

STANDARD TERMS AND CONDITIONS FOR RESIDENTIAL CUSTOMERS

1 DEFINITIONS AND INTERPRETATION

1.1 In these terms and conditions (the "Conditions") the following words shall have the following meanings (unless the context otherwise requires):

"Acceptable Use Policy" means Quickline Communications Acceptable Use Policy (AUP) in respect of the Services available from www.quickline.co.uk

"Customer Order" means the order form to be completed by the Customer in respect of an Order for products or services and is the Original Customer Order or the Revised Customer Order, as applicable.

"Business Day" means any day excluding Saturday, Sunday, bank and public holidays in the UK.

"Charges" means the Service Charge, the Usage Charges, One Off Charges and any other charges as set out in the Contract.

"Contract" means, together, the Customer Order, these Conditions, the Acceptable Use Policy, the applicable SLA and the relevant sections of the Price List.

"Customer" means the person to whom Quickline Communications provides the Services as stated in the Customer Order.

"Customer Services" means the Quickline Communications team responsible for receiving calls from the Customer to log faults and respond to queries about the Services.

"Downtime" means the time between the Customer registering a Support Ticket with Customer Services and the Services being restored.

"Equipment" means the equipment installed or provided by Quickline Communications and/or a third party supplier at the Site, which forms part of the Services (including but not limited to antenna, cabling, power supply, router or physical telecommunications connections, Co-Location cabinet and power supplies) and any equipment that is purchased by the Customer pursuant to a separate agreement with Quickline Communications and/or a third party supplier.

"Force Majeure" means any cause beyond the reasonable control of either Party including without limitation, any of the following: construction of third party buildings, any third party construction (whether temporary or permanent); or maintenance works, of act of God; war, insurrection, riot, civil disturbance, acts of terrorism; fire, explosion, flood, storm, pandemic theft or malicious damage; strike, lock-out, or other industrial dispute (whether involving the workforce of Quickline Communications or any other party), third party injunction; national defence requirements, acts or regulations of national or local governments; or inability to obtain essential power.

"Installation" means the physical work required to deliver the Service including (without limitation) installing the Equipment at the Site.

"Installation and Planning Guidance" means the installation and planning guidance issued by Quickline Communications to the Customer in respect of installing the Equipment.

"Installation Date" means the date on which Quickline Communications or a third party supplier performs the Installation.

"Minimum Period" means the minimum period specified in the Customer Order starting from the Ready for Service date or, if no such period is specified, the first 12 months starting from the Ready for Service Date.

"One Off Charges" means any charges in respect of site visits, Installation, Site installation, the upkeep, depreciation and/or amortisation of the Equipment supplied to the Customer, support, configuration and de-installation.

"Original Customer Order" means the completed Customer Order signed by the Customer and accepted by Quickline Communications in respect of the Services.

"Price List" means the list of Quickline Communications charges that apply to the Services as amended and updated from time to time.

"Ready for Service Date" means the date on which Customer Services hand over the Services to the Customer for use by the customer. Billing commences from this date, and this date would normally be the date on which the Customer signs the Installation Sign-off Document or the date Quickline Communications advises you in writing that the Service is ready for use.

"Revised Customer Order" means an update of the Original Customer Order signed by the Customer and accepted by Quickline Communications for additional costs in respect of the Services following inspection of the Site.

"Services" means the services supplied by Quickline Communications to the Customer as set out in the Customer Order, including but not limited to installation and de-installation.

"Service Charge" means the standing charge (normally monthly in advance) in respect of the Services.

"Site" means a Customer location at which Quickline Communications agrees to provide the Services as stated in the Customer Order. Where Co-Location services are supplied the Customer location is the location of those services.

"SLA" means the relevant Service Level Agreement, specifying particular standards to which the Services will be delivered.

"Term" means the term of the Contract between the parties as set out in the Customer Order.

"Support Ticket" means a mechanism used by Quickline Communications to track the detection, reporting, and resolution of Customer Service issues. A Support Ticket is raised when Customer reports a Service issue via telephone or the Quickline Communications Website.

"Quickline Communications" means Quickline Communications Limited (registration no. 5467333) whose registered office is at Riverbank, Kelk, Driffield YO25 8HG, and whose trading address is Kingston House, Saxon Way, Hessle, Hull HU13 9PB.

"Quickline Communications Network" means Quickline Communications telecommunications network.

