

1 DEFINITIONS AND INTERPRETATION

- 1.1 Words and phrases with capital letters used in this Agreement and not otherwise defined shall have the meanings set out in **Schedule 1 (Definitions)**, unless the context requires otherwise.
- 1.2 In this Agreement, headings and bold type are for convenience of reference only and are not intended to be part of or to affect the meaning or interpretation of this Agreement, unless the context otherwise requires.
- 1.3 Words denoting the singular shall include the plural and vice versa and words denoting any gender shall include all genders, and the term 'include(s)', 'including' or 'in particular' are deemed to have the words 'without limitation' following them.
- 1.4 In the case of conflict or ambiguity, the order of precedence for this Agreement and any documents attached to or referred to in it will be as follows, in descending order of importance:
 - 1.4.1 the Order or Voice Recording (as applicable);
 - 1.4.2 any Service specific terms and conditions contained in the Schedules and Appendices;
 - 1.4.3 the Supplier's Policies;
 - 1.4.4 these General Conditions;
 - 1.4.5 the relevant Tariffs for the Service (where applicable); and
 - 1.4.6 any further conditions relating to specific services (where referenced in the applicable Schedule)together, these documents set forth the agreement between the Customer and the Supplier. All terms and conditions are available at <https://chessict.co.uk/legal/>.
- 1.5 The Supplier agrees to fulfil the Order in accordance with its terms and conditions referred to above to the exclusion of all other terms and conditions, including any terms communicated to the Supplier at any time prior to, with or after acceptance of the Order. Where the Customer provides the Supplier with a Purchase Order in respect of the Services stated on the Order, the Customer will be deemed to have accepted the Order and the applicable terms and conditions of the Supplier to the exclusion of all others in the same way it would had the Customer signed the Order.

2 COMMENCEMENT AND DURATION

- 2.1 This Agreement shall commence on the date of this Agreement and shall continue in force for a minimum period of two (2) years from the Commencement Date or as otherwise specified in the applicable Order or Schedule ("Minimum Term") and thereafter shall be renewed automatically for successive periods of twelve (12) months (each a "Successive Term") unless terminated:
 - 2.1.1 by the Customer giving the Supplier not more than ninety (90) days and no less than thirty (30) days written notice, before the end of the Minimum Term or Successive Term; or
 - 2.1.2 in accordance with clause 8.
- 2.2 Certain Services are subject to longer notice periods for termination which are imposed by the Third-Party Supplier. Termination notice provisions for such Services will be as set out in the Order, the relevant **Schedule 3 (Services)** and/or **Schedule 4 (Support Service)**, and in respect of such Services clause 2.1 will be deemed to be amended accordingly.
- 2.3 Any Services used by the Customer during any notice period in accordance with clause 2.1 and clause 2.2 above will be chargeable, and any Third-Party Supplier costs (including

termination fees) incurred by the Supplier within this notice period in accordance with clause 8.7. Termination Charges may apply if the Service is terminated outside of the prescribed timescales set forth in clause 2.1 or clause 2.2 above.

- 2.4 Where certain Services are subject to Industry Regulations, Microenterprise or Small Enterprise Customers and/or Non-for-Profit Customers may have additional rights in respect of contract terms such as renewal periods, contract variations, termination and dispute resolution. These rights will be included within the terms of the relevant **Schedule 3 (Services)**, however further information on such rights can also be found at www.ofcom.org.uk.
- 2.5 Where the Customer has provided notice to terminate for convenience under clause 2.1.1 (or as otherwise expressly provided for in the Agreement), but fails to transfer the services away from the Supplier within 30 days from expiry of the Minimum Term or Successive Term, or provide written confirmation that services are to be ceased upon expiry of such notice, the Customer's conduct shall be deemed acceptance by the Customer of a continuing agreement with the Supplier for a Successive Term or subsequent Successive Term and constitute withdrawal of the notice of termination.

3 SERVICES

- 3.1 The Supplier shall with effect from the Commencement Date provide to the Customer the Services set out in the Order as further detailed in **Schedule 3 (Services)** and **Schedule 4 (Support Services)** for the duration of the Minimum Term and any Successive Term. For the avoidance of doubt, the use of the Services or payment of the Services is deemed as acceptance of this Agreement and the terms and conditions contained herein.
- 3.2 If any element of the Services is provided over MyPortal or any Third-Party Supplier portal or contact platform the following terms shall apply:
 - 3.2.1 the Customer acknowledges that neither the internet nor the server through which the Supplier and/or Third-Party Suppliers provide the internet enables elements of the Services are secure;
 - 3.2.2 the Supplier shall use reasonable endeavours to keep the internet enabled elements of the Services secure, however the Supplier cannot guarantee the security or privacy of the information available through such elements;
 - 3.2.3 any Software or Documentation provided by the Supplier in connection with the provision of the Services shall be subject to the provisions under clauses 3.12 to 3.15 and clause 11;
 - 3.2.4 the Supplier and/or a Third-Party Supplier shall be entitled to modify MyPortal or any other portal or contact platform element of the Services from time to time if the Supplier considers such modification and/or replacement is reasonably necessary for the continued provision of the Services.
- 3.3 Where applicable, the Supplier shall provide to the Customer the Support Services as set out in the Order and further detailed in **Schedule 4 (Support Services)**.
- 3.4 Where the Customer cancels part only of a Service, the Supplier reserves the right to charge the Customer for the Services so cancelled in accordance with clause 8.6 and to amend the Charges to the Customer for the remaining Services to the Supplier's standard published Tariffs.

GENERAL CONDITIONS

SUPPLIER OBLIGATIONS

- 3.5 The Supplier shall provide the Services in accordance with the terms of this Agreement and the Services will be performed:
- 3.5.1 with all due skill, care and diligence;
 - 3.5.2 in compliance with the Service Levels and Good Industry Practice; and
 - 3.5.3 so as to conform with all Applicable Law relating to the provision of the Services.
- 3.6 The Supplier will not be liable under this clause 3 or be required to remedy any problem arising from or caused by the Customer's use of the Services in a manner other than in accordance with this Agreement or as directed by the Supplier.
- 3.7 The Supplier does not warrant, guarantee or represent that the Services will be continuously available or free from errors and interruptions and the Supplier may be dependent upon Third-Party Suppliers when providing the Services.
- 3.8 The Supplier shall be entitled to restrict access to Services, if required, at the sole discretion and opinion of the Supplier, for the safety of the Customer Network, to maintain integrity of the Service, in particular to prevent serious malfunction of the Services, Equipment, Software and any stored information or data. Any restrictions shall be kept to a minimum and the Supplier shall use commercially reasonable endeavours to notify the Customer in advance of such restrictions.
- 3.9 Notwithstanding any other provisions of this Agreement but subject to clause 9.2, the Supplier shall not be liable to the Customer in contract, tort (including negligence) or otherwise for the actions of any Third-Party Supplier that affect or otherwise impact upon the provision of the Services.

CUSTOMER OBLIGATIONS

- 3.10 The Customer shall be responsible for the safe keeping and proper use of the Services and Equipment and the Customer undertakes in particular:
- 3.10.1 to use the Services in accordance with the terms of this Agreement, manufacturers recommendations and any reasonable operating instructions as may be notified to the Customer by the Supplier from time to time;
 - 3.10.2 to use the Services in accordance with the Supplier's Fair Use Policy and Acceptable Use Policy;
 - 3.10.3 to comply with Applicable Law and Good Industry Practice;
 - 3.10.4 not to allow any unauthorised connection, gateway or access to the Services and/or Equipment for any purpose other than that for which the Services and/or Equipment is provided;
 - 3.10.5 not to use the Services and to procure that none of its employees use the Services to transmit or receive any material which is defamatory, offensive or of an abusive or menacing character or otherwise is in breach of this Agreement;
 - 3.10.6 not to use the Services fraudulently or in connection with a criminal offence or in any way that is unlawful;
 - 3.10.7 provide such reasonable assistance to and not to impede the Supplier in the performance of its obligations under this Agreement; and
 - 3.10.8 at its own expense, obtain all relevant licences, permissions, authorisations, registrations and approvals required in connection with or necessary for the use of the Services from the appropriate legislative, regulatory or advisory body and shall provide copies of the same upon reasonable request.

SITE ACCESS, PREPARATION AND INSTALLATION

- 3.11 To enable the Supplier to comply with its obligations under this Agreement the Customer shall:
- 3.11.1 allow or procure permission for the Supplier during Normal Working Hours to have reasonable access to the Site and the connection points or, where network connection services form part of the Services, such location on the Site and/or any neighbouring property as the Supplier reasonably requires and the Customer shall at all times provide such reasonable assistance as the Supplier requests;
 - 3.11.2 prepare the Customer Network for installation of the Services, unless otherwise specified in the Order, by ensuring that it is fully configured in accordance with the Supplier's technical specifications;
 - 3.11.3 where required, provide a continuous mains electricity supply and connecting points;
 - 3.11.4 where at the request of the Customer, the Supplier carries out work outside of Normal Working Hours, the Customer shall be responsible for the Supplier's reasonable additional charges;
 - 3.11.5 at its own expense, obtain all permissions, licences, waivers, consents, registrations and approvals reasonably required and comply with all Applicable Law necessary for the provision of the Services and installation of the Equipment;
 - 3.11.6 take all reasonable steps to provide a suitable and safe working environment on the Site and notify the Supplier in writing of any health and safety rules and regulations and security requirements that apply to the Site;
 - 3.11.7 shall not knowingly or recklessly transmit any material which contains software viruses, or any computer codes, files or programs designed to interrupt, damage, destroy or limit the functionality of any computer software or hardware; and
 - 3.11.8 at its own expense, prepare and maintain during the term of this Agreement the Site, the Equipment, the environmental conditions of the Site and Equipment and as otherwise the Supplier may reasonably require.

THIRD-PARTY SOFTWARE

- 3.12 Where the Supplier makes available Third-Party Software for the Customer to use with the Services, the Customer shall be required to enter into an End User licence agreement in the form set out at any web-link or other location that the Supplier or the supplier of the Third-Party Software may notify the Customer, as amended or supplemented from time to time ("EULA").
- 3.13 By accepting the terms of the EULA, the Customer agrees to observe and comply with it for any and all use of the Services. If the Customer does not comply with the EULA, the Supplier and/or the supplier of the Third-Party Software may restrict or suspend the Services upon reasonable notice.
- 3.14 Where a EULA has not, for any reason, been entered into for any Third-Party Software made available to the Customer by the Supplier, the Customer acknowledges and agrees that they shall comply with the obligations set out in clause 11.6 to 11.9 inclusive in respect of any Third-Party Software.
- 3.15 All EULA and rights to use the Third-Party Software shall automatically terminate on termination of this Agreement in accordance with clause 11.6.2.

CUSTOMER NETWORK

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- 3.16 If the Supplier is unable to configure the Services due to the Customer Network not being ready to connect to the Services or the Supplier discovers that the pre-defined infrastructure and/or configuration agreed with the Customer is not accurate or is incorrect and additional works are required, then the Customer shall be liable to the Supplier for any and all costs and expenses (including Third-Party Supplier costs and expenses) incurred by the Supplier as a result of any Professional Services undertaken to reconfigure the Customer Network and/or any cancelled or rescheduled engineer visit.
- 3.17 Where applicable, or as specified in the Order, the provision of Services may be subject to a survey of the Site and/or engineering visit by the Supplier to ensure that the Site and/or the Customer Network is in accordance with the Supplier's technical specifications, the Customer shall:
- 3.17.1 allow the Supplier, its subcontractors and/or Third-Party Supplier to carry out a survey of the Site to assess suitability of the Customer Network for the provision of Services in accordance with **Schedule 3 (Services)**;
- 3.17.2 be responsible for the Supplier's reasonable additional charges where a survey of the Site is carried out, including the costs of the survey, provisioning, engineering and all other costs and expenses associated with any Professional Services, including but not limited to Third-Party Supplier costs and expenses associated with ensuring that the Site is suitable for the provision of the Services; and
- 3.17.3 at its own discretion, request the Supplier, its subcontractors and/or Third-Party Supplier to submit a proposal to reprogram and/or remove existing Customer Equipment, upgrade or reconfigure the Customer Network to ensure technical compatibility which is necessary for the provision of the Services.

For the avoidance of doubt, any additional works agreed between the Parties under this clause 3.17 shall be subject to a further charge.

