION OF LIABILITY

- 9.1 Nothing in this Agreement shall limit or restrict or be deemed or construed so as to limit or restrict the liability of Vandercom or the Subscriber for death or personal injury to any person caused by its negligence.

- 9.2 Where the Subscriber deals as a Consumer, in addition to Clause 9.1 above, nothing in this Agreement shall limit or restrict or be deemed or construed so as to limit or restrict the liability of Vandercom for:

9.2.1 fraud or fraudulent misrepresentation;

9.2.2 Breach of the terms implied by section 12 of the Sale of Goods Act 1979 and by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession);

9.2.3 breach of the terms implied by sections 13, 14 and 15 of the Sale of Goods Act 1979 and sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 (description, satisfactory quality, fitness for purpose and samples); and

9.2.4 defective products under the Consumer Protection Act 1987.

- 9.3 Vandercom will be responsible to Consumer Subscribers for loss or damage that is a foreseeable result of its breach of these terms and conditions. Loss or damage is foreseeable if it is an obvious consequence of Vandercom's breach or if it was contemplated by the Consumer Subscriber and Vandercom at the time of entering into this contract.
- 9.4 Subject always to the provisions of Clause 9.1 above, the total liability hereunder of Vandercom in contract, tort or otherwise (including negligence) shall, in respect of all claims under this Agreement, not exceed the total amounts paid to Vandercom by the Subscriber under this Agreement for the 12 months immediately prior to the period in which the claim or claims are made, or £5,000 whichever is the lower amount.
- 9.5 Subject to the provisions of Clause 9.1 above, Vandercom shall not be liable hereunder, in contract, tort or otherwise (including negligence) for any indirect or consequential losses whatsoever or otherwise howsoever arising including without limitation, loss of profits, revenues, business, contracts, anticipated savings or any other indirect or consequential losses whatsoever and in this Clause 9.5, "anticipated savings" means any saving that the Subscriber anticipated making as a consequence (whether directly or indirectly) of entering into this Agreement.

10. TERMINATION AND SUSPENSION OF THE SERVICE

- 10.1 Vandercom shall have the right to, without prejudice to any other claims or remedies which it may have against the Subscriber, forthwith terminate or suspend the Service and this Agreement on the giving of not less than thirty (30) days written notice where the Subscriber deals as a Consumer, and without liability upon the occurrence of any of the following events:
- 10.1.1 If payment of the Charges is not made on the due Payment Date;
- 10.1.2 If the Subscriber commits a breach of this Agreement (and where that breach is capable of remedy, does not correct this breach within seven (7) days, or fourteen (14) days where the Subscriber deals as a Consumer, of Vandercom

requesting the Subscriber in writing to correct such breach) or if any information given to Vandercom by the Subscriber is false or misleading;

- 10.1.3 If the Subscriber makes or offers to make any composition with creditors or commits any act of bankruptcy, or if any petition or receiving order in bankruptcy is made against the Subscriber, or (in the case of a Subscriber being a Limited Company) the Subscriber is unable to pay its debts as they fall due within the meaning of the Companies Act 1985; or
- 10.1.4 If a petition or resolution to wind up the Subscriber is passed or presented (otherwise than for reconstruction or amalgamation); or
- 10.1.5 If any administrative receiver or receiver/manager is appointed over any of the Subscriber's assets, property or undertaking, or if any such power of appointment arises.
- 10.2 Vandercom may, from time to time, without notice (unless the Subscriber deals as a Consumer in which case thirty (30) days notice will be provided) or liability on its part (notwithstanding the foregoing provisions of this clause and at its absolute discretion), suspend or disconnect the Service in any of the following circumstances:
 - 10.2.1 If the Subscriber fails to comply with any of the terms contained herein; or
 - 10.2.2 If the Subscriber does, or allows to be done, anything which in the Service Operator's or Vandercom's reasonable opinion may have the effect of jeopardising the operation of the Service; or
 - 10.2.3 If, in Vandercom's or the Service Operator's absolute discretion, the call charges incurred in any given period show unreasonable or excessive usage of services or unusual calling patterns such as a disproportionate percentage of incoming calls or zero usage per number of 10 minutes or less of outbound voice calls or charges including data of less than £1.00 per month, or cause network congestion; or
 - 10.2.4 If the Subscriber exceeds the credit limits set.