"Quickline Communications Website" means the website located at URL <http://www.quickline.co.uk> or such other website or URL as Quickline Communications may notify the Customer from time to time.

"Usage Charges" means any charges in respect of the Customer's use of the Services where those services are measured for the quantum of their use in a period such as voice calls.

2 SERVICES

2.1 In consideration of the payment by the Customer to Quickline Communications of the Charges, Quickline Communications shall provide the following Services to the Customer in accordance with and subject to the terms and conditions of the Contract and in accordance with the SLA:

- (a) the provision and installation of the Equipment and Services in accordance with clause 3;
- (b) the provision of the Services from the Ready for Service Date.

2.2 Quickline Communications warrants that the Services will be provided with reasonable care and skill and in accordance with good industry practice and the SLA.

2.3 Quickline Communications expressly excludes any warranty or undertaking (express or implied) subject to the terms and conditions of the Contract and in accordance with the SLA, that:

- (a) the Services or Equipment (or any software provided to Customer as part of the Services) will interoperate successfully with any third party software or device employed by the Customer;
- (b) the Customer will be able to access or use the Services at times or locations of its choosing, or that there will be sufficient capacity for the Services as a whole, for any specific product or service or in any specific geographical area. Due to the nature of the Services, Quickline Communications depends upon third parties over which it may have no control for the delivery of the Services (for example, delivery of emails to internet addresses); and
- (c) any software or content available through the Services and that originates from the Internet will be free from any virus, malware, spyware, worm, Trojan horse or other program or device that is apparently intended to access and modify, delete or damage data file(s) or computer program(s).

2.4 Without prejudice to the specific disclaimers set out in clause 2.3 above and save as expressly set out in this Contract and the SLA, Quickline Communications makes no warranty or representation in relation to the Services or the Equipment (or any software provided as part thereof) and hereby excludes all warranties, representations and guarantees relating thereto which may be implied by statute, common law, course of dealing or otherwise to the fullest extent permitted by law.

2.5 IP Addresses and Domain names: In the event that Quickline Communications licenses to the Customer an IP address as part of the provision of Services, such IP address shall (upon the request of Quickline Communications and to the extent permitted by law) revert to Quickline Communications after termination of a Contract for any reason whatsoever, and the Customer shall cease thereafter to use such address in any way whatsoever. At any time after such termination, Quickline Communications may re-assign such address to another user.

3 CONDITIONS PRECEDENT TO THE PROVISION OF THE SERVICES

3.1 Quickline Communications shall, prior to the Installation Date, confirm in writing as far as is reasonably possible:

- (a) the Services to be provided;

(b) that the Services are available and may be provided at the Site and how and whether provided through a third party supplier;

(c) whether access to any third party property will be required to install the Equipment at the Site;

(d) that, following an inspection of the Site, the Equipment can physically be deployed to the required standard and presented in a manner approved by the Customer (such approval not to be unreasonably withheld or delayed).

3.2 In the event Consents are required by the Customer, then prior to the Installation Date, Quickline Communications will provide documentation including copies of photographs, diagrams, technical descriptions and official documents in order to facilitate the Customer acquiring planning consents and way leaves, including any licences and/or consents required from Customer's landlord or any other third party to install the Equipment at the Site (each a "Consent"). Quickline Communications makes no warranties that the documentation provided will be sufficient to obtain the Consents and notwithstanding any assistance that Quickline Communications may provide to the Customer, the Customer shall remain solely responsible for obtaining the Consents.

3.3 Prior to the Installation Date, the Customer shall confirm in writing:

(a) that the Customer has obtained the necessary Consents where required from third parties if Quickline Communications and / or a 3rd party supplier of fibre has to cross their land or place Equipment on their premises;

(b) that the Customer has obtained all necessary planning Consents where it is considered by the Customer that planning consent is necessary;

(c) In respect to Wireless and Fibre Services, that the Customer consents to Quickline Communications and / or third party fibre supplier installing the Equipment including, without limitation, mounting any Equipment necessary to receive the Service on the exterior of the Site (and Quickline Communications shall, where this does not interfere with provision of the Service, mount such Equipment in such a manner to minimise visual impact and physical restoration and in accordance with any instructions from the Consents); and (d) that the Customer accepts responsibility for all subsequent issues related to property arising from the installation and continued operation of the Equipment but excluding any damage that is proven to be due to the negligence of Quickline Communications, its employees or subcontractors.