SERVICE LIMITATIONS

- 3.18 The Customer acknowledges and agrees that there may be technical or geographical limitations which restrict or prevent installation and/or provision of the Services, some of which may not be identified until the Services have been installed, and the Supplier shall notify the Customer as soon as reasonably practicable of any limitations affecting the provision of the Services or inability to provide the Service, the performance of the Services and its effect on other services or Equipment.
- 3.19 The Customer acknowledges and accepts that:
- 3.19.1 the Supplier cannot guarantee and does not warrant that the Services will be free from interruptions or will be free from service faults;
- 3.19.2 there may be degradations of the quality of the Service due to matters beyond the reasonable control of the Supplier; and
- 3.19.3 the Supplier may change the technical specification of the Services or interrupt the Services to maintain the quality of the Services, for operational or health and safety reasons, or where there is an emergency.
- 3.20 The Supplier shall use reasonable endeavours to keep such restrictions and/or limitations to a minimum and shall use commercially reasonable endeavours to notify the Customer in advance of such restrictions and/or limitations, however the Supplier shall not be liable for any loss or damage incurred by

the Customer should the Services be interrupted or restricted from time to time.

SERVICE AMENDMENTS

- 3.21 Throughout the Term of the Agreement the Customer may, subject to notifying the Supplier as soon as reasonably practicable, request;
- 3.21.1 to move or transfer Services and/or Equipment to a new Site;
- 3.21.2 configuration changes; or
- 3.21.3 material change to the Service, including but not limited to the addition, upgrade and/or removal of a Service.
- 3.22 If a new installation, configuration changes or moving Site involves the visit of an engineer to facilitate it, the Customer shall be responsible for the costs incurred by the Supplier for the appointment of the engineer together with an administration fee in respect of additional works required to be undertaken by the Supplier to complete the necessary works. Such activity shall be chargeable as a MACD Service.
- 3.23 Where the Customer requests to transfer or move Services and/or Equipment to a new Site or a material change to the Services during the Minimum Term, the Customer and the Supplier will agree an additional Order, which will include a new Minimum Term and the Supplier may at its sole discretion apply early Termination Charges to the existing Services.

EQUIPMENT

CUSTOMER EQUIPMENT

- 4.1 The Customer shall be responsible for the provision, installation, configuration, monitoring, support and management of any Customer Equipment connected to or used in the provision of Services and the Customer hereby agrees that:
- 4.1.1 all Customer Equipment shall be connected at the applicable points and adequately protected against viruses and other breaches of security;
- 4.1.2 any Customer Equipment connected to or used for the Services shall at all times be connected and shall be technically compatible with the Service, and shall conform to Quality Standards and/or Applicable Law;
- 4.1.3 it shall maintain the Customer Equipment in good operating condition, subject to normal wear and tear and shall undertake repairs and preventative maintenance on the Customer Equipment in accordance with the manufacturer's instructions, including warranty terms and conditions, to maintain the Customer Equipment to its published specifications, unless otherwise included in **Schedule 4 (Support Services)** which are being provided by the Supplier; and
- 4.1.4 the Supplier shall not be under any obligation to connect or keep connected the Customer Equipment if it does not comply with clause 4.1.1 or if in the reasonable opinion of the Supplier such connection is likely to cause death, personal injury, damage or to impair the quality of the Services.
- 4.2 Clause 4.1 shall not apply where the Supplier provides Support Services but only to the extent that the obligations stated in clause 4.1 is within the scope of the Supplier's obligations as detailed in **Schedule 4 (Support Services)**.

HARDWARE

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- 4.3 The quantity, quality and description of and any specification for the Hardware shall be those as further described in the Order or Third-Party Suppliers and/or manufacturers technical and operational instructions as may be amended from time to time.
- 4.4 The Supplier shall use commercially reasonable endeavours to deliver the Hardware to the Customer on the date and to the address specified in the Order, if no date is specified, within a reasonable period from the date of this Agreement. However, time shall not be of essence in respect of any delivery of Hardware.
- 4.5 Risk in and liability for the Hardware shall pass to the Customer on delivery of each item thereof, however title to the Hardware shall not pass to the Customer until the Customer has paid the Supplier in full for the Hardware.
- 4.6 The Supplier shall warrant that upon delivery and for a period of twelve (12) months from the date of delivery **"Warranty Period"** the Hardware shall:
- 4.6.1 conform in all material respects with the description
 - 4.6.2 be free from material defects in design, material and workmanship; and
 - 4.6.3 be of satisfactory quality
- where additional warranties are provided by Third-Party Suppliers and/or manufacturers of the Hardware, the Supplier shall use reasonable endeavours to notify the Customer as soon as reasonably practicable.
- 4.7 The Customer shall be responsible for installing and supporting the Hardware, unless otherwise specified in the Order or where installation and support is provided by way of Professional Services or Support Services being provided by the Supplier and the Supplier shall not be liable for any loss or damage caused by or repairs required as a result of, installation or misuse of, or damage to any Hardware.
- 4.8 The Customer hereby agrees that it shall maintain the Hardware in good operating condition, subject to normal wear and tear and shall undertake repairs and preventative maintenance on the Hardware in accordance with the manufacturer's instructions, including warranty terms and conditions, to maintain the Hardware to its published specifications, unless otherwise included in **Schedule 4 (Support Services)** which are being provided by the Supplier.

RENTAL EQUIPMENT

- 4.9 The Customer hereby agrees:
- 4.9.1 the Rental Equipment shall at all times remain the property of the Supplier, its subcontractors and/or Third-Party Supplier and the Customer shall (if applicable) enter into a separate lease agreement with the Supplier or a Third-Party Supplier for the provision of Rental Equipment;
 - 4.9.2 only to use the Rental Equipment for the provision of the Services and at all times comply with the terms and conditions of the applicable rental agreement, together with the manufacturer's recommendations and all reasonable instructions from the Supplier in relation to its connection, use, monitoring and support;
 - 4.9.3 it shall maintain the Rental Equipment in good operating condition, subject to normal wear and tear and shall undertake repairs and preventative maintenance on the Rental Equipment in accordance with the manufacturer's instructions, including warranty terms and conditions, to maintain the Rental

Equipment to its published specifications, unless otherwise included in **Schedule 4 (Support Services)** which are being provided by the Supplier; and

- 4.9.4 on expiry or termination of this Agreement, the Customer, where expressly stated within the separate lease agreement, shall return at its own cost, all Rental Equipment, in accordance with the terms and conditions of the separate lease agreement and in good operating condition, subject to reasonable wear and tear to the Supplier, its subcontractors and/or Third-Party Supplier.

ANCILLARY EQUIPMENT

- 4.10 Where the Supplier has provided the Customer with the Ancillary Equipment necessary for the provision of the Service without charge, the Customer hereby agrees that:
- 4.10.1 the property in and ownership of Ancillary Equipment at all times remain the property of the Supplier, its subcontractors and/or Third-Party Supplier;
 - 4.10.2 risk in and liability of Ancillary Equipment passes to the Customer on delivery and during the Minimum Term and any Successive Term and the Customer must insure Ancillary Equipment in respect of all relevant risks from delivery;
 - 4.10.3 it shall maintain the Ancillary Equipment in good operating condition, subject to normal wear and tear and shall undertake repairs and preventative maintenance on the Ancillary Equipment in accordance with the manufacturer's instructions, including warranty terms and conditions, to maintain the Ancillary Equipment to its published specifications, unless otherwise included in **Schedule 4 (Support Services)** which are being provided by the Supplier;
 - 4.10.4 the Supplier has the right to assign or transfer any rights (including but not limited to security interest and/or encumbrance) to Ancillary Equipment without the Customer's consent;
 - 4.10.5 the Supplier reserves the right to modify, upgrade, replace or introduce new technologies and/or Ancillary Equipment during the term of this Agreement;
 - 4.10.6 it must not, nor permit any other person, to sell, let, transfer, dispose of, mortgage, charge, move, add to, modify, repair, service, tamper with or in any way interfere with Ancillary Equipment;
 - 4.10.7 it shall be liable to the Supplier for any loss or damage to Ancillary Equipment, except where the loss or damage is caused by Supplier's negligence, and shall indemnify the Supplier for costs in repairing or replacing Ancillary Equipment;
 - 4.10.8 the Supplier does not provide any warranty in respect of the Ancillary Equipment but, where possible, will provide the Customer with the benefit of any manufacturer's warranty;
 - 4.10.9 upon expiry or termination, the Supplier shall be entitled to:
 - (a) require the Customer (at Customer's cost and risk) immediately return Ancillary Equipment to the Supplier, its subcontractors or and/or Third-Party Supplier; or
 - (b) enter the Site to recover the Ancillary Equipment.
 - 4.11 Notwithstanding the expiry or earlier termination of this Agreement for any reason whatsoever, the

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Supplier shall have no obligation to remove the Ancillary Equipment from the Site. In such circumstances, the Customer shall be responsible for its disposal and any associated costs.

- 4.12 Where the Customer fails to (i) return Ancillary Equipment and/or (ii) facilitate collection of the Ancillary Equipment by the Supplier within 30 days of the request by the Supplier, the Customer will be in breach of the Agreement. In this case the Supplier shall be entitled to charge the Customer a sum equal to the value of the Ancillary Equipment at the date it should have been returned assuming it was kept in good condition and used properly as envisaged by this Agreement (“**Non-Return Charge**”). The Supplier shall be entitled to invoice the Non-Return Charge and will provide reasonable notice for payment.

HARDWARE FREE OF CHARGE

- 4.13 Where the Supplier provides the Customer with Hardware free of charge (as stated on the Order), the Supplier is providing the Hardware in consideration for the Customer fulfilling its contractual commitments as set out in the Agreement including but not limited to
- 4.13.1 paying all Charges due to the Supplier; and
- 4.13.2 achieving any minimum commitments such as Minimum Term, Minimum Spend or other commitment agreed between the Supplier and Customer.
- 4.14 Where the Customer fulfils its commitments as detailed at clause 4.12, then upon expiry or termination of the Agreement, title to the Hardware shall pass to the Customer.
- 4.15 In the event the Customer does not fulfil its commitments to the Supplier as detailed at clause 4.12, the Customer shall be required to return the Hardware to the Supplier upon expiry or termination of the Agreement. Should the Customer fail to return the Hardware within 30 days of a request by the Supplier, the Supplier shall be entitled to invoice the Customer a sum equal to the value of the Hardware as at the date it should have been returned which shall be payable in accordance with clause 6.
- 4.16 For the avoidance of doubt, paragraphs 4.2 to 4.8 apply in relation to Free of Charge Hardware in addition to paragraphs 4.13 to 4.15 above.

5 SECURITY AND PASSWORDS

- 5.1 The Customer acknowledges and agrees that it is the sole responsibility of the Customer to set up and maintain appropriate security measures for use of the Services and/or Equipment, including but not limited to:
- 5.1.1 protecting all passwords and mitigating exposure to any suspected or known security breach by resetting passwords, requesting that accounts are disabled and reporting incidents to the Supplier;
- 5.1.2 maintaining security and confidentiality of authentication details for online service portals and other services;
- 5.1.3 employing security devices, including virus checking software;
- 5.1.4 adequate resilience to protect against loss or connectivity of Services, such as backing up all data, disaster recovery procedures and appropriate power supply; and

- 5.1.5 secure implementation and management of the Customer's systems including any Customer Equipment to identify and mitigate exposure to theft, fraud and/or deception.

- 5.2 Where the Customer is or becomes aware of any matters which it knows or ought reasonably to be expected to know constitutes a threat or breach of security, theft, fraud and/or deception (whether actual or attempted) in relation to the use of the Services and/or Equipment, the Customer will immediately advise the Supplier of such matters and where necessary shall report such incidents to the Police.
- 5.3 The Customer agrees to indemnify and keep the Supplier indemnified for any costs, losses or damages suffered or incurred by the Supplier arising out of or in connection with any claim made or threatened against the Supplier by a third party arising from any Fraudulent Activity due to the Customer's breach of this clause 5, including any costs or expenses reasonably incurred by the Supplier in investigating any such Fraudulent Activity.