- 10.3 Vandercom, without any liability whatsoever, reserves the right at its absolute discretion to immediately suspend the Service in the following circumstances:
- 10.3.1 If the Subscriber permits the use of the Service or uses the Service for illegal purposes including the use of illegal GSM SIM Gateways (or the Service Operator or Vandercom believes the same), Save where the Subscriber deals as a Consumer, the Subscriber will be charged during the month in which such suspension of Service takes place at Vandercom's RRP Business Tariff rate, no bundled minutes being applied during that month. For the remainder of the contract term the Subscriber will be liable for the tariff initially agreed at full retail price without discount, subject to Clause 8.5 above; or
- 10.3.2 If Vandercom is unable, for whatever reason, to provide the Service or if Vandercom is required to terminate this Agreement by a competent regulatory authority and/or Service Operator.
- 10.4 Termination, suspension, disconnection or barring under this Clause 10 shall be without prejudice to Vandercom's rights accrued up to and beyond the date of termination, suspension, disconnection or barring.
- 10.5 In the event of termination of the Service and this Agreement by Vandercom in accordance with the provisions of Clauses 10.1 the Subscriber shall, within fourteen (14) days or thirty (30) days where the Subscriber deals as a Consumer, of receipt of the notice of termination, pay to Vandercom all outstanding charges. Where termination is for any of the reasons specified in Clause 10.1 , the amount due is as set out in Clause 8.5 above.
- 10.6 Upon termination of this Agreement if the Subscriber made a deposit, Vandercom will only return any surplus to the Subscriber after deduction of all unpaid charges. Any request for repayment must be made in writing.
- 10.7 After disconnection, suspension or barring of the equipment from the System and/or consequent upon the termination of this Agreement, the Subscriber shall pay on demand all Charges outstanding at the time of disconnection, suspension or barring. Save where the Subscriber deals as a Consumer, the

Subscriber will also be liable for any reasonable disconnection or barring fee that Vandercom may wish to charge in its sole discretion.

- 10.8 Where the Subscriber deals as a Consumer, they will not be liable to pay for the Services while they are suspended pursuant to Clauses 10.2 and 10.3 above, but this does not affect their obligation to pay any outstanding invoices as described in Clause 10.4 above.
- 10.9 The Subscriber will pay any costs, including legal fees, reasonably incurred by Vandercom on collecting any payments due.
- 10.10 Should termination take place part way through a month, no credit will be given for the post termination part of the month's access charge(s).
- 10.11 The Subscriber will remain liable for all call charges incurred prior to termination regardless of when they are invoiced.
- 10.12 Termination, porting, or migration of mobile numbers is subject to a charge of £35.00 + VAT per number.
- 10.13 If the Subscriber is unable to use all of the Services for a continuous period of more than three days due to any technical failure (including power cuts, improvement, modification or maintenance of the Service or the Systems) and if the Service Operator offers this to Vandercom, on application the Subscriber may receive a credit for their line rental which will represent that part of the line rental for the period of suspension.

11. CONSUMER RIGHT TO CANCEL

- 11.1 Where the Subscriber deals as a Consumer and prior to Vandercom commencing any of its Services, they have the following rights to cancel an order:
 - 11.1.1 to cancel any order for Services within fourteen (14) days of placing an order by contacting Vandercom. The Consumer also has the option to complete a Cancellation Form which can be found at www.vandercom.co.uk and returning it to Vandercom at the address found in Clause 1 under the



"Vandercom" definition. Vandercom will then confirm the cancellation in writing to the Consumer Subscriber;

11.1.2 where payment has been in advance for Services that have not been provided to the Consumer, Vandercom will refund these amounts and any delivery charges;

11.1.3 if the Consumer Subscriber cancels an order for Services under Clause 11.1.1 and Vandercom has already commenced work, the Consumer will be liable to pay any costs to Vandercom reasonably incurred, and this charge will be deducted from any refund that is due to the Consumer.

11.2 Once Vandercom has begun to provide its Services, the Consumer may cancel the contract for the Services at any time by providing the Company with at least thirty (30) days' written notice. The Consumer will be liable for all charges due under Clause 8.5.