3.4 If the Charges and/or the Services (or any part of them) require amendment following inspection of the Site (whether performed by Quickline Communications or a third party supplier), Quickline Communications shall issue to the Customer a Revised Customer Order detailing the additional charges and/or amended Service specifications. If the Customer does not sign and return the Revised Customer Order to Quickline Communications within a period of five (5) working days of issue of the Revised Customer Order, Quickline Communications shall be under no obligation to provide the Services detailed in either the Original Customer Order or the Revised Customer Order. The Customer shall promptly pay for all Site inspection costs incurred and/or committed to by Quickline Communications but shall be under no further obligation to pay any other charges and the Original Customer Order shall be deemed cancelled.

3.5 If the Customer is unable to secure any or all of the confirmations above and the Customer shall provide a copy of any written refusal to Quickline Communications, then the Customer shall promptly inform Quickline Communications and Quickline Communications shall be under no obligation to provide the Services. The Customer shall promptly pay for all Site inspection costs

incurred and/or committed to by Quickline Communications but shall be under no further obligation to pay any other charges and the Customer Order shall be deemed cancelled.

- 3.6 The Customer shall reimburse Quickline Communications for all charges incurred and/or committed to by Quickline Communications as a result of Quickline Communications or its nominated third party not being permitted access to the Site or any third party premises on the dates and times agreed with the Customer. Quickline Communications shall provide reasonable documentary evidence of such charges being incurred and/or committed to.

Quickline Communications shall comply with such reasonable safety and security requirements in relation to the Site as notified to Quickline Communications by the Customer in writing at least three days prior to Quickline Communications 's attendance at the Site.

4 INSTALLATION

- 4.1 Following the satisfaction of the conditions precedent set out in clauses 3.1, 3.2 and 3.3, Quickline Communications shall or shall procure that a third party shall:

(a) install the Equipment at the Site; and

(b) carry out an activation and quality check of the Services at the Site; at such time as shall be mutually agreed between the Customer and Quickline Communications.

- 4.2 The Customer shall be responsible for clearing and preparing the Site in readiness for the installation of the Equipment, including providing connections to stable electrical power and the Customer shall, at its own expense, comply with Quickline Communications reasonable instructions regarding preparation of the Site for delivery and installation of the Equipment.

- 4.3 Installation shall be deemed completed when Quickline Communications notifies the Customer that Installation has been successfully completed and that the connection is ready for use.

- 4.4 Quickline Communications undertakes to take all reasonable care to minimise the impact of the Installation, however, following Installation of the Equipment, the Customer will be responsible for putting back any items moved and any redecoration which may be required.

- 4.5 In the event that Quickline Communications cannot provide the Services requested because:

(a) the location of the Site will not support the required SLA; and/or

(b) the installation and/or checks cannot be successfully completed

Quickline Communications will notify the Customer as soon as possible, which will normally be prior to completion of the inspection of the Site as referred to in clause 3.1(d).

- 4.6 If a different level of Services can be provided, the parties shall discuss whether to adjust the SLA requirement for some or all of the Sites.

- 4.7 The Service will be provided and charged for from the Ready For Service Date. The Ready For Service Date will be the date on which all of the following activities have been completed:

(a) the Equipment has been installed and tested;

(b) the Equipment has been configured and functional testing has been completed;

(c) the Installation Sign-Off Document has been signed and dated by the Customer; and/or

(d) in the case of a third party installation at the Customer Site, the Customer is advised that the Service is ready for use. In this case, the Customer has the right to reject the Service as being ready for use by notice in writing or by email within 5 working days of the Ready For Service Date. If the Customer (a) does not reject the Service as being ready for use within that time; or (b) uses the Service other than for testing purposes, the Service will be deemed accepted.