6 CHARGES AND PAYMENT

- 6.1 Unless otherwise stated in **Schedule 3 (Services)**, **Schedule 4 (Support Services)** or the Order, Charges for the Services and/or Equipment will be charged in accordance with applicable Tariffs and the Supplier shall invoice the Customer electronically for the Charges payable under this Agreement, unless otherwise specified in writing by the Supplier.
- 6.2 The Customer acknowledges and agrees that where the Services (or any part thereof, including each Site) are being upgraded or replaced with a different Service, the Supplier shall reserve the right to Charge the Customer for both the existing Services, where they remain Connected and the new Services from the Commencement Date.
- 6.3 The Customer shall pay all Charges in accordance with the payment terms stated on the invoice, if not stated then, within thirty (30) days of the Commencement Date.
- 6.4 Unless otherwise stated all amounts due from the Customer to the Supplier under this Agreement shall be paid within seven (7) days of receipt of the Supplier's invoice.
- 6.5 Subject to clause 6.17, the Customer agrees to pay the Supplier in full, without any set-off, counterclaim or deduction, all sums due to the Supplier under this Agreement.
- 6.6 All amounts payable by the Customer under this Agreement are exclusive of value added tax, which the Customer shall be additionally liable to pay the Supplier.
- 6.7 The Customer shall be responsible for all Charges, unless otherwise stated in **Schedule 3 (Services)**, for the use of the Services, by either the Customer or any third party who has gained access to the Services, with or without the Customer's knowledge and consent or other Fraudulent Activity in connection with the use of the Services provided under this Agreement.
- 6.8 The Customer may request a paper invoice or an alternative payment method to direct debit, subject to payment of a reasonable administration fee. Invoices paid by credit card shall incur an additional charge of 1.8% of the payment value.
- 6.9 The Customer acknowledges and agrees that the Supplier can vary the amount, frequency and time of any direct debit to such level as the Supplier deems reasonably appropriate to:
- 6.9.1 take account of either an increase or decrease in the provision of the Services;
- 6.9.2 to reduce such indebtedness of the Customer to the Supplier, and/or;

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6.9.3 such other operational matter effecting the Service as the Supplier shall in its discretion deem reasonable.

The Supplier shall notify the Customer of such variation by giving not less than five (5) Working Days written notice, such notice to be given either on the invoice or on <https://chessict.co.uk> and continued use of the Service is deemed acceptance of the variation.

- 6.10 The Supplier may vary the Charges at any time by notifying the Customer by post, email, on the Chess Customer Portal, on the Customer's invoice or on www.chessict.co.uk and the revised Charges will apply to all Services provided thirty (30) days after the effective date of the notice.
- 6.11 The Supplier may invoice the Customer for any Services used under this Agreement at any time following the date on which the Services were used.
- 6.12 The Charges payable shall be calculated by reference to data recorded by Chess or its Third-Party Supplier and not by reference to any data recorded by the Customer. Chess shall be entitled to estimate the Charges where relevant data is not available to Chess in a timely manner and such estimated Charges will be reconciled on a subsequent invoice.

CREDIT LIMIT/SECURITY

- 6.13 The Supplier may carry out a credit check on the Customer at any time, prior to the Customer and Supplier entering into this Agreement, and throughout the term of this Agreement where there is:
- 6.13.1 a material adverse change in the financial position of the Customer; or
- 6.13.2 recent or subsequent non-payment or partial non-payment.
- 6.14 The Supplier may impose a Credit Limit on a Customer's account proportionate to the amount of Charges payable under this Agreement and/or require the Customer to pay a deposit or other form of security as a condition in providing the Services and/or Equipment.
- 6.15 The Supplier may amend any Credit Limit imposed without prior notice to the Customer and if the Customer exceeds such Credit Limit the Supplier may demand immediate payment of all unpaid Charges, whether invoiced or not. The Customer shall remain responsible for all Charges incurred including those exceeding the Credit Limit.
- 6.16 The Customer acknowledges and accepts that the Supplier may share payment history information with third party credit agencies and by entering into this Agreement hereby provides the authorisation necessary for the Supplier to use payment history information for this purpose.

DISPUTES

- 6.17 If the Customer in good faith disputes the Charges, the Customer shall give written notice to the Supplier of the amount in dispute and the reason for the dispute within seven (7) days from receipt of the invoice, prior to the Customer not paying any amount to the Supplier. Notwithstanding any dispute raised, the Customer must make payment of the undisputed part of the invoice in accordance with clause 6.3 and 6.4.
- 6.18 Any rectification or amendment of such disputed Charges already paid are limited to six (6) months prior to the written notice being received and remains at Supplier's sole discretion not to be unreasonably withheld.
- 6.19 Notice under clause 6.17 must be received prior to the Customer not paying any amounts due to the Supplier, failure of which shall be deemed a material breach of this Agreement

and clause 8.1.1 shall apply, together with clause 6.20 in respect of the entire balance.

REMEDY FOR NON-PAYMENT

- 6.20 Without limiting any other right or remedy of the Supplier:
- 6.20.1 if the Customer fails to make any payment due to the Supplier by the due date, the Supplier has the right to charge the Customer (i) an administration fee, late payment fee and/or statutory compensation at the prevailing rates and (ii) interest (both before and after judgement) on the overdue amount at the rate of 8% per annum above Barclays Bank base rate from time to time, until payment in full is made;
- 6.20.2 if a direct debit is dishonoured or cancelled, the Supplier has the right to charge the Customer a reasonable administration fee; and
- 6.20.3 Supplier may set off any amount owing to it or its Affiliates by the Customer against any amount payable by the Supplier to the Customer.
- 6.21 Time for payment is of the essence of this Agreement and a failure to pay on time, a returned or cancelled direct debit, and failure to pay all amounts not in dispute in accordance with clause 6.17 shall be a material breach and the Supplier may terminate this Agreement immediately.

7 SUSPENSION OF SERVICES

- 7.1 The Supplier may at its sole discretion, without prejudice to any other right under this Agreement and upon giving the Customer written notice electronically, suspend the provision of one or more of the Services under this Agreement, without compensation, until further notice in the following circumstances:
- 7.1.1 the Customer is in material breach of this Agreement;
- 7.1.2 the Supplier, its subcontractors and/or Third-Party Supplier in providing the Services to the Customer is obliged to comply with any Applicable Legislation, including but not limited to an order, instruction or request of government, regulatory authority, emergency services organisation or other competent authority;
- 7.1.3 the Customer exceeds the Credit Limit, fails to give any deposit or other form of security under clause 6.11, or in the reasonable opinion of the Supplier is deemed a debt risk; or
- 7.1.4 the Supplier has reasonable grounds to believe that the Customer is in breach of its obligations under clause 3 and clause 5.
- 7.2 Where the Supplier exercises its rights under clause 7.1 as a consequence of the breach, fault, act or omission of the Customer, the Charges will continue to be payable to the Supplier and the Customer shall pay to the Supplier all reasonable costs and expenses (including any Third-Party Supplier costs and expenses) incurred by the implementation of such suspension and recommencement of the provision of Services.
- 7.3 The Supplier reserves the right to suspend or withdraw the Services or any part thereof at any time for business, operational or technical reasons, where the Supplier is no longer able to provide the Service, including but not limited to:
- 7.3.1 the suspension, termination or expiry of the agreement in place with its Third-Party Supplier, which the Supplier requires to provide the Services under this Agreement to the Customer;

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- 7.3.2 the withdrawal or significant changes to the technology used to provide the Services; or
- 7.3.3 as the Charges to the Customer are not, in the reasonable opinion of the Supplier, sufficient to ensure that the provision of Services continue to be commercially viable for the Supplier;

and for which the Supplier is unable to find a replacement Third-Party Supplier having used its reasonable commercial endeavours, the Supplier may terminate this Agreement in accordance with clause 8.3.

8 TERMINATION

- 8.1 Either party shall be entitled to terminate this Agreement immediately by giving written notice to the other party if:
- 8.1.1 the other party commits a continuing or material breach of this Agreement and, if the breach is capable of remedy, fails to remedy such breach within fourteen (14) days after written notice giving full particulars of the breach and requiring it to be remedied;
- 8.1.2 an event under clause 9.6 prevents the performance of the whole or a substantial part of the other party's obligations in relation to that Service for a continuous period of ninety (90) days after the date on which it should have been performed;
- 8.1.3 an administrator takes possession, or a receiver is appointed over any of the property or assets of the other party, the other party makes a voluntary arrangement with its creditors or becomes subject to an administration order, the other party becomes bankrupt or goes into liquidation (except for the purposes of a solvent amalgamation, reconstruction or other reorganisation and where the company resulting from the reorganisation effectively agrees to be bound by or to assume the obligations of the other party under this Agreement); or
- 8.1.4 the other party ceases, or threatens to cease, to carry on business.
- 8.2 For the purposes of clause 8.1, a breach shall be considered capable of remedy if the party in breach can comply with the provision in question in all respects other than as to the time of performance (provided that time of performance is not of the essence).
- 8.3 The Supplier may terminate this Agreement immediately by giving notice in writing to the Customer if:
- 8.3.1 any licence, approval, agreement or any approval under which the Supplier has the right to provide the Services under this Agreement is revoked, amended or otherwise ceases to be valid;
- 8.3.2 where the Supplier has exercised its rights in accordance with clause 7.3 and has not been able to appoint a replacement Third-Party Supplier;
- 8.3.3 where the Supplier is instructed by any competent legal or regulatory authority to cease provision of the Services to the Supplier;
- 8.3.4 in the reasonable opinion of the Supplier, the Customer is suspected of involvement with fraud or attempted fraud in connection with the use of the Services and/or Equipment or this Agreement;
- 8.3.5 if the Customer is in breach of this Agreement in such a way that the Supplier may be in breach of any Applicable Law and/or in breach of any agreements with its third-party providers required to provide the Services;

8.3.6 where the Customer commits persistent non-material breaches (which in aggregate amount to a material breach);

8.3.7 the Customer fails to pay the Supplier, or the Supplier reasonably suspects that the Customer is unable to pay or is refusing to pay the Charges in accordance with this Agreement; and

8.3.8 a Change of Control takes place or is proposed.

8.4 A waiver by either party of a breach of a provision of this Agreement shall not be considered as a waiver of a subsequent breach of the same or another provision.

8.5 The Customer may terminate this Agreement by giving the Supplier not more than sixty (60) days and not less than one (1) months written notice, unless otherwise stated in the applicable Order or Schedule for convenience before the end of the Minimum Term.

8.6 Where the Customer moves the Services or part thereof away from the Supplier, the Supplier reserves the right (in addition to its rights under clause 8.7) to charge the Customer for the Services or part thereof in accordance with clause 8.7 and to amend Charges to the Customer for the remaining Services to its standard published Tariffs.

8.7 If this Agreement is terminated prior to the expiry of the Minimum Term or Successive Term other than where the Customer terminates under clause 8.1, and where the Supplier terminates under clauses 8.3.1 to 8.3.3, the Supplier may invoice the Customer the Termination Charges as further defined in **Schedule 3 (Service)**. The Customer agrees that the Termination Charges are a fair assessment of the losses and damage that the Supplier will suffer as a result of the termination.

CONSEQUENCES OF TERMINATION

8.8 In the event of termination by either party for any reason, the Supplier shall be entitled to recover from the Customer:

8.8.1 any outstanding unpaid invoices and interest and, in respect of the Services supplied but for which no invoice has been submitted, the Supplier may submit an invoice, which shall be payable immediately on receipt;

8.8.2 the Ancillary Equipment or the cost incurred effecting the return or collection in accordance with clause 4.9.11 and where the Customer fails to co-operate with such return or collection, payment of the Non-Return Charge;

8.8.3 any Hardware provided free of charge or payment of a sum equal to the value of the Hardware as at the date it should have been returned in accordance with clause 4.12;

8.8.4 all liabilities, claims, costs, losses and expenses incurred and/or accrued by the Supplier;

8.8.5 any committed costs or losses payable to a Third-Party Supplier incurred as a result of such termination, which the Supplier cannot reasonably mitigate;

continued use of the Service following termination will result in the Supplier levying its standard published Tariffs for all Services used, which shall be payable immediately upon demand by the Supplier.

8.9 Termination of this Agreement shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of this Agreement which existed at or before the date of termination or expiry.

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8.10 Termination of this Agreement for whatever reason shall not operate to affect any provisions that expressly or by implication survive termination.

8.11 Until such time as the Customer has transferred to a new supplier, the Supplier shall be entitled to amend the Charges to its standard published Tariffs upon giving the Customer one (1) months written notice of any such change and shall be effective for the provision of Services after the date of termination or expiry.

9 LIABILITY

9.1 Except as expressly stated in this Agreement, all warranties and conditions whether express or implied by statute, common law or otherwise are hereby excluded to the extent permitted by law.

9.2 Nothing in this Agreement shall exclude or restrict in any way the liability of either party arising from or in connection with:

9.2.1 death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors (as applicable); or

9.2.2 fraud, Fraudulent Activity or fraudulent misrepresentation by it or its employees, agents or sub-contractors (as applicable); or

9.2.3 any other liability which cannot be excluded or limited by Applicable Law.

9.3 Subject to clause 9.2, neither party shall be liable to the other party in contract, tort or otherwise for any:

9.3.1 loss of business;

9.3.2 loss of revenue;

9.3.3 loss of profit;

9.3.4 loss of use or corruption of software, data or information;

9.3.5 loss of contracts;

9.3.6 loss of anticipated savings;

9.3.7 indirect, consequential or special loss or damage; or

9.3.8 loss arising from the loss or degradation of data

9.4 Each Party's liability in tort, contract or otherwise arising out of or in connection with the performance of its obligations under this Agreement shall be limited in aggregate to a sum equal to the Charges payable under this Agreement during the calendar year which the relevant claim arises or two million pounds (£2,000,000) whichever is the lower.

