

## General Terms and Conditions

### 1. DEFINITIONS

- 1.1 'Additional Term' means any term of this Agreement which is subsequent to the expiry of the Minimum Term.
- 1.2 'Agreement' means these General Terms and Conditions, any engrossed Order, and a single instance of Supplementary Terms with its attached Service Schedule(s), all of which, together constitute the agreement between the parties for the supply of Goods and Services.
- 1.3 'Applicable Law' means:
  - 1.3.1 The laws of the jurisdiction set out in clause 17 hereof, any re-enactments thereof and regulations imposed by regulatory bodies that apply to the provision and receipt of the Services; and
  - 1.3.2 The laws of the jurisdictions under which Connaught's suppliers operate and any re-enactments thereof, that apply to the provision and receipt of the Services.
- 1.4 'Applicable Service' means a Service or part thereof for which Connaught makes an express commitment in relation to performance and sets out remedies in the event of failure to meet such commitment.
- 1.5 'Commencement Date' means the date of commencement of this Agreement, as set out on the Order, which is the date of Connaught's acceptance of the Order.
- 1.6 'Confidential Information' means information, documentation, know-how, data, diagrams, specifications or other materials (digital, written or oral), belonging to the other and concerning the business and affairs of the other, including Customer Data and Customer Information.
- 1.7 'Customer Data' means data that is the property of the Customer (including any information or data derived there from), which may contain Personal Data and which is:
  - 1.7.1 Transmitted via Connaught's Infrastructure; and / or
  - 1.7.2 Remotely stored within Connaught's Infrastructure or otherwise stored on Connaught's premises; and / or
  - 1.7.3 Data (for example names, user-names and email addresses), used by Connaught for the purpose of configuration of the Services or the Customer's Equipment or Software.
- 1.8 'Customer Information' means information supplied by the Customer which includes Personal Data (including names, email addresses, company address, telephone numbers, usernames and passwords) which is required by Connaught to enable it to deliver the Services under the terms of this Agreement.
- 1.9 'Equipment' means telephony and IT hardware, including telephone handsets, workstations, servers, routers and switches.
- 1.10 'Fault' means any defect or failure in the Services.
- 1.11 'Force Majeure' means an event affecting the performance by a party of its obligations under this Agreement, arising from circumstances beyond its reasonable control, including flood, fire, earthquake, war, tempest, hurricane, industrial action (except any industrial action relating to Connaught, its subcontractors or suppliers or any other failure in Connaught's supply chain), government restrictions, legislation, act of God or any other occurrence of a like nature.
- 1.12 'General Terms and Conditions' means these General Terms and Conditions
- 1.13 'Goods' means any goods that are supplied to the Customer by Connaught, including Equipment and Software.

- 1.14 'Good Industry Practice' means in relation to any undertaking and any circumstances, the exercise of the degree of skill, care, prudence and foresight which would be expected from a provider of business-critical services having regard to factors such as the nature and size of the parties, the term of the Agreement, the pricing structure and any other relevant factors.
- 1.15 'Group' means in relation to either party, itself and each of its holding companies or subsidiaries for the time being and any subsidiary of any such holding company and the terms 'holding', 'company' and 'subsidiary' shall have the meanings given to them in the Companies Act 2006.
- 1.16 'Hour' means clock hour, which may fall outside of the Working Day.
- 1.17 'Infrastructure' means Connaught's network infrastructure, remote servers and storage.
- 1.18 'Intellectual Property' means all intellectual property, including patents, utility models, trade and service marks, trade names, domain names, rights in designs, copyrights, moral rights, rights in databases, trade secrets and know-how, in all cases whether or not registered or able to be registered and including registrations and applications for registration of any of these and rights to apply for the same, rights to receive equitable remuneration in respect of any of these and all rights and forms of protection of a similar nature or having equivalent or similar effect to any of these anywhere in the world.
- 1.19 'Intellectual Property Rights' ('IPR') means the right to title to Intellectual Property.
- 1.20 'Loaned Equipment' means Equipment that is loaned to the Customer by Connaught under the terms of this Agreement, to which Connaught shall retain title.
- 1.21 'Micro-Enterprise' means a Customer that employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed €2 million (approximately £1.7 million), as defined in Commission Recommendation 2003/361/EC and General Condition C1.
- 1.22 'Minimum Term' means the initial term of this Agreement, set out in the Order.
- 1.23 'Order' means the hard copy or online order form (which may be attached to these terms, completed online by the Customer or supplied by Connaught to the Customer) or written otherwise instruction which sets out the Goods to be supplied and summary of Services to be delivered.
- 1.24 'Rented Equipment' means Goods that shall be rented to the Customer and to which Connaught shall retain title.
- 1.25 'RFS Date' (Ready For Service Date) means the date from which the Services are available for use (at all sites) by the Customer, as notified by Connaught.
- 1.26 'Services' means services provided to the Customer by Connaught under the terms of this Agreement.
- 1.27 'Service Component' means an individual component of the Services which is separately itemised on the Order and described in the Schedules.
- 1.28 'Service Schedule' means the schedule which forms part of the service-specific Supplementary Terms which sets out the detailed services to be provided and any applicable service levels.
- 1.29 'Software' means any software and associated documentation provided by Connaught to the Customer or its end users pursuant to this Agreement or used by Connaught to provide the Services, including any software which is embedded in the Equipment.
- 1.30 'Supplementary Terms' means the service-specific supplementary terms and conditions and its associated Service Schedule, which form part of this Agreement.
- 1.31 'Working Day' means 9am to 5pm Monday to Friday, excluding Bank and Public Holidays.
- 1.32 'Working Hour' means any hour within the Working Day.