5 CUSTOMER OBLIGATIONS

- 5.1 During the Term, the Customer shall, in addition to the obligations set out elsewhere in the Contract, make reasonable and timely endeavours to:
- (a) comply with the Customer's obligations under the Contract, including (without limitation) in respect of use of the Equipment (clause 6);
 - (b) only use the Services and the Equipment in accordance with the Acceptable Use Policy and Quickline Communications instructions;
 - (c) provide Quickline Communications with such assistance, information and facilities as Quickline Communications may reasonably request to enable it to perform its obligations under this Contract, including but not limited to providing access to the Site and procuring any necessary access to any third party premises where required;
 - (d) keep to appointments to install, which are confirmed by Quickline Communications with the Customer 48 hours before the Installation Date. In the event that the Customer subsequently cancels or does not keep the appointment, Quickline Communications reserves the right to make a charge in accordance with the Price List;
 - (e) respond to all requests by Customer Services in respect of resolving any reported fault;
 - (f) inform Quickline Communications if any Customer information set out in the Customer Order changes;
- 5.2 The Customer shall indemnify and hold harmless Quickline Communications from and against any and all liability, costs (including legal costs), claims, expenses, actions, proceedings or damages incurred or suffered by Quickline Communications or any of its employees, agents or contractors as a result of any breach or alleged breach of the Customer's warranties, obligations and undertakings. The liability of the Customer under this clause shall be limited to the amount that would have been payable, by the Customer to Quickline Communications, under the Minimum Period.
- 5.3 If content or software is provided as part of the Service, the Customer agrees to comply with the terms of use for the content or software.

6 EQUIPMENT

- 6.1 The Equipment is and shall remain at all times the property of Quickline Communications or its relevant third party supplier notwithstanding that the Equipment has become incorporated in or affixed to the Site or otherwise and the Customer shall have no right, title or interest in the Equipment, and shall possess the Equipment as bailee only unless otherwise expressly agreed in writing such that the ownership in the Equipment is transferred to the Customer.

- 6.2 Quickline Communications has the right to recover any and all Equipment at any time including, without limitation, in the event that the Services are suspended or a Contract is terminated.
- 6.3 The Customer shall ensure that any Landlord to the Customer waives any rights they may otherwise enjoy over the Equipment.
- 6.4 In the event that:
- (a) the Equipment fails, unless due to the default or negligence of Customer or its agents, Quickline Communications will correct the problem at its own cost;
 - (b) the Equipment fails due to the default or negligence of Customer or its agents, Quickline Communications will correct any such failure and charge the Customer for the work done in accordance with the Price List;
 - (c) the cabling between Equipment fails, Quickline Communications will correct any such failure and charge the Customer for the work done in accordance with the Price List, unless the failure is due to insufficient specification of the cable, in which case Quickline Communications will correct the problem at its own cost;
 - (d) other equipment sold to the Customer fails; the Customer shall be responsible for and bear the costs of replacing such equipment.
- 6.5 The Customer shall promptly notify Quickline Communications in the event that any part of the Equipment fails, is stolen or damaged. The Customer shall be responsible for, and shall indemnify Quickline Communications for all costs in connection with, any loss of or damage to the Equipment howsoever caused, save for any such loss or damage caused by the negligence of Quickline Communications, or directly by an Act of God.
- 6.6 Any costs incurred by Quickline Communications in investigating alleged faults or failures of the Equipment notified by the Customer which are later found not to exist shall be charged to the Customer in accordance with the current standard Price List.
- 6.7 The Customer shall:
- (a) take reasonable care of the Equipment. If the Customer fails to prevent damage to the Equipment, the Customer shall be held solely responsible for the costs of repair or replacement save for any such loss or damage caused by the negligence of Quickline Communications;
 - (b) not tamper, interfere with, alter, damage, obscure (so as to prevent normal operation or access) or attempt to repair the Equipment or request that a third party do so without Quickline Communications 's prior written consent, nor remove the Equipment from the Site.
- 6.8 If the Customer connects alternative or additional equipment to the Quickline Communications Network other than by the specified connection, then:
- (a) Quickline Communications shall not be responsible for and shall have no liability to the Customer for any detriment to the Services that may occur as a result of connecting such equipment.
 - (b) such alternative equipment must be technically compatible with the Services and not cause harm to the Quickline Communications Network or any other customer's equipment;

(c) such alternative equipment must at all times follow Quickline Communications recommendations and not breach any standards or laws in force; and

(d) the Customer must immediately and permanently disconnect the alternative or additional equipment if instructed to do so by Quickline Communications.

7 CHARGES

7.1 The Customer shall pay to Quickline Communications the Usage Charges, Services Charges, and other One-off Charges as may apply from time to time including (without limitation) in connection with the Installation of the Equipment and provision of the Services.