9.5 The Supplier's liability to pay or credit any Service Credits to the Customer will be counted and calculated for the purpose of the Supplier's maximum liability under clause 9.4 and shall be the Customer's sole remedy for the Supplier's failure to meet the Service Levels.

9.6 Neither party shall be liable for any failure or delay in performance of this Agreement which is caused by circumstances beyond the reasonable control of a party, including without limitation, any act of God, lightening, flood, exceptionally severe weather, subsidence, fire, explosion, war, civil disorder, acts of terrorism, nuclear, biological or chemical incident, national or local emergency, statutory obligation, failure or shortage of power supplies, trade dispute, any act or omission of any competent legal or regulatory authority, or supply of services by third parties.

9.7 In the event that any of the circumstances under clause 9.6 continues for a period of ninety (90) days, the other party will have the right to terminate in accordance with clause 8.1.2.

10 DATA PROTECTION

COMPLIANCE WITH DATA PROTECTION LEGISLATION

10.1 The parties acknowledge and agree that the Customer is the Controller, the Supplier is the Processor for the purposes of Processing Personal Data pursuant to this Agreement.

10.2 The Customer shall at all times comply with all Data Protection Legislation in connection with the Processing of Personal Data and shall ensure that all instructions given to by the Supplier in respect of Personal Data (including the terms of this Agreement) shall at all times be in accordance with Data Protection Legislation.

10.3 The Supplier shall process Personal Data in compliance with the obligations placed on it under Data Protection Legislation and the terms of this Agreement.

INSTRUCTIONS

10.4 The Supplier shall:

10.4.1 use Personal Data where needed for the purposes, duration and in accordance with the terms, of this Agreement, or where the Processing is in the Supplier's legitimate interest as further detailed within its Privacy Policy;

10.4.2 only process (and shall ensure Supplier personnel only process) the Personal Data as a Processor for the purposes described in this Agreement, in accordance with the Supplier's Privacy Policy or as otherwise provided by the Data Protection Legislation, in which case the Supplier will inform the Customer of that legal requirement before Processing (unless Applicable Law prohibits the Supplier from doing so on important grounds of public interest);

10.4.3 ensure that all Supplier personnel Processing Personal Data are bound by duties of confidentiality, and shall only Process the same as is necessary for the purposes of this Agreement;

TECHNICAL AND ORGANISATIONAL MEASURES

10.5 The Supplier shall, taking into account the state of technical development and the nature of Processing, implement and maintain appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful Processing, destruction or accidental loss, alteration, or unauthorised disclosure of the Personal Data.

SUB - PROCESSING

10.6 The Supplier shall:

10.6.1 not permit, except where necessary by a Third-Party Supplier for the provision of Services, any Processing of Personal Data by any agent, sub-contractor or other third party (except its Sub-Processors' own employees in the course of their employment that are subject to an enforceable obligation of confidence with regards to the Personal Data) except as stated in the Privacy Policy;

10.6.2 in the event the Customer consents to the use of a Sub-Processor pursuant to sub-clause 10.6.1 above, prior to the relevant Sub-Processor carrying out any Processing activities in respect of the Personal Data, appoint each Sub-Processor under a written contract containing materially the same obligations as under this clause 10 that is enforceable by the Supplier and ensure that each Sub-Processor complies with all such obligations; and

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- 10.6.3 remain liable to the Customer under this Agreement for all the acts or omissions of each Sub-Processor as if they were its own;
- 10.6.4 ensure that all persons authorised by the Supplier or any Sub-Processor to process Personal Data are subject to a binding written contractual obligation to keep the Personal Data confidential.

CO-OPERATION

- 10.7 The Supplier shall (at the Customer's cost):
 - 10.7.1 assist the Customer with the Customer's obligations pursuant to Articles 32 and 36 of the GDPR (and any similar obligations under applicable Data Protection Legislation) taking into account the nature of the Processing and the information available to the Supplier; and
 - 10.7.2 taking into account the nature of the Processing, assist the Customer (by appropriate technical and organisational measures), in so far as is possible, for the fulfilment of the Customer's obligations to respond to requests for exercising the Data Subjects' rights under Chapter III of the Data Protection Legislation in respect of any Personal Data.

NOTIFICATION OF BREACHES

- 10.8 The Supplier shall where required by law:
 - 10.8.1 notify the Customer without undue delay and in writing on becoming aware of any Personal Data Breach in respect of any Personal Data; and
 - 10.8.2 co-operate with the Customer and provide assistance as may be reasonably required in the investigation, remediation and mitigation of the Personal Data Breach.

AUDIT

- 10.9 The Supplier shall, in accordance with Data Protection Legislation, make available to the Customer such information that is in its possession or control as is necessary to demonstrate the Supplier's compliance with the obligations placed on it under this clause 10 and to demonstrate compliance with the obligations on each party imposed by Article 28 of the GDPR and allow for and contribute to audits, including inspections, by the Customer (or another auditor mandated by the Customer) for this purpose (subject to a maximum of one (1) audit request in any 12 month period under this clause 10.9).

CONSEQUENCES OF TERMINATION

- 10.10 Upon termination or expiry of this Agreement, at the Customers' cost and the Customers' option, the Supplier shall either return all the Protected Data to the Customer or securely dispose of the Protected Data (and thereafter promptly delete all existing copies of it) except to the extent that any Applicable Law requires the Supplier to store such Protected Data. This clause 10.10 shall survive termination and expiry of the Agreement.

INTERNATIONAL TRANSFERS

- 10.11 The Supplier shall not transfer or otherwise process Personal Data outside the UK or EEA unless:
 - 10.11.1 the Supplier is processing Personal Data in a territory which is subject to a current finding by the UK under Data Protection Legislation that the territory provides adequate protection for the privacy of individuals; or

- 10.11.2 the Supplier transfers Personal Data under the UK's Standard Contractual Clauses or the ICO International Data Transfer Agreement approved for the transfer of Personal Data outside the EEA and the UK; or
- 10.11.3 the transfer otherwise complies with Data Protection Legislation.

11 INTELLECTUAL PROPERTY

- 11.1 All Intellectual Property Rights in the Services and/or Documentation will be owned by the Supplier and its Affiliates, save to the extent that any of the same contain Intellectual Property Rights owned by a Third-Party Supplier, where the Supplier shall use all reasonable endeavours to procure the grant of a similar licence.
- 11.2 The Supplier hereby grants to the Customer a non-exclusive, non-transferable royalty free licence to use the Supplier's Intellectual Property Rights within the United Kingdom, subject to the Customers compliance with the terms of this Agreement, solely as necessary for the use of the Services and/or Documentation.
- 11.3 The Customer shall not at any time have the right under this Agreement to sub-license, assign or otherwise transfer the rights granted in clause 11.2.
- 11.4 If this Agreement is terminated for whatever reason, this licence will automatically terminate.
- 11.5 Nothing in this Agreement shall entitle the Customer to any rights in the Intellectual Property Rights of the Supplier, its Affiliates or third-party licensors, nor to any goodwill attached thereto and the Customer further acknowledges that it shall not acquire any rights in respect of the same.

SOFTWARE

- 11.6 Where the Supplier has provided Software and/or Documentation necessary for the Customer to make reasonable use of the Services and/or Equipment, the Customer acknowledges and agrees that:
 - 11.6.1 the ownership of and all Intellectual Property Rights in the Software and Documentation remains with the Supplier or its licensors;
 - 11.6.2 the Supplier grants a non-exclusive, non-transferable limited right to use the Software and/or Documentation to the Customer, solely as necessary for the provision of the Service in accordance with the terms of this Agreement. The Customer hereby agrees to comply with the provisions of any Third-Party Software licence as provided for in clauses 3.12 to 3.15 inclusive, which will automatically terminate on expiry or termination of this Agreement;
 - 11.6.3 it will not make any modifications to the Software or Documentation;
 - 11.6.4 it will not (and shall not permit any third party to) copy, adapt, reverse engineer, decompile, disassemble, modify or make error corrections to the Software in whole or part except as permitted by law;
 - 11.6.5 it will not rent, lease, lend, make available or distribute the Software or Documentation, assign the benefit or subcontract the burden of this Agreement in whole or part or allow the Software to become the subject of any charge, lien or encumbrance;
 - 11.6.6 it shall not (and shall not permit any third party to) export the Software, Documentation or any hardware upon which the Software is embedded, out of the UK

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- without the prior written consent of the Supplier or any licensor;
- 11.6.7 it will not modify, obscure or remove any copyright or proprietary notices on the Software or Documentation;
- 11.6.8 it permits the Supplier or the Software licensor, upon reasonable notice to enter during Normal Working Hours any premises owned or controlled by the Customer in order to review the Customer's use of the Software and/or the Documentation and ensure that the Customer is using the same in accordance with this Agreement;
- 11.6.9 it shall not resell the Services or sub-licence any Software to any third party, without the Supplier's express consent. Such consent shall be at the Supplier's sole discretion and subject to the Customer entering into a separate licence;
- 11.6.10 the Supplier does not warrant that the Software or Documentation is error free and the Customer hereby agrees to make proper back-ups of all data, and;
- 11.6.11 it shall be responsible, unless otherwise included in **Schedule 4 (Support Services)** for applying patches, fixes or other temporary repairs and preventative maintenance to the Software to maintain the Software to the licensor's published specifications or as otherwise applicable to the provision of the Services.
- 11.7 The Customer will not, and will procure that none of its employees, subcontractors, agents or any third party authorised to use the Service and/or Software, infringe any Intellectual Property Rights owned by the Supplier, its Affiliates or third-party licensors.
- 11.8 The Customer shall, at all times during and after termination or expiry of this Agreement, indemnify and keep indemnified the Supplier, its Affiliates or third-party licensors against all losses, damages, costs or expenses and other liabilities (including legal fees) incurred by, awarded against or agreed to be paid by the Supplier, its Affiliate or third-party licensors arising from any claim made against the Supplier, its Affiliate or third-party licensors due to:
- 11.8.1 the Customer amending or in any way altering the Software or Documentation;
- 11.8.2 using it for a purpose not permitted by this Agreement, and;
- 11.8.3 for actual or alleged infringement of a third party's Intellectual Property Rights arising out of, or in connection with, the use of the Services.
- 11.9 If the Customer becomes aware of any breach of third party rights, as a consequence of the Customer's use or possession of the Software and/or the Documentation in accordance with the terms of the Agreement, the Customer agrees that it shall:
- 11.9.1 give the Supplier notice of any such claim within fourteen (14) days of the date on which the Customer is first given notice that the claim has been made;
- 11.9.2 allow the Supplier or its Software licensors to have sole conduct of the defence or settlement of any such claim, and;
- 11.9.3 provide the Supplier with all reasonable assistance in conducting the defence or settlement of any such claim and shall make no prejudicial statement or admission of liability.
- 11.10 For the avoidance of doubt, the Supplier shall have the right at our sole option and expense where there has been a breach as referred to in clause 11.9, to:
- 11.10.1 procure the right for the Customer to continue using the Software and/or the Documentation so that it such use is no longer infringing;
- 11.10.2 modify the Services, Software and/or the Documentation so that they become non-infringing without material diminution in their performance or specification so that the provision of the Services is not materially adversely affected.
- 11.11 Upon termination of this Agreement, the Customer's right to use the Software and/or Documentation shall cease and the Customer shall, at the Supplier's absolute discretion, promptly return, or if requested, destroy all copies of the Software and/or Documentation held by the Customer that is in a tangible form, including Software and/or Documentation stored on electronic or optical devices, whether in digital format or otherwise.
- ## 12 CONFIDENTIALITY
- 12.1 Neither party will disclose the other party's Confidential Information to any person, except such of its employees, officers, representatives or advisers who need to know the relevant Confidential Information for the purposes of the performance of any obligations under this Agreement, except as permitted by clause 12.2.
- 12.2 Nothing in clause 12.1 shall prevent the use or disclosure of any information which:
- 12.2.1 is or becomes generally available to the public other than as a result of a breach of an obligation under this clause 12;
- 12.2.2 is acquired from a third party who owes no obligation of confidence in respect of the information;
- 12.2.3 is or has been independently developed by the recipient without use of the other party's Confidential Information; or
- 12.2.4 is required by any court, governmental or regulatory authority, relevant stock exchange or where there is a legal duty or requirement to disclose such Confidential Information.
- 12.3 This clause 12 will bind the parties during the term of this Agreement and for a period of two (2) years following termination of this Agreement.
- ## 13 DISPUTE RESOLUTION
- 13.1 The parties shall use all reasonable endeavours to resolve any dispute or claim in accordance with the Customer Complaints Code and in good faith.
- 13.2 Where a dispute or claim arises between the parties that cannot be resolved between the parties as set forth in the Customer Complaints Code, either party may;
- 13.2.1 escalate the dispute to the Director's Office; and
- 13.2.2 if the dispute is not resolved under clause 13.2.1, either party may refer the dispute to an alternative dispute resolution method, which is agreed as appropriate.
- 13.3 Where the Customer is a Microenterprise or Small Enterprise Customer or a Non-for-Profit Customer, the Customer shall have the right to take unresolved complaints to an approved alternative dispute resolution agency eight (8) weeks after the complaint was made. CISAS is an independent approved

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alternative dispute resolution agency which provides this service free of charge.