## **1A. MICRO-ENTERPRISE PROTECTIONS**

1A.1 Either party may terminate this Agreement by providing not less than thirty (30) days' written notice, such notice to expire no earlier than the end of the Minimum Term or any subsequent

Additional Term. This provision overrides any longer notice periods specified elsewhere in this Agreement, including Clause 11.1A.

1A.2 Contract Duration Consent: No contract term shall exceed twenty-four (24) months unless the Customer has provided separate express written consent specifically acknowledging the longer duration and its implications. Connaught may request reasonable evidence of the Customer's Micro-Enterprise status at any time during the Agreement, and the Customer must maintain such status in order for the protections in this Clause to remain applicable.

1A.3 Extended Cooling-Off Period: The Customer shall have fourteen (14) working days from the Commencement Date to cancel this Agreement without penalty, provided written notice is given and any Services used are paid for at standard rates.

1A.4 Simplified Complaint Resolution: Complaints from Micro-Enterprise customers shall be acknowledged within one (1) working day and resolved within five (5) working days where possible.

1A.5 Charge Protection: Connaught shall provide thirty (30) days' written notice of any charges for Services that were not clearly identified at contract formation. These protections shall also apply to any equipment-related charges.

1A.6 Precedence of Micro-Enterprise Protections: Where the Customer qualifies as a Micro-Enterprise, the provisions of this Clause 1A shall take precedence over any conflicting provisions elsewhere in this Agreement, including but not limited to termination notice periods, payment terms, and liability limitations.

1A.7 Application of Protections: (a) These protections apply automatically when a Customer meets the micro-enterprise criteria at contract formation; (b) If a Customer's status changes during the contract term, they must notify Connaught within 30 days; (c) Loss of micro-enterprise status does not affect protections already applied; (d) Connaught may request evidence of micro-enterprise status annually.

## **2. THE PARTIES**

The parties to this Agreement are (I) Connaught Communication Systems Ltd ('Connaught'), company number 01941204, whose registered office is at Systems House, The Courtyard, Reddicap Trading Estate, Sutton Coldfield, B75 7BU and (II) the Customer, whose name and place of business are set out on the Order.

## **3. GENERAL BASIS OF CONTRACT**

All quotations, Orders and Services supplied by Connaught Communications Systems Ltd are provided strictly subject to these General Terms and Conditions and the applicable Supplementary Terms, which shall prevail over any customer purchase order, framework agreement or other terms and conditions proposed by the Customer, unless expressly agreed in writing and signed by a Director of Connaught Communications Systems Ltd. No terms or conditions endorsed upon, delivered with or contained in the Customer's purchase order, confirmation of order, specification or other document shall form part of this Agreement.

3.1 These General Terms govern the overall relationship of the parties to this Agreement in relation to the Services provided by Connaught to the Customer.

3.2 Connaught shall provide the Services to the Customer in the manner and on the terms of these General Terms and Conditions and in the Supplementary Terms.