7.2 The Charges will be calculated in accordance with the Price List, the Customer Order and any applicable offers available or made available to the Customer. Where 3rd party services are being supplied, Quickline Communications will normally invoice the Customer for all installation charges at the beginning of the month following notification to the Customer of acceptance of the order and of any additional costs by the 3rd party supplier and where the Customer has not objected to the additional costs within 5 days. In the event that the service does not reach the Ready for Service date for a technical or physical reason or lack of permissions by the Landlord, then Quickline Communications will issue a credit note against any earlier invoice for installation charges. Quickline Communications will begin charging the Service Charge from the Ready for Service Date.

7.3 Subject to clause 7.4, Quickline Communications shall invoice normally monthly for:

(a) the Service Charge in advance for the month and, where applicable, pro rata for the initial period prior to the beginning of that month;

(b) Usage Charges measured for the last month in arrears;

(c) One off Charges.

7.4 In the event that:-

(a) the Services to be provided are of duration of 3 months or less, then the Customer is required to pay in advance, before the provision of the Services, the total forecast Charges to be invoiced for the Services including the vat thereon. Quickline Communications may retain the advance payment to the extent that payment has not otherwise been received for the Services,

(b) Quickline Communications shall or is likely to incur significant cost in providing the Services or if Quickline Communications otherwise requires, it may request that the Customer pay a deposit as guarantee of payment in relation to future Charges. Quickline Communications may retain the deposit, to the extent that payment has not otherwise been received for the Services, or if the Equipment has been lost or damaged.

(c) Quickline Communications incur additional cost because of any delay or failure by the Customer to perform the Customer's obligations or responsibilities under the Customer Order, Quickline Communications is entitled to be compensated by the Customer for such additional costs.

(d) Logged faults are ultimately diagnosed as being the responsibility of the Customer, or caused by the Customer breaching any of their obligations or failing to perform their responsibilities; Quickline Communications is entitled to charge the Customer for the additional costs including any repair costs.

(e) Where Site visits in respect of installations and fault repairs are aborted by the Customer, Quickline Communications is entitled to charge the Customer for additional costs.

7.5 The Customer shall pay the invoice together with any VAT due thereon, within 15 days of the date of the relevant invoice. The Customer shall authorise a Direct Debit mandate to pay to Quickline Communications the amount(s) invoiced in accordance with this Contract. In the event that a Direct Debit mandate is not authorised, then for the period there is no authorised mandate, Quickline Communications reserves the right to charge an additional fee no greater than 10% of the contracted monthly charges. In the event that the Direct Debit is subsequently returned unpaid, Quickline Communications reserves the right to charge the Customer a sum of up to £25 plus Vat for each occurrence as a contribution towards the additional administration costs associated with collecting the Charges.

7.6 Where any sums are outstanding beyond 30 days, Quickline Communications shall be entitled to:

(a) suspend provision of the Services if payment is not made within 7 days of notice requiring the Customer to pay; and/or

(b) charge interest on all overdue payments at the rate of 8% per annum above the London Interbank base rate from time to time from the due date for payment until actual payment, whether before or after judgment, calculated on a daily basis, and without prejudice to any of its other rights contained in this Contract or to any existing claim.

7.7 After any initial contract period Quickline Communications reserves the right to revise the Charges (or part thereof) upwards or downwards in response to market conditions, legal or regulatory changes, third party supplier increases and/or service related changes subject to written notification to the Customer, including by way of a notice in Customer's invoice. A notice of decrease in Charges will take immediate effect. Subject to the remainder of this clause, a notice of increase in Charges will take effect no sooner than fifteen days after the date of the notification except that where the Customer does not agree with the increase, the Customer shall have 10 days from the date of the notice of increase within which

(a) to seek an explanation of the increase and, if not satisfied with the explanation (b) to give notice to Quickline Communications in writing of termination of the affected Services. Upon expiry of the ten day period, the Customer shall be deemed to have accepted the relevant increase in Charges.

Where Customer has given a valid notice of termination in accordance with the terms of the preceding sentence, the relevant increase in Charges shall only take effect in relation to such a Customer 30 days after the date of issue by the Customer of Customer's notice of termination.

8 TERM AND TERMINATION

8.1 This Contract shall commence on the date that the Customer Order is accepted by Quickline Communications and, subject to earlier termination, shall continue for the Minimum Period and thereafter unless either party gives to the other at least 30 days written notice to terminate, such notice not to expire before the end of the Minimum Period.