14 NOTICES

14.1 Unless provided for elsewhere in this Agreement, all formal written notices or instructions given under this Agreement shall be in writing and shall be sent by:

14.1.1 the Supplier to the Customer by post to its principal place of business or such other address as may at the relevant time have been notified pursuant to this clause 14 to the Supplier, and shall be deemed as served on the second day after the same has been posted, on the Customer's invoice, by email, on the Chess Customer Portal or on its website www.chessICT.co.uk ; or

14.1.2 the Customer to the Supplier by recorded delivery to its principal place of business or such other address as may at the relevant time have been notified pursuant to this clause 14 to the Customer and shall be deemed as served at the time of delivery.

15 ASSIGNMENT AND SUBCONTRACTING

15.1 The Customer shall not assign, subcontract or encumber any right or obligation under this Agreement, in whole or in part, without the Supplier's prior written consent (such consent not to be unreasonably withheld or delayed).

15.2 The Supplier may at any time:

15.2.1 assign, mortgage, charge, declare a trust over or deal in any other manner with any or all of its rights under this Agreement, and/or

15.2.2 provide the Services to the Customer directly and/or through its Affiliates, suppliers, subcontractors and agents,

without prior written notice of such dealing to the Customer, provided that the Supplier remains primarily liable for the acts and omissions of its Affiliates, suppliers, subcontractors and agents.

16 AMENDMENTS

16.1 Notwithstanding clause 6.10, the Supplier reserves the right at its sole discretion to change the Service, any features of the Service, Equipment, Charges and/or the terms and conditions of this Agreement by giving the Customer not less than thirty (30) days' notice, by post, email, by publishing a notice on the Customer's invoice, the Chess Customer Portal and/or on its website at <https://chessict.co.uk/legal/>.

17 THIRD PARTIES

17.1 Except as expressly provided for in this Agreement, a person who is not a party to this Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of the provisions of this Agreement.

18 WAIVER

18.1 A waiver by either Party of a breach of a provision of this Agreement shall not be considered as a waiver of a subsequent breach of the same or another provision of this Agreement.

18.2 No failure, delay or omission by either party in exercising any right, power or remedy provided under this Agreement or by law shall operate as a waiver of that or any other right or remedy, nor shall it preclude or restrict any future exercise of that or any other right or remedy.

18.3 The Customer must bring any legal proceedings against the Supplier in connection with this Agreement within twelve (12)

months from the date which the Customer first became aware or ought reasonably to have become aware of the facts giving rise to the liability or potential liability of the Supplier or within the statutory limitation period, whichever is the earlier.

19 SEVERANCE

19.1 If any provision of this Agreement (or part of any provision) is held by a court or other competent authority to be invalid or unenforceable in whole or in part, the validity and enforceability of any other provision of this Agreement and the remainder of the provision shall not be affected.

20 ENTIRE AGREEMENT

20.1 The terms and conditions of this Agreement, together with any terms set out in the Order and/or Schedules constitute the entire agreement between the parties, supersede any previous agreement or understanding and, subject to clause 6.10 and clause 16, may not be varied except in writing and signed by the Supplier.

20.2 All other terms, express or implied by statute or otherwise, are excluded to the fullest extent permitted by law.

20.3 In entering into this Agreement, the Customer acknowledges and agrees that it does not rely on any representations which are not confirmed in the terms and conditions of this Agreement, but nothing in this Agreement affects the liability of either party for fraudulent representation.

21 GOVERNING LAW AND JURISDICTION

21.1 This Agreement shall be governed by and construed in accordance with the laws of England and Wales, and the Customer agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

SCHEDULE 1 - DEFINITIONS

Acceptable Use Policy shall mean the Supplier's acceptable use policy available at <https://chessict.co.uk/legal/> as may be amended by the Supplier from time to time;

Affiliate means, in relation to either Party, a company which is a subsidiary or holding company of it, or any company which, is a subsidiary of any such holding company, "holding company" and "subsidiary" having the meanings ascribed to them in section 1159 Companies Act 2006;

Agreement means the agreement between the Customer and Supplier, which includes the terms and conditions of this Agreement, the Schedules (including any annex thereto), the Tariffs and the Order;

Ancillary Equipment means the equipment (including any Software) owned and licensed by the Supplier, its subcontractors or Third-Party Supplier and placed on the Customer's premises, which is required to access the Service;

Applicable Law means any legislation, authorisations, permissions, rules, regulations, codes of practice, orders and guidelines relating to the provision and/or use of the Services, including any directives or other requirements issued by any regulator from time to time;

Change of Control means in relation to the Customer where there is a material change in the exercise, control or holding of the voting shares (unless this is due to an internal group reorganisation);

Charges means the fees payable for the Services, Support Services and/or Equipment as set out in the Order, the applicable **Schedule 3 (Services)** and/or **Schedule 4 (Support Services)**, or as published on the Supplier's website at <https://chessict.co.uk/legal/>;

Confidential Information means any information of a confidential nature whether disclosed in writing or orally, is expressly stated to be confidential or can reasonably be expected to have been considered confidential, including without limitation, information in relation to a Party's affairs or business or method of carrying on business and the terms of this Agreement;

Commencement Date means either;

- (a) the date the Customer is notified by the Supplier that the Service (or any part of the Service, including each Site) will be ready to use, or;
- (b) where Service comprises of multiple Connections, a Connection will be Connected to the Network, or;
- (c) if earlier, the date upon which the Customer first uses the Service (or any part of the Service, including each Site) or Connection;

Connection means the connection of the Services (or any part thereof, including each Site) to the Network and "Connected" shall be construed accordingly;

Controller, Data Subject, Personal Data, Processor and Processing shall have the respective meanings given to them in applicable Data Protection Legislation from time to time (and related expressions, including process, processed, processing and processes shall be construed accordingly) and international organisation and Personal Data Breach shall have the respective meanings given to them in the GDPR;

Customer Complaints Code shall mean the Supplier's complaints code available at <https://chessict.co.uk/complaintscode.pdf> as may be amended from time to time;

Customer Equipment means the existing Customer premises equipment and any purchased Hardware (including Software) used by

the Customer in connection with the Service, other than the Ancillary Equipment and Rental Equipment;

Customer Network means the Customer's physical telecommunications and/or data network infrastructure, systems and Equipment located at the Site to which the Services will be connected;

Data Protection Legislation means, as binding on either party or the Services:

- (i) the UK General Data Protection Regulation ("GDPR"), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003;
- (ii) any laws which implement such laws; and
- (iii) any laws or regulations which replace, extend, re-enact, consolidate or amend any of the foregoing.

Documentation means the documentation made available to the Customer by the Supplier or by its suppliers or licensors via MyPortal or such other website address notified to the Customer by the Supplier from time to time, which sets out a technical description of the Services together with manufacturers recommendations and instructions for use of the Services;

Equipment means the Customer Equipment, Hardware, Rental Equipment and the Ancillary Equipment and as listed in the Order, or where applicable further detailed in **Schedule 2 (Equipment)**;

Fair Use Policy shall mean the Supplier's fair use policy available at <https://chessict.co.uk/legal/> as may be amended by the Supplier from time to time;

Fraudulent Activity means any activity which constitutes a threat or breach of security, theft, fraud and/or deception (whether actual or attempted), including but not limited to use of the Services:

- (a) without the Customer's knowledge;
- (b) utilizing the Customer's authentication details; or
- (c) from an authenticated IP address.

Good Industry Practice means in relation to any undertaking and any circumstances, the exercise of that degree of skill and care which could be reasonably expected of a highly skilled and experienced professional;

Hardware means physical equipment purchased or provided free of charge by the Customer from the Supplier;

Industry Regulations means rules and regulations set by relevant industry governing bodies which control and/or govern specific business activities (e.g. The Office of Communications "Ofcom");

Intellectual Property Rights means any copyright, patent, registered design, design rights, utility models, trademarks, trade secrets, know how, database rights, Confidential Information or any other registered or unregistered intellectual property rights of whatever nature subsisting anywhere in the world;

Minimum Term means the initial period of this Agreement as specified in the Order and if not specified shall be the period calculated in accordance with clause 2.1;

MACD Services means the provision of "moves, additions, changes and deletions" being engineering services within the scope of this Agreement which the Supplier is requested to carry out by the Customer in accordance with sub-clauses 3.17 to 3.19 inclusive;

MyPortal means the Customer's online access to the provision of the Services available through the Supplier's website at <https://chessict.co.uk>;

Network means a Third-Party Supplier telecommunications and/or data network providing connectivity to the Service;

Non-for-Profit Customer means as defined by the Ofcom General Conditions from time to time and currently means a customer of a communications provider which is a body for which no more than (10) individual work (whether as employees or otherwise but excluding

SCHEDULE 1 - DEFINITIONS

volunteers) and which, by virtue of its constitution or any enactment: (a) is required (after payment of outgoings) to apply the whole of its income, and any capital which it expends, for charitable or public purposes; and (b) is prohibited from directly or indirectly distributing among its members any part of its assets (otherwise than for charitable or public purposes);

Normal Working Hours means 09:00hrs to 17:30hrs on a Working Day;

Order means an order issued by the Supplier for the provision of Services, Hardware, Software and/or Ancillary Equipment under this Agreement;

Privacy Policy shall mean the Supplier's privacy policy available at <https://chessict.co.uk/legal/> as may be amended by the Supplier from time to time;

Professional Services means technical engineer support, including but not limited to project management, planning and design, network assessments, business requirement deliverables, configurations of user interfaces, number porting, phone deployment and training, as specified in the Order and further detailed in **Schedule 4.2 (Professional Services)**;

Quality Standards shall mean a series of documents that provide requirements, specifications, guidelines or characteristics that are used consistently to ensure that materials, products, processes and services meet good quality, such as ISO 9001 Quality Management Systems;

Rental Equipment means the Equipment (including any Software) identified in the Order or the applicable Schedule, leased to the Customer under a separate lease agreement for use by the Customer in connection with the Service, other than the Ancillary Equipment and Customer Equipment;

Schedule 3 (Services) means a series of sub-schedules (including any annex thereto) describing the relevant Services provided under this Agreement;

Schedule 4 (Support Services) means a series of sub-schedules (including any annex thereto) describing the relevant Support Services provided under this Agreement;

Service Credits means the amount payable (if any) by the Supplier to the Customer in accordance with the applicable Services as set forth in **Schedule 3 (Services)**;

Service Levels mean the standard of performance (if any) in relation to the Service in accordance with the applicable Services as set forth in **Schedule 3 (Services)**;

Services means the provision of services, together with any Ancillary Equipment, provided by Supplier to the Customer and as set forth in **Schedule 3 (Services)** and/or **Schedule 4 (Support Services)**;

Site(s) means (where applicable) a physical location as specified in the Order and where the Equipment shall be located and/or to which the Service will be provided;

Microenterprise or Small Enterprise Customer has the meaning as set out in the Ofcom General Conditions from time to time and currently means a customer of a communications provider acting in the course of a business which is carried out by that customer, and for which not more than (10) individual work (whether as employees or volunteers or otherwise), but who is not himself a communications provider;

Software means the software to be licensed to the Customer as specified in an Order or Schedule together with any imbedded software, which is necessary for the provision of Services and/or use of the Equipment and may also include Third-Party Software;

Supplier means Chess ICT Limited, whose registered office is at Bridgford House, Heyes Lane, Alderley Edge, Cheshire SK9 7JP, company registration number 04512773, unless otherwise specified on the Order as an Affiliate of Chess ICT Limited.