3.3 From time to time, the Customer may engage Connaught to provide additional Services under the terms of an additional Order, which at its Commencement Date shall be incorporated into this Agreement. In the event that any Services or Goods are supplied by Connaught which are not subject to an Order, these terms and conditions and any applicable Supplementary Terms shall apply to the provision of such Goods and Services.

- 3.4 In the event of a conflict between the terms set out in an Order, these General Terms and Conditions and the terms and conditions set out in the applicable Supplement, the following order of precedence shall apply:
  - 3.4.1 The terms of the Order;
  - 3.4.2 The terms of the Supplementary Terms and its attached Service Schedule;
  - 3.4.3 The terms of these General Terms and Conditions.
- 3.5 Connaught has included its Supplementary Terms and Conditions for the Sale, Loan or Rental of Equipment into this document for convenience. The Supplementary Terms and Conditions for the Sale, Loan or Rental of Equipment shall:
  - 3.5.1 Operate as a Supplement to, and not part of these General Terms and Conditions;
  - 3.5.2 Not affect the provisions of any other Supplements;
  - 3.5.3 Be subject to the provisions of sub-clause 3.4.
- 3.6 In this Agreement:
  - 3.6.1 The words 'including' and 'includes' when followed by particular examples shall be construed as illustrative and not exhaustive;
  - 3.6.2 Words of a technical nature shall be construed in accordance with the relevant common usage in the information technology industry in the United Kingdom;
  - 3.6.3 References to a 'person' include a natural person, body corporate, unincorporated body of persons, individual, company, firm, government, state or agency of the state;
  - 3.6.4 References to the singular includes the plural and vice versa;
  - 3.6.5 Headings to clauses have been inserted for convenience of reference only and should not be construed as forming part of this Agreement;
  - 3.6.6 References to clauses and sub-clauses are references to clauses and sub-clauses in these General Terms and Conditions and the Supplementary Terms; and references to paragraphs are references to paragraphs within the Service Schedules attached to the Supplementary Terms;
  - 3.6.7 A reference to a statute, statutory provision, order, regulation instrument or other subordinate legislation is a reference to that statute, statutory provision, order, regulation, instrument or other subordinate legislation and amendments and re-enactments made to such from time to time;
  - 3.6.8 A reference to a regulatory authority or other competent body shall be deemed to include any successor authority or body;
  - 3.6.9 A reference to the parties is a reference to Connaught and the Customer and a reference to a party is a reference to one of them;
  - 3.6.10 All periods expressed in days shall mean calendar days unless expressly stated otherwise;
  - 3.6.11 Copyright in supplier and other third party product and service names is hereby acknowledged.
- 3.7 Payment of Connaught's invoice for the Services or the use of the Services and associated Equipment by the Customer constitutes acceptance of the terms and conditions of this Agreement.
- 3.8 Customer Classification
  - 3.8.1 The Customer shall confirm at the time of Order whether it employs fewer than 10 full-time equivalent employees.
  - 3.8.2 Customers employing fewer than 10 employees ("Micro-Enterprise Customers") shall benefit from additional protections under these terms in accordance with Ofcom regulations.

- 3.8.3 The Customer warrants that the employment information provided is accurate and undertakes to notify Connaught immediately if its status changes during the term of this Agreement.

#### **4. COMMENCEMENT AND TERM**

- 4.1 This Agreement shall be deemed to come into effect on the Commencement Date set out on the Order and shall run until the termination of the Services in accordance with the terms of the Supplementary Terms or the terms hereof.
- 4.2 From time to time, the Customer may engage Connaught to provide other services under the terms of other Orders and Supplementary Terms. Each such Order and Supplementary Terms, with these General Terms and Conditions shall form a separate agreement for the supply of the services described in the other Supplementary Terms.
- 4.3 The termination of this Agreement to provide the Services will not affect any other agreement between the parties that may be in place for the supply of other services.

#### **5. CONNAUGHT'S OBLIGATIONS**

During the term of this Agreement, and subject to the performance by the Customer of its obligations hereunder, Connaught shall:

- 5.1 As soon as reasonably possible following the Commencement Date of this Agreement, provide a target for the RFS Date and make reasonable endeavours to provide Services by such date; and
- 5.1.1 As soon as reasonably possible, notify the Customer if it becomes aware of any subsequent change thereto;
- 5.1.2 On the RFS Date, notify the Customer that the Services are available for use;
- 5.1.3 Promptly respond to any and rectify any non