8.2 Quickline Communications may, at its discretion, suspend the Services and/or terminate the Contract without liability for such termination:

(a) immediately in the event that:

(i) the Customer is in material or persistent breach of any of its obligations under this Contract and fails to remedy such breach (if capable of remedy) within two (2) days after notice in writing to the Customer from Quickline Communications; or

(ii) Quickline Communications has sufficient reason to believe that the Customer is using the Services in breach of clause 5.1b and the Customer fails to remedy such breach within two (2) days after notice in writing to the Customer from Quickline Communications;

(iii) the Customer's Landlord requires the removal of Equipment under the terms of a way leave agreement between the Customers' Landlord and the Customer.

(iv) Quickline Communications is required by law or any relevant authority to cease providing the relevant Services.

- 8.3 The Customer may terminate the Contract on written notice to Quickline Communications in the event that Quickline Communications is in material or persistent breach of any of its obligations under this Contract and fails to remedy such breach (if capable of remedy) within 28 days after notice in writing from Customer.
- 8.4 Termination of this Contract for any reason whatsoever shall be without prejudice to any rights and remedies of the parties accrued prior to such termination.
- 8.5 In the event of termination for whatever reason, Quickline Communications may enter the Site to remove the Equipment at a mutually agreed time not to be unreasonably refused or delayed.
- 8.6 In the event that Quickline Communications terminates the Contract pursuant to clause 8.2, or the Customer terminates a Service without giving notice in compliance with the terms of clause 8.1, then, without prejudice to any other right or remedy to which it is entitled by law, Quickline Communications shall be entitled to charge Customer (a) the balance of any unpaid Charges up to the date of effective termination; together with (b) the full balance of the unpaid Service Charges for the terminated Service due up until the end of the Minimum Period. The Customer shall make the Equipment available for collection by Quickline Communications at any time during standard UK office hours. To the extent that the Equipment is unavailable for collection by Quickline Communications when it arrives at the Site, then Quickline Communications shall additionally be entitled to charge the Customer for its subsequent out of pocket costs of recovering such Equipment.
- 8.7 In the event that the Customer terminates the Contract without giving notice in compliance with the terms of clause 8.1 and there has been no Installation, then Quickline Communications shall be entitled to charge the Customer the full balance of the unpaid Service Charges for the terminated Service due up until the end of the Minimum Period where the Minimum Period starts from the date of signing of the Customer Order.
- 8.8 Where the Service or a part of the Service is ordered from and provided by a 3rd party supplier, in the event that the Customer terminates the Contract without giving notice in compliance with the terms of clause 8.1 and there has been no Installation, or there has been a significant modification (for example a change of the Site) Quickline Communications shall be entitled, without prejudice to any other right or remedy to which it is entitled by law, to charge the Customer the charges for Installation that Quickline Communications has incurred and/or committed to with a 15% uplift to cover related administration costs of Quickline Communications.

9 LIABILITY

- 9.1 Nothing in this Contract shall limit either party's liability for death or personal injury caused by its negligence, or for fraudulent misrepresentation.
- 9.2 Subject to clause 9.1, Quickline Communications limits its liability under this Contract, whether such liability arises in contract, tort (including without limitation negligence), under any indemnity or otherwise, as follows:
- (a) the maximum liability of Quickline Communications for damage to or loss of physical property of the Customer shall be limited to £100,000 for each claim or series of related claims and shall not in aggregate exceed £1 million;
- (b) except for liabilities under sub-clause (a) above, the maximum liability of Quickline Communications for all claims under this Contract shall be limited to lower of (a) the aggregate of the Charges paid in each 12 month-period (calculated from the Commencement Date); or (b) £100,000; and
- (c) Quickline Communications shall not be liable for loss of business, use, profit, anticipated profit, contracts, revenues, goodwill or anticipated savings, loss of data or loss of use of data, or consequential, special or indirect loss or damage, howsoever caused and whether or not Quickline Communications was warned of the possibility.
- 9.3 Quickline Communications does not endorse/warrant any goods or services offered through the Services by a third party and does not monitor any transaction between the Customer and such a third party.
- 9.4 The Services allow access to the Internet. The Internet is separate from the Services and use of the Internet is at the Customer's own risk and subject to any applicable laws. Quickline Communications has no responsibility for any goods, services, information, software, or other materials the Customer obtains when using the Internet (including email). The Customer is responsible for ensuring any computer is adequately protected against viruses.