Supplier's Policies shall mean the Supplier's Acceptable Use Policy, Fair Use Policy, Privacy Policy and any other relevant policy applicable

to the provision of the Services, which are available at <https://chessict.co.uk/legal/> as may be amended by the Supplier from time to time;

Support Services means the provision of support services, provided by Supplier to the Customer as specified in the Order and further detailed in **Schedule 4 (Support Services)**;

Tariffs means the applicable tariffs as referred to in this Agreement and the Order for the provision of the Services available on the Supplier's website <https://chessict.co.uk/legal/> and as periodically updated from time to time or amended under clause 6.10 above;

Termination Charges means any compensatory charges which become due and payable by the Customer to the Supplier on termination of this Agreement before the end of the Minimum Term or Successive Term, in whole or in part, in accordance with clause 8.7 and **Schedule 3 (Services)**;

Third-Party Supplier means a third-party supplier, provider or supplier of services over which the Supplier may utilise for provision of the Services under this Agreement;

Third-Party Software means any Software, the licence terms of which are governed by a separate agreement with the licensor of such software, typically by means of a 'click wrap' or 'shrink wrap' licence agreement;

Working Day means Normal Working Hours any day other than Saturdays, Sundays, public or bank holidays in the United Kingdom.

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

1. APPLICATION

- 1.1 This Schedule contains a description of the Microsoft Teams Operator Connect (“**Service**”) and forms part of this Agreement for the provision of Service together with the **General Conditions** and other documents listed at clause 1.4 of the **General Conditions**.
- 1.2 Definitions and interpretations that are specific to this Schedule are set out in **Annex 1** and apply in addition to the definitions and interpretations set out in **Schedule 1 (Definitions)** of the Agreement.

2. SERVICE DESCRIPTION

- 2.1 The Supplier shall provide the Customer with User Subscriptions as detailed in the **Order** and as provisioned by the Customer via the Teams Admin Centre.
- 2.2 Where User Subscriptions are provisioned via the Teams Admin Centre, the Customer acknowledges and accepts that that shall constitute an Order by the Customer in the same way signing an order or contract provided by the Supplier would.
- 2.3 The Customer acknowledges and accepts that provisioning User Subscriptions is deemed acceptance of the terms referred to at paragraph 1.1 above to the exclusion of all others.
- 2.4 The Supplier shall provide the Customer with the ability to enable PSTN calling and additional call control features for Microsoft Teams, providing VOIP connectivity for the Phone System. The Phone System allows inbound and outbound telephony through the Customer’s Network for termination of both national and international destinations.
- 2.5 The Service provides SIP signalling as a method for the End User to inter-connect with the Customer’s VoIP network supporting calls to/from the PSTN. The following types of calls will be supported across this interface:
 - 2.5.1 voice calls to geographical numbers (01, 02)
 - 2.5.2 voice calls to premium numbers UK (09) and international.
 - 2.5.3 voice calls to from mobile destinations (07);
 - 2.5.4 voice calls to/from international destinations (00); and
 - 2.5.5 operator emergency, and non-emergency calls (100, 101, 111, 112, 116xxx, 118, 123, 1800x, 195, 999).
- 2.6 Access to the Service will be available via the Internet through the Teams Admin Centre offering the facility to natively control the provisioning and management of operators and numbers.
- 2.7 Unless otherwise stated in the Order, the Customer shall be responsible for the provision of the Internet Services necessary for the Supplier to deliver the Service. The Supplier shall not be responsible for any third-party internet access that the customer may choose to procure for purposes of enabling access to the Microsoft 365 network.

3. CUSTOMER OBLIGATIONS

- 3.1 The Customer is required to obtain and maintain the following components to enable the Microsoft Service:
 - 3.1.1 Microsoft 365 or Office 365 licence;
 - 3.1.2 Microsoft Teams Phone System add-on or E5 license; and
 - 3.1.3 an Internet connection as per paragraph 2.3 above.
- 3.2 Unless otherwise stated in the Order, the Customer shall be responsible for the provision of Microsoft 365 licences necessary for the Supplier to deliver the Service.
- 3.3 Where the Supplier provides the Customer with Microsoft 365 licences they are provided in accordance with **Schedule 3.6(A) Online Services**.
- 3.4 By providing access to the Supplier and the third-party users using the Teams Admin Centre, the Customer is thereby giving

consent for the Supplier to exchange data with Microsoft. If no consent is provided, then fulfilment of the order is deferred.

- 3.5 The Supplier does not provide a mechanism for requesting the initial setup of the Operator within the Microsoft Tenant. The Customer must do this separately, via the Customer’s account manager or 365 Admin Portal. To enable the service the Customer must make changes to the Teams Admin Centre to facilitate the service.
- 3.6 The Customer is responsible for the allocation of numbers and services to the End User within the guidelines and regulations of Ofcom and PhonepayPlus. The Customer must upload and assign those numbers to their End users. Unless the Customer purchases Support services or Professional services from the Supplier, then this will remain as the Customers responsibility. The Service will not function unless those steps are taken by the Customer.

4. SERVICE CONDITIONS

MS OPERATOR CONNECT

- 4.1 Microsoft Operator Connect Service is a solution available to Microsoft 365 customers who wish to use their preferred voice carrier to enable their users to make and receive PSTN calls in Microsoft Teams. The Supplier operates a cloud model, whereby Microsoft certified session border controllers are deployed as a bespoke architecture with the Supplier’s network, for interconnection to Microsoft Teams for PSTN breakout.
 - 4.2 Phone System is the feature description used by Microsoft as the PBX replacement or voice component of Microsoft Teams, which allows internal (within Microsoft Teams) and external (PSTN) voice calls and a range of call control features.
 - 4.3 The following features can be supported by the Service:
 - 4.3.1 Calling Line Presentation (CLIP)
 - 4.3.2 Calling Line Restriction (CLIR)
 - 4.3.3 Call Hold, Transfer & Conferencing
 - 4.3.4 Emergency Call Divert
 - 4.3.5 Fraud Alert
 - 4.3.6 CLI Flexibility
 - 4.3.7 Call Admission Control
 - 4.3.8 Call Barring
 - 4.3.9 DTMF Support
 - 4.3.10 Emergency, Non-Emergency and other short code calls
 - 4.4 PSTN calls in Teams are calls in which the two parties to the call are not users in the same Microsoft 365 tenant or users in two tenants federated with each other and will be routed via the Microsoft Operator Connect Service.
 - 4.5 On-net calls in Teams are calls in which the two parties to the call are users in the same Microsoft 365 or in two tenants federated with each other and will not be routed via the Microsoft Operator Connect Service.
- #### ARCHITECTURE
- 4.6 Microsoft Operator Connect provides the Customer with a resilient solution, offering two geographically diverse networks, each hosted in separate co-locations space, and connected with an existing Point of Presence and traffic is load- shared across the two diverse sites.
 - 4.7 Each of the two resilient connections are defined by several session border controls, interfacing on the public side to the Microsoft Teams (in Azure), which has multiple connections of its own for resilience.

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

4.8 The elements of the architecture are described below:

MICROSOFT CERTIFIED SBC'S

4.8.1 Cloud deployment model for Microsoft Operator Connect Service requires Microsoft certified session border controllers into the Supplier's network.

CUSTOMER SBC'S

4.8.2 Each service to the Customer will be terminated on a PSTN connected session border controller, to enable the Supplier to provision and manage the Service via its portal and PSTN calling.

NETWORK RESILIENCE MODEL

4.8.3 Distributed Microsoft certified SBC clusters are deployed on the network, for geographic resilience, and for load-balancing traffic, on both the public and private sides of the interface between the hosted infrastructure and Microsoft 365.

4.8.4 The SBC's will be connected to geographically distributed, load-balanced SBC clusters in the hosted core network, for SIP connectivity and PSTN breakout.

SIGNALLING AND MEDIA

4.8.5 Signalling and Media is routed towards the service in three ways;

4.8.6 For Teams users who are part of a corporate network, media and signalling are routed over any links internal to the corporate network before being routed to the Internet Access provided.

4.8.7 For Teams' users who part of a corporate network, their traffic will be routed to the Internet Access provider.

4.8.8 For Teams' users who use the Supplier as their Internet Provider, any applicable minimum bandwidth guarantee for Broadband Services will be stated within the applicable **Schedule 3**.

DEMARCATON OF RESPONSIBILITIES

4.9 Unless specified otherwise in the Order, the Supplier will provide the underlying infrastructure used to convey calls between the PSTN and the Microsoft 365 network. The Supplier has no responsibility for the assets that form part of the Customers Operator connect. The Supplier and its Third-Party Suppliers are not responsible for the assets which form part of the Customers Operator Connect service, but which are not supplied by the Supplier or under the Third-Party Suppliers' control ("**Service Support Boundary**").

EXCEPTIONS

4.10 The Supplier does not support video calling using the PTSN, from the Microsoft Teams environment. Microsoft Teams has a video calling facility that operates separately to any traffic traversing on the Third-Party Supplier Network.

EMERGENCY CALLS

4.11 UK calls to the Emergency Services is handled by an Emergency Handling Centre ("**EHC**"). All calls are forwarded to the Emergency Authority ("**EA**") where there is an emergency.

4.12 The Supplier cannot support the hosting of EA geographic number there is no standardised way in the UK to forward emergency calls from the EHC to the EA in the SIP signalling system.

4.13 The Supplier does not support or accept any diallers and we reserve the right to remove any diallers.

4.14 The Supplier considers acceptable traffic to have an Average Call Hold Time ("**ACHT**") of greater than 50 seconds and an Answer Seize Ratio ("**ASR**") of greater than 60%.

5. SERVICE CHARACTERISTICS

ENDPOINTS

5.1 An Endpoint represents the interface for a Microsoft Phone System Tenant.

NUMBER PRESENTATION

5.2 An Endpoint represents the interface for a Microsoft Teams Phone System.

5.3 It is a requirement of the Microsoft Operator Connect Service that the calling party ("**A-Number**") be validated to confirm the format and ensure that the number is owned by the Supplier, so that emergency services have an accurate record of the calling customer.

5.4 The Customer is responsible for supplying both A-Numbers and B-Numbers in a valid format, not containing alpha characters, spaces, hyphens, full stops, etc.

5.5 Only numbers allocated to the Endpoint should be used to make outbound calls by End Users to ensure that in the event that an End User makes a call to the Emergency Services, the number they present is associated with a valid and current address in the records held against that number by the Emergency Services. It is the responsibility of the Customer to ensure that the address information for all numbers allocated to the Endpoint remains current.

5.6 There is three options available for CLI presentation with operator Connect Services.

5.6.1 User DDI

5.6.2 Number Withheld

5.6.3 Resource Account DDI

EXCEPTION

5.7 This may be different where the customer has opted to take CLI flexibility as part of their Operator Connect Service.

5.8 Non-Geographic Numbers specifically 03 and 08, are supported with the Microsoft Operator Connect Service. These numbers can be terminated on an Endpoint in the same way as a standard geographical number.

5.9 For security reasons the Supplier shall set limits for the maximum calls per second (CPS). Limits will default to five (5) CPS. Any request to increase this level will be considered in line with the Supplier's process. If this constraint is reached the Supplier will log and reject calls.

5.10 In any given event if the Customer goes beyond eight hours on the call the Supplier shall terminate the call as per its usage limit.

6. CALL MANAGEMENT FEATURES

FRAUD MANAGEMENT

6.1 The Fraud Management System ("**FMS**") feature allows the Customer to protect itself from Fraudulent Activity from Endpoints that have fallen victim to hacking or excessive unauthorised call spends. Unless the Customer requests otherwise, the Supplier will pre-set default individual call limits based on estimated usage against specific Endpoints and have automatic barring invoked if these thresholds are breached.

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

6.2 The following features are provided as part of the MS Operator Connect through the SIP Trunk Call Manager service, and once configured by the Supplier, can be managed online by the Customer through the control panel.

6.3 SIP Trunk Call Manager and associated features are configured directly by the Supplier through a secure (SSL certified) control panel accessed using a unique username and password.

6.4 Access to the Point my Number system within <https://chessict.siptrunkcallmanager.co.uk> is provided to the Customer on a per login basis and it is possible to create additional End User logins and define user permissions through the admin tab on SIP Trunk Call Manager, which is visible to the Customer.

6.5 The "Point my Number" is the tab where the Customer can build, validate and activate call plans for specific call routing needs. They can download to a .csv report, a list of numbers within the account and their associated terminating numbers. The tab also allows for the creation and download of the custom field feature that is part of the Advanced Statistics package.

6.6 If the Customer has access to and uses the SIP Trunk Call Manager portal to make changes and they require assistance or such changes fail, the Supplier shall be entitled to charge the Customer for time spent to assist the Customer.

DESTINATION CONTROL

6.7 The Customer can change the termination number to which their inbound calls are routed. Termination numbers must be UK mobile or fixed line destination numbers. International destinations are only available following regulatory approval.

DAYS OF WEEK ROUTING

6.8 The Customer can set up specific call routing to be applied according to the day of the week from Monday to Sunday.

TIME CONTROL

6.9 The Customer can set up specific call routing according to the time of day. Time zones are entered with reference to the twenty four hour clock and calls will be routed up until the final minute of the time zone.