11.3 Once Vandercom has begun to provide its Service, the Consumer may cancel the contract with immediate effect and without liability, by giving Vandercom written notice if:

11.3.1 Vandercom breaches this contract in any material way and does not correct the situation within thirty (30) days;

11.3.2 Vandercom goes into liquidation or a receiver or an administrator is appointed;

11.3.3 Vandercom changes this Contract under Clause 14 to the Consumer's material detriment;

11.3.4 Vandercom is affected by a force majeure event pursuant to Clause 12 below for a continuous period of thirty (30) days or longer.

12. FORCE MAJEURE

12.1 Vandercom shall not be liable for any breach of this Agreement, nor any damage resulting there from whether direct, indirect, consequential, financial

or otherwise, if and to the extent that such breach arises as a result of any Act of God, acts or omissions by any Government, other Administrative Body or Service Operators, sabotage, riot, explosion, acts of terrorism, controls, restrictions, prohibitions or other Acts of any Local or National Government (including any requirement connected to the Licensing Arrangements) or industrial disputes of any kind or any act beyond the direct control of Vandercom.

13. ASSIGNMENT

13.1 This Agreement shall not be assignable by the Subscriber without written consent of Vandercom, which will not be unreasonably withheld. Vandercom may at any time assign this Agreement to any third party it considers suitable.

14. VARIATION

Vandercom shall be entitled, from time to time and at its absolute discretion, to:

14.1 Make such variations to the tariff, as it deems appropriate, so long as such changes are not materially disadvantageous to the Subscriber.

14.2 Make such modifications to the Service and make, or agree to, such changes to the System, as it may reasonably consider necessary. Wherever practicable, fourteen (14) days or thirty (30) days where the Subscriber deals as a Consumer written notice shall be given of such changes prior to their being made;

14.3 Make such alterations to this Agreement and its terms and conditions as the Service Operators may reasonably require Vandercom to make or as are necessary as a result of changes to Vandercom's license from the Service Operators or otherwise as a consequence of any regulatory or legal requirement.

15. DATA PROTECTION

- 15.1 The information the Subscriber provides will be used by Vandercom to supply the Services and will not be otherwise disclosed without the Subscriber's prior written permission, except as set out in Clause 15.5 below, or if required by law.
- 15.2 Vandercom does not share Subscriber information with other organisations for marketing purposes, however Vandercom may invite the Subscriber to take part in market research and inform the Subscriber of Vandercom goods and services which may be of interest unless the Subscriber informs Vandercom that they do not wish to receive this information.
- 15.3 The Subscriber has the right to ask for a copy of the data held about them by making application in writing to the Customer Services Manager at Vandercom's registered office address. There may be a charge for this service.
- 15.4 The Subscriber agrees that Vandercom may disclose any information in connection with the Subscriber's accounts to anyone who correctly quotes their password or who has satisfied Vandercom that they are the Subscriber or the Subscriber's authorised contact.
- 15.5 Vandercom may disclose information about the Subscriber's account to its agents.

16. CONFIDENTIALITY

- 16.1 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 Agreement. Both Parties agree that any confidential information received from the other Party will only be used for the purposes of providing or receiving the Services. For the purposes of this Clause 16, confidential information includes business plans, concepts, methodologies and structures, product specifications, technical information, new product information, methods of product delivery, and any other technical and commercial information, inventions or ideas (whether patentable or not) of either Party which is not in the public domain.

17. MISCELLANEOUS

- 17.1 The Subscriber agrees to the disclosure to any radio or telecommunications operating company of its name, address and details of the Service and Subscriber Apparatus provided to it pursuant to this Agreement.
- 17.2 Any notice hereunder sent by either party to the other party shall be deemed served within forty-eight (48) hours.
- 17.3 Save where the Subscriber deals as a Consumer, should Vandercom elect to disconnect and/or reconnect the Subscriber Apparatus from or to the System pursuant to Clause 10 above, then Vandercom having regard to the circumstances at the time of disconnection or reconnection may elect to charge a fee of up to £30.00 + VAT for such disconnection or reconnection.
- 17.4 Save where the Subscriber deals as a Consumer, should Vandercom elect to bar and/or unbar the equipment from the System pursuant to Clause 10 above, Vandercom may, in its absolute discretion, charge an unbarring fee of up to £25.00 + VAT for such barring or unbarring.
- 17.5 Additional services may be added to this Agreement subject to the Subscriber's written confirmation and acceptance by Vandercom. Where Subscriber Apparatus is provided to the Subscriber by Vandercom, then notwithstanding delivery and acceptance of the Subscriber Apparatus, title in the Subscriber Apparatus shall not pass to the Subscriber until completion of the contract, including notice period. If the contract is terminated early, for whatever reason, the Subscriber Apparatus remains the property of Vandercom.
- 17.6 Following any non-completion of the Initial Minimum Contract Term, Vandercom reserves the right to request the safe return of such Subscriber Apparatus undamaged and in good repair (except for reasonable wear and tear) from the Subscriber to Vandercom at the Subscriber's expense. Failure to comply with such request shall incur a full replacement charge plus VAT as quoted in Vandercom's published SIM free price list for any mobile device, data-card or modem, of up to £300 + VAT, unless the equipment falls under