10 FORCE MAJEURE

- 10.1 If either Party is prevented or delayed in the performance of any of its obligations under this Contract by Force Majeure, that party shall have no liability in respect of the performance of such of its obligations as are prevented by the Force Majeure events during the continuation of such events.
- 10.2 In the event of:
- (a) Quickline Communications being prevented from supplying the Service by a refusal or delay by a third party to supply services, equipment or rights, and where there is no alternative service available at reasonable cost; or
- (b) Quickline Communications being prevented by restrictions of a legal or regulatory nature from supplying the Service. Quickline Communications will have no liability to the Customer for failure to supply the Service.
- 10.3 If any of the events detailed in clauses 10.1 and 10.2 continue for more than thirty (30) days, either Party may serve notice on the other terminating the affected part of the Service, without liability to the other Party.

11 COMPLAINTS PROCEDURE

- 11.1 If any dispute arises out of the Contract it should be emailed to complaints@quickline.co.uk, the parties shall attempt to settle it by negotiation for a period of at least 14 days. To this end they shall use their respective reasonable endeavours to consult or negotiate with each other in good faith, and recognising their mutual interests, attempt to reach a just and equitable settlement satisfactory to both parties.
- 11.2 If the said dispute cannot be resolved as stated in 11.1 then parties can use CISAS which is a free and independent ADR service approved by the UK communications regulator, Ofcom. The link to the procedure can be found at www.cisas.org.uk

12 APPLICATION OF TERMS

- 12.1 This Contract shall govern the provision of the Services by Quickline Communications to the Customer. By submitting a Customer Order signed by the Customer, the Customer is deemed to have made an offer for the Services and Quickline Communications is not bound by the Customer Order until the Customer Order is accepted by Quickline Communications. By submitting a Customer Order, the Customer is deemed to have accepted the terms of this Contract in their entirety. No other terms and conditions shall apply relating to the supply of the Services to the Customer including, without limitation, the Customer's terms and conditions (if any, howsoever provided, and whether supplied previously or at any time in the future), unless agreed in writing or by email between both parties.
- 12.2 The terms of this Contract are complete and exhaustive and shall be in substitution for any oral arrangements made between Quickline Communications and the Customer. Should there be any inconsistency between the terms of the documents forming the Contract; the documents shall rank in the following order to establish which terms prevail: the Customer Order; these Conditions; the Acceptable Use Policy; the Price List; and the SLA.
- 12.3 No addition or amendment to or exclusion or substitution of the terms of this Contract by the Customer will be accepted by Quickline Communications unless signed by an authorised signatory of Quickline Communications or notified to Customer in accordance with the provisions of clause 12.4 below.
- 12.4 Quickline Communications reserves the right to change these Conditions from time to time, and the Customer's continued use of the Service/s without raising any objection within 10 days of notification to such change shall be deemed to be the Customer's acceptance of the change. Quickline Communications will publish any changes to it's the Conditions on the Quickline Communications Website.

13 GENERAL

- 13.1 Rights and obligations under the Contract may not be assigned by either party without the written consent of the other provided that Quickline Communications shall be entitled to assign the benefit of the Contract in its discretion and without consent to a purchaser of substantially all of its assets or to any of its subsidiary or associated companies.
- 13.2 No waiver by Quickline Communications of any breach of any term of the Contract by the Customer shall be considered as a waiver of any subsequent breach of the same or any other provision.

13.3 If any provision of the Contract is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of the Contract and the remainder of the provision in question shall not be affected thereby.

13.4 A person who is not a party to the Contract may not have the right under the Contracts (Rights of Third Parties) Act 1999 to rely upon or enforce any term of the Contract.

14 NOTICES

14.1 Any notices to be served by either party on the other shall be:

(a) in the case of Quickline Communications sending notice, by post or email to the address for the Customer set out in Section 1 of the Customer Order and marked for the attention of the Customer.

(b) in the case of the Customer sending notice, by post to the address shown on Quickline Communications' invoice or any alternative address provided by Quickline Communications; or by email to accounts@quickline.co.uk

14.2 Such notice shall be deemed to have been received by the addressee within 72 (seventy two) hours of posting or 24 (twenty four) hours (excluding non-business days) if sent by email where sent to the correct address or email address of the addressee and where applicable evidence of posting and/or transmission is retained.

15 GOVERNING LAW AND JURISDICTION

15.1 The Contract shall be interpreted in all respects in accordance with English law and the parties submit to the non-exclusive jurisdiction of the English courts in all matters pertaining thereto.