DIVERT CONTROL

6.10 The Customer can divert calls according to no answer, busy or on failover on primary destination number and the Supplier network will detect when the preferred line is busy and re-route the call to the divert destination accordingly.

6.11 Divert on no answer will take effect according to the predefined settings selected on the divert node in Point my Number from a choice of 5, 10, 20, 30, 40, 50 or 60 seconds. This selection determines the time in seconds that the call is left ringing, before returning the call routing logic to the Supplier's network. A divert failover may be used to predefine required call routing should the preferred destination be unavailable due to a fault such as a line fault or a Microsoft Teams fault.

DATE CONTROL

6.12 Date control nodes are used to define routing for calls made within a particular date range. Date ranges are entered into the system by the End User using the calendar tool provided.

CALL QUEUING

6.13 The call queue control is used to establish a network-based call queue within a call routing plan. If calls are presented to the failover destination it will trigger the "Divert on Failover" option.

VOICEMAIL

6.14 The Customer can create a call plan which may terminate on a voicemail node. A personalised voicemail prompt may be recorded by the user in the announcements page, or a system default message may be utilised. All voicemails are stored online, and it is the customers responsibility to manage housekeeping with regard to deleting stored voicemails. Each voicemail will be deleted automatically after six months, and once deleted, files cannot be retrieved.

ADVANCED STATISTICS

6.15 Online advanced statistics available to the End User after login at <https://chessict.siptrunkcallmanager.co.uk> display inbound call data for all inbound numbers active on the End User inbound account. Data is available in a target lead time of real time plus five (5) minutes and historical data can be displayed from a six (6) month archive. Additionally, an authorised user can create custom search criteria by adding custom fields via the "Point my Number" screen. The End User can search for results based on call outcomes, date/time stamp, by caller's telephone number and on an individual or all numbers basis. Results can be downloaded by the End User in .csv format.

6.16 End Users can also create custom fields via the "Point my Number" page, allowing them to store bespoke data against each DDI i.e. First and last name, department, cost code, etc. Data can be bulk downloaded and uploaded using .csv format.

ALIASING

6.17 The End User can share the behaviour of one inbound number with another inbound number. Using the aliasing feature the call plan needs to be updated once and it will be reflected across all the aliases. Aliasing eliminates the need to create two or more identical call plans when all that is required is a new callable inbound number.

DDI APP

6.18 End User login is granted access to call plan routing changes via a handheld smartphone/device application. Upon successful download from the relevant app store, the Customer is able to log in to access a subset of SIP Trunk Call Manager functionality as available at <https://chessict.siptrunkcallmanager.co.uk>. The Customer has access to key components on inbound call routing for numbers provisioned on this service and in accordance with their user permissions. Functionality includes ability to route calls to an alternative destination number/voicemail/divert calls/invoke pre-configured call plan. Key reporting statistics are also available including performance graphs and call history.

REPORTS

6.19 The End User will see a "Reports" tab on their <https://chessict.siptrunkcallmanager.co.uk> account. The End User can sign up for daily, weekly or monthly emails containing either a .csv file with the high-level statistics for each number within the account. Up to three (3) email addresses can be designated to receive the emailed reports.

ON-NET LOGIC

6.20 The below outlines how SIP Trunk Call Manager treats an inbound call, from a billing perspective, when assigned to a call plan.

6.20.1 Inbound call terminated to SIP = free of charge

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

- 6.20.2 Inbound call terminated to call control function and then to an on-net number (number associated with Endpoint) = free of charge
- 6.20.3 Inbound call diverted to an on-net number (number associated with Endpoint) = free of charge
- 6.20.4 Inbound call diverted to an off-net number (third-party Endpoint, ISDN, mobile, NGN etc) = changeable, in relation to associated rate card.

NUMBERING

- 6.20.5 SIP Trunk Call Manager must be ordered in conjunction with at least one Operator Connect endpoint and number per End User logon. The number must be live on the Operator Connect Endpoint. The customer can choose to upgrade from existing Operator Connects endpoints

NUMBER AVAILABILITY

- 6.21 The Service can be ordered with a new number from the following ranges, 0845, 0844, 0871, 0870, 0800/0808, 03XX, 01/02.

DIRECTORY ENQUIRY REGISTRATION

- 6.22 All inbound numbers can be registered with the BT directory enquires service by the Supplier if requested by the Customer at time of the Order.

CALL TERMINATION

- 6.23 All numbers provisioned must terminate to a valid destination from the following options:

- 6.23.1 UK fixed line geographic number (01 or 02)
- 6.23.2 UK 03, 080x, 050x number
- 6.23.3 UK mobile number (please note that international roaming may affect the service)
- 6.23.4 International number (on request and at discretion of the Supplier)
- 6.23.5 An 084 or 087 number (on request and at discretion of the Supplier)
- 6.23.6 SIP Trunk Call Manager system announcement (where applicable)
- 6.23.7 SIP Trunk Call Manager system announcement (where applicable)

- 6.24 The destination numbers are not guaranteed to work in conjunction with the service; international destinations/roaming (international) mobiles/IP destinations/destinations associated with a fax machine/data. All 01 and 02 inbound termination are inclusive with the rental fees, only new 03 traffic will qualify as being inclusive.

CALL BARRING

- 6.25 By default, SIP Trunk Call Manager will have strengthened call barring settings. These settings have been aligned to those traditionally put in place on PBX systems that control and extension diversion rights – i.e. only diverts to 01, 02, 03 or 080x will be permitted. The SIP Trunk Call Manager account administrator will have the ability to soften the call barring in place by assigning the appropriate right to an End User via the SIP Trunk Call Manager GUI.

- 6.26 It is not permitted to have weaker call barring settings on the SIP Trunk Call Manager service than those set against the Endpoint itself – i.e. if you bar calls to 01 or 02 destinations against the Endpoint then these settings will flow through to the SIP Trunk Call Manager service. However, if an End User attempts to make a change that results in validated or active call plan having a prohibited destination then these call plans will need to be aligned to the change before the change can be implemented. The portal will indicate which numbers have the conflicting call plans for ease of rectification.

SYSTEM ANNOUNCEMENTS

- 6.27 End Users with appropriate permissions can pre-record personalised system announcements by mp3/wav file upload on the Announcement page. The customers file should not exceed 20Mb in size.

7. CHARGES AND PAYMENT

- 7.1 This paragraph 7 is supplemental to clause 6 of the **General Conditions** and if this paragraph 8 expressly conflicts with clause 6 of the **General Conditions**, this paragraph shall take precedence.

- 7.2 The Supplier shall invoice the Customer for the Charges in respect of the Service set out in paragraph 7.3, in the amounts as specified in the Order and as varied pursuant to this Agreement.

- 7.3 Unless stated otherwise in an applicable Order, the Supplier shall invoice the Customer for the following;

7.3.1 connection and Installation Charges, on or after the date of Connection for any work carried out;

7.3.2 Recurring Charges, except Usage Charges, monthly in advance;

7.3.3 Usage Charges, monthly in arrears, calculated at the then current Tariffs;

7.3.4 any Charges for Hardware and/or Software, which shall apply from the date of delivery; and,

7.3.5 any Termination Charges upon termination of the Service for any period where the Service is provided for less than a month, the Recurring Charges will be calculated daily.

- 7.4 As Recurring Charges are invoiced monthly in advance, the first invoice shall include for a period commencing the date of Connection and up to the end of the first full month following the month in which the Connection occurred..

- 7.5 Where additional User Subscriptions are provisioned via the Teams Admin Centre, the Customer shall be responsible for all Charges relating to such User Subscriptions as stated in the then current Tariff. Any increase to the quantity of User Subscriptions shall be applied from the date of such increase. The Supplier shall undertake regular reconciliations of User Subscriptions and shall invoice the Customer for any increase in User Subscriptions.

- 7.6 The Supplier may also invoice for the following Charges in addition to those set out in the Order:

7.6.1 investigating a Service Fault where no Service Fault is found or is caused by something which the Supplier is not responsible for under this Agreement;

7.6.2 commissioning the Service, including but not limited to the configuration of the Customer's tenant in Microsoft 365 and creation of the Customer's Tenant Sub-Domain;

7.6.3 restoring the Service if the Service has been suspended in accordance with clause 7 of the **General Conditions**;

7.6.4 cancelling the Service in accordance with clause 8 of the **General Conditions**;

7.6.5 any other charges set out in the Order or the Tariffs or as otherwise agreed, including but not limited to charges for (i) providing paper invoices, (ii) late

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

- payment fees, (iii) dishonoured payments and (iv) payment processing fees.
- 7.8 All Charges payable to the Supplier for User Subscriptions provisioned via the Teams Admin Centre and/or for traffic routed via the Endpoint to be used with the Service shall be paid in full by the Customer by the due date, notwithstanding that they may have arisen from unauthorised, fraudulent or illegal use and whether or not they derive from installation and access arrangements which have been authorised by the Supplier.
- ### 8. TERM AND TERMINATION
- 8.1 This paragraph 8 is supplemental to Clause 2 and 8 of the **General Conditions** and if this paragraph 8 conflicts with Clause 2 and 8 of the **General Conditions**, this paragraph shall take precedence.
- 8.2 All User Subscriptions provisioned via the Teams Admin Centre will be subject to the same Minimum Term as the initial Order. The Minimum Term or Successive Term will therefore expire on the same day for all User Subscriptions. Where requested the Customer shall sign a further Order for the additional User Subscriptions provisioned. In any event, the Customer accepts that the contracted number of User Subscriptions in the Customer's initial Order will increase for the remainder of the Minimum Term or Successive Term by the total number of User Subscriptions provisioned in the Teams Admin Centre during the Minimum Term and Successive Term.
- 8.3 Where a Customer is a Microenterprise or Small Enterprise Customer or Non-for-profit Customer, upon expiry of the Minimum Term, the Minimum Term will not automatically renew pursuant to clause 2.1 of the **General Conditions**, the Agreement shall continue until such time that the Customer provides thirty (30) days' notice to terminate the Agreement. Use of the Service following expiry of the Minimum Term will be subject to the Supplier's standard published Tariffs.
- 8.4 Where a Customer is a Microenterprise or Small Enterprise Customer or Non-for-profit Customer, they shall have the additional right to terminate the Agreement in the following circumstances:
- 8.4.1 by giving the Supplier notice within thirty (30) days of the date that notice from the Supplier of proposed amendments to the Charges in accordance with clause 6.10 and/or 16.1 of the **General Conditions** is received and where such changes are likely to cause material detriment to the Customer; or
- 8.4.2 within the Transfer Period.
- For the avoidance of doubt, the Customer shall not have a right to terminate the Agreement pursuant to clause 8.4.1 where the Supplier varies the Charges pursuant to paragraph 14.1 and/or 14.2
- 8.5 Where the Supplier provides notice of proposed amendments to the Charges and/or the Agreement pursuant to clause 6.10 and/or 16.1 of the **General Conditions** and the Customer does not provide notice to terminate within thirty (30) days in accordance with paragraph 8.4.1, the Customer shall be deemed to have waived its right to terminate pursuant to paragraph 8.4.1. The Customer's continued use of the Services shall be deemed acceptance if such changes.
- 8.6 If a Customer terminates the Agreement pursuant to paragraph 8.3 or 8.4 above, the Customer shall not be liable for any Termination Charges.
- 8.7 Notwithstanding paragraph 8.6, the Customer shall be liable to pay Termination Charges to the Supplier in accordance with clause 8.7 of the **General Conditions**, where the Agreement is terminated within the Minimum Term or any Successive Term.
- 8.8 Where the Customer deactivates, unassigns, ceases use of a User Subscription via the Teams Admin Centre or terminates User Subscriptions, the Customer shall remain responsible for all Charges under the initial Order, any subsequent Order or for any additional User Subscriptions provisioned for the remainder of the Minimum Term or Successive Term. The Supplier reserves the right to continue to invoice the Customer the Recurring Charges for the remainder of the Minimum Term or Successive Term or in the alternative invoice the Customer Termination Charges in relation to the User Subscriptions which have been deactivated, unassigned or ceased.
- ### 9. SERVICE CARE LEVELS
- 9.1 The Supplier shall use reasonable endeavours to repair a Service Fault in accordance with the Service Care Level stated on the Order and as detailed in **Schedule 4.1 (Fault Management Connectivity)**. In the event of conflict between this paragraph 9 and Schedule 4.1, this paragraph 9 shall take precedence.
- ### SERVICE AVAILABILITY
- 9.2 The Supplier does not guarantee that the Service will be continuously available or free from service failures, however the Supplier makes certain commitments as to the Service as set forth in paragraphs 9.3 through to 9.7 below.
- 9.3 The Supplier shall use all reasonable endeavours to ensure that Service Availability is as follows:
- Availability Measurement Period: 1 calendar month
- | | Core (1) | Non-Core (2) |
|---|----------|--------------|
| Microsoft Teams Operator Connect Endpoint | 99.99% | 99.95% |
- 9.4 Core functions are defined as switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.
- 9.5 Non-Core functions include the Supplier's support systems, access to the portal, and feature based services such as Call Divert.
- 9.6 Service Availability is calculated as follows:
Total number of minutes in the measurement period – unplanned downtime x 100

Total number of minutes in the measurement period
- 9.7 If the Service is partially available the Unplanned Downtime shall be calculated in equal proportion i.e., if the Service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

10. ADDITIONAL SUPPORT SERVICES

- 10.1 Where specified in the Order, the Supplier will provide the Customer with Additional Support Services as detailed in **Schedule 4.1 (Fault Management Connectivity)** in relation to Service Faults which relate any customisation or configuration of the Service undertaken by the Supplier by way of Professional Services provided upon implementation.
- 10.2 For the Supplier to provide Additional Support Services in accordance with Schedule 4.1 (**Fault Management Connectivity**), the Supplier must be granted access to the Customer Tenant with Global Administrative Permissions. Where the Supplier does not provide the Customer with Microsoft 365 licenses, the access can be granted at the time the Customer reports the Service Fault and then revoked once resolved. In such circumstances, the Service Fault Targets will be calculated from the time that access has been granted and communicated to the Supplier.