the pricing stipulated in clause 16.7.1 in which case the charge is higher, plus £30.00 + VAT for any SIM card (as per Clause 16.17 below).

- 17.6.1 In the case of Blackberry, PDA or SMART phones, the full replacement charge of up to £850 + VAT will be incurred.
- 17.6.2 Equipment must be returned to Vandercom, in line with Clause 16.6 above, within fourteen (14) days of any disconnection, Porting or Migration.
- 17.7 Risk of damage to or loss of the Subscriber Apparatus shall pass to the Subscriber upon receipt of the Apparatus by the Subscriber.
- 17.8 The Subscriber shall be liable for the repair of equipment connected under this Agreement, which becomes faulty or damaged and is outside the manufacturer's warranty, this does not exclude or limit a Consumer's legal rights described under Clause 9.2. All Subscriber obligations under this Agreement shall remain in force during any period where equipment is undergoing repair.
- 17.9 No delay, neglect or forbearance on the part of Vandercom in enforcing any provision of this Agreement shall be deemed to be a waiver or create a precedent or in any way prejudice Vandercom's rights under this Agreement.
- 17.10 The Subscriber shall not obtain any Intellectual Property Rights in relation to the System, the Service or the Subscriber Apparatus as a result of this Agreement or the use of the System, Service or Subscriber Apparatus.
- 17.11 Where there is a conflict between this Agreement and any other terms and/or conditions mentioned in or printed on any correspondence exchanged between the parties, this Agreement shall prevail unless expressly agreed otherwise and in writing.
- 17.12 If any non-fundamental provision of this Agreement shall be held to be void, illegal, unenforceable or conflict with any Statute, that clause or provision shall be severed from this Agreement; the validity and enforceability of the remaining clause(s) and provision(s) shall not be affected thereby.

- 17.13 References in this Agreement to persons shall include, but not be limited to, bodies Corporate, Unincorporated Associations and Partnerships. References to the singular shall include the plural and vice versa.
- 17.14 This Agreement shall be governed by and construed in accordance with English Law.
- 17.15 Clause headings are for ease of reference only and do not govern or affect the construction or interpretation of this Agreement.
- 17.16 All SIM Cards supplied to the Subscriber, for use on the Service Operators Systems, shall at all times remain the property of the Service Operator, and shall be returned to Vandercom upon termination of the Agreement. Failure to return any SIM card shall incur a charge of £30.00 + VAT for each card.
- 17.17 Portability and Migration requests of mobile numbers made during the minimum contract term does not relieve the Subscriber from contractual obligations to pay any early termination charges due under this Agreement, and in relation to the remainder of the contract term, following termination.
- 17.18 The Subscriber is responsible for any services and their associated costs that may be accessed via the Service Operator or Vandercom and the terms and conditions that relate to those services.

18. COMPLAINTS AND DISPUTES

- 18.1 Vandercom will attempt to resolve any dispute or complaint that the Subscriber may have. Any complaints or disputes must be notified by the Subscriber to Vandercom in accordance with the complaints procedures at www.vandercom.co.uk (or at such other URL as is notified to the Subscriber by Vandercom from time to time). If the dispute or complaint cannot be resolved within 8 weeks then the Subscriber may refer the matter to:
- 18.1.1 Ombudsman Services Communication, via the website www.ombudsmanservices.org/ or by telephone on 0330 440 1614 or 01925 430 049; or



18.1.2 OFCOM, the communications regulator via the website www.ofcom.org.uk or by telephone on 0300 123 333 or 0207 981 3040.