11. CUSTOMER DATA

- 11.1 Following cancellation of a Product or termination of the Agreement, the Customer shall have a period of ninety (90) days in which to migrate Customer Data. However, where the Service or part thereof is suspended by the Supplier and subsequently terminated, the Customer agrees that the Supplier may delete the Customer Data immediately.
- 11.2 Under no circumstances shall the Supplier be liable for any loss or damage to Customer Data. The Customer accepts the responsibility for backing up Customer Data and shall ensure that the Customer's processes in this respect are adequate.

12. INTELLECTUAL PROPERTY

- 12.1 Except for any Use Rights applicable to the Service as expressly granted under the Agreement, the Customer shall not acquire in any way, any title, rights of ownership, or Intellectual Property Rights whatever nature in the Service or in any copies of it and no Intellectual Property Rights of either party are transferred or licensed as a result of the Agreement.

13. PROFESSIONAL SERVICES

- 13.1 Where the Customer purchases Professional Services, the performance of those Professional Services will be subject to terms and conditions in **Schedule 4.2 (Professional Services)**.

14. CHANGES

PERMITTED CHANGES

- 14.1 Save for where the Supplier has expressly agreed otherwise in writing, the Supplier shall be entitled to make the following variations to Charges:
- 14.1.1 in each calendar year, an increase to any and all Charges by a percentage equal to: i) the Retail Price Index ("RPI") rate figure published by the Office of National Statistics in January of that year (ignoring any negative figures), plus ii) 3.9%. The increase will be rounded to the nearest whole pence. If the RPI figure is negative, the Supplier will only increase charges by 3.9%. If the RPI Rate is not published for the given month, the Supplier may use a substituted index or index figure published by that office for that month;
- 14.1.2 for any Additional or Ancillary Services that do not form part of the main Service the Supplier shall be

entitled to increase the Charges for these Services; and

- 14.1.3 where such changes are directly imposed or caused by the Applicable Law the Supplier shall be entitled to increase all or any relevant Charges.
- 14.2 The Supplier shall be entitled to make the following variations to provisions of the Services in accordance with the terms of this Agreement:
- 14.2.1 in the event of a Service being discontinued or no longer exists (including decommissioning of legacy services), the Supplier shall be entitled to move the Customer to a Service which is a better or equivalent service. A better or equivalent service shall be a service offering materially the same or better features as the features of the Service used by the Customer within the 6-month period prior to the transfer of the original Service to the new Service in the opinion of the Supplier acting reasonably;
- 14.2.1 variations triggered by technology developments including replacement of certain technologies, networks, hardware, software, applications, platforms, systems or processes or other similar features as well as changes to terms of supply offered by Third-Party Supplier or instructions provided by them where such changes result in offering equivalent or better experience (in the Supplier's reasonable opinion) to the Customer;
- 14.2.3 variations that are of genuinely administrative or technical nature and have no negative impact on the Customer in relation to the Services that they use under the Agreement including changing the terms of the Agreement to make it clearer or easier to understand or to update the Agreement from time to time so all customers are on the same conditions, or any other similar changes;
- 14.2.4 variations that are directly imposed or caused by the Applicable Law;
- 14.2.5 variations that are made at the request of the Customer;
- 14.2.6 variations that are clearly to the benefit of the Customer in terms of improving Service quality, the scope of Services or any other additional feature of Service provided for the same or lower Charge; and
- 14.2.7 place limits on use of Services, for example if you have committed an illegal act while using the Services, where the Supplier has the right to make such change under the AUP or any Applicable Law.

OTHER CHANGES

- 14.3 The Supplier may also make changes to this Agreement, Services or Charges at any time in order to:
- 14.3.1 change the structure of the Services, charges or Equipment, for example, by changing the component parts of a Service;
- 14.3.2 change the Services, Charges or Equipment to maintain or improve the quality of the Service, or introduce a new Service;
- 14.3.3 change the amount payable for part of the Services, including without limitation additional services, for example where the Supplier has to pay a Third-Party

SCHEDULE 3.12 OPERATOR CONNECT SERVICE

- Supplier increased charges for use of their infrastructure or services above the limit stipulated in paragraph 14.1;
- 14.3.4 remove and/or replace some or all of the Equipment;
- 14.3.5 place limits on use of the Services (without prejudice to paragraph 14.3.7);
- 14.3.6 stop providing all or part of the Services, for example, if the Supplier cannot continue to provide a part of the Service at an address;
- 14.3.7 replace all or part of the Services with an alternative Service which is not equivalent to, or better than, the Services Customer originally purchased ("**Original Services**") where the Original Services have been discontinued, decommissioned or are no longer available (without prejudice to paragraph 14.2.1); or
- 14.3.8 the Supplier may change the Agreement, Services or Charges for a reason other than those specified in paragraph 14.1 to 14.3 (inclusive).
- 14.4 If a change to Charges under paragraph 14.3 constitutes an increase to the Customer's overall monthly invoice in any remaining month of the Minimum Term, the Customer may terminate the affected Service or the affected part of this Agreement by giving written notice, within 30 days of being notified of the change, such notice to be effective only if the Supplier cannot resolve the concern to the Customer's reasonable satisfaction within 30 days of receipt of termination notice.
- 14.5 If a change under paragraph 14.3 has a negative impact on the Customer's use of the Service (in the Supplier's reasonable opinion) under the Agreement, the Customer may terminate the affected Service (or any Bundle, where applicable), Service Element or part of the Agreement by giving written notice to the Supplier, within 30 days of being notified of the change, such notice to be effective only if the Supplier cannot resolve the concern to the Customer's reasonable satisfaction within 30 days of receipt of Customer's termination notice. The Customer shall not be required to pay any Charges except for (i) any Charges payable up to the termination, and (ii) any remaining Charges or payments related to any Equipment that the Customer decides to retain.
- 14.9 Where the Customer does not provide notice of cancellation within the 30-day period detailed at clause 14.4 or 14.5 and the Customer continues to use the Services, the Customer will be deemed to have accepted the change to the Services and/or the Agreement.
- invoice, the Chess Customer Portal and/or on its website www.chessICT.co.uk.

NOTICE OF CHANGE

- 14.6 Where the Supplier is making changes to Services under paragraph 14.1 or 14.2 (together, "**Permitted Changes**"), the Supplier shall not be obliged to provide Customer with any notice but will make reasonable efforts to do so. For the avoidance of doubt, Customer shall not be entitled to terminate the Agreement without paying Termination Charges if the Supplier exercises its right to make one or more Permitted Changes.
- 14.7 Where the Supplier is making a change to the Agreement, Services or Charges under paragraph 14.3, and such change results in the Customer having a right to terminate pursuant to paragraph 14.4 or 14.5, the Supplier shall provide Customer with as much advance notice of the change as practicable, but in any event, no less than 30 days' notice prior to implementing the change (unless prevented from doing so because of Applicable Law, court order or any competent statutory or supervisory authority).
- 14.8 The Supplier will provide notice to the Customer pursuant to paragraph 14.6 and/or 14.7 by email, on the Customer's

ANNEX 1 -DEFINITIONS

A-Number means the number presented by the calling party on outbound calls;

ACHT means average call hold time

Call means a signal, message or communication that is silent, spoken or visual;

CLI means calling line identity;

CPS means calls per second. The maximum number of new call attempts per second;

Customer Data means all data, including text, sound, video, or image files, and software, that are provided to the Supplier and/or Microsoft by, or on behalf of, the Customer through use of the Microsoft Operator Connect Service.

Customer Tenant means a unique identifier allocated by Microsoft to the Customer in relation to its Microsoft 365 License

End Users means anyone permitted by the Customer to use or access the Microsoft Operator Connect Service;

Endpoint means the unique reference given to the instance of the Microsoft Operator Connect Service and used to identify the Customer in the Supplier's Portal;

Emergency Authority is the local provider where by all the callers who ring the emergency services are forwarded to.

Emergency Handling Centre in handle all the emergency calls (999/112) in the UK.

Emergency Services Address Information means the address information pertaining to each End User, provided to the Supplier by the Customer and relayed by the Supplier to the Emergency Services so that they can ascertain the caller's address in the event of an emergency call failure;

General Conditions means the Supplier's standard terms and conditions for the provision of the Services as set forth on the Supplier's website at www.chessict.co.uk/legal and which form part of this Agreement;

Installation Charges means those Charges as set forth in the Order in relation to the installation of the Microsoft Operator Connect Service or any Customer Equipment, Hardware, Software or Ancillary Equipment as applicable;

Internet Connection means a connection to the global data network comprising interconnected networks using the TCP/IP protocol suite;

Microsoft 365 is a line of subscription services offered by Microsoft as part of the Microsoft Office product line. The brand encompasses plans that allow use of the Microsoft Office software suite over the life of the subscription, as well as cloud-based software as service products for business environments, such as hosted Exchange Server, Skype for Business Server, and SharePoint.

Microsoft Teams is the unified communications environment which Microsoft 365 uses to create and share content and communicate in multiple ways (e.g., messaging, chat, voice and video);

PBX means private branch exchange;

Phone System means the PBX replacement or voice component of Microsoft Teams, which allows internal (within Microsoft Teams) and external (PSTN) voice calls and a range of call control features;

Point of Presence means a location where dedicated core internet connectivity is located;

PSTN means public switched telephone network;

Recurring Charges means the Charges for the Microsoft Operator Connect or applicable part thereof, which is invoiced repeatedly in every billing period as set out in the Order;

Service means the Microsoft Operator Connect Service.

Service Availability means the ability of the Microsoft Operator Connect service to perform its required function over a stated period of time. It is reported as a percentage of time that the Microsoft Operator Connect service is available for use by the Customer within the agreed service hours;

Service Support Boundary means the Suppliers limits when providing the Microsoft Operator Connect service.

Service Care Levels means the repair options as set forth in paragraph 10 above;

Service Fault and Service Fault Targets have the meaning given to them in **Schedule 4.1 (Fault Management Connectivity)**;

SIP means session initiation protocol. A signalling protocol for internet conferencing, telephony, presence, events, notification and instant messaging;

SIP Call Trunk Manager means the online portal where number routing and management is undertaken;

Teams Admin Centre is the administrative centre within the Microsoft application.

Termination Charges means any compensatory charges payable by the Customer to the Supplier on termination of this Agreement in whole or part, in accordance with clause 8.7 of the **General Conditions** and as set out the Order, or if not specified, then an amount equal to 100% of the Recurring Charges for all remaining months of the Minimum Term, together with any waived one off charges and/or Installation Charges and an average of the Usage Charges invoiced by the Supplier over the previous six months;

Usage Charges means the Charges, if any for the Microsoft Operator Connect service or applicable part thereof that are calculated by multiplying the number of units (voice minutes) for the Microsoft Operator Connect service that the Customer has used or incurred in a billing period with the relevant Tariff, which are made outside of or which exceed usage, or a Call Bundle as set forth in the Order;

Unplanned Downtime means downtime as a result of a fault and not related to planned or essential maintenance;

User Subscription means the subscription allocated to an End User of the Microsoft Teams Customer Tenant Sub-Domain who will have a) a compatible Microsoft 365 licence and b) a DDI allocated by the Supplier to the Endpoint;

VoIP means voice over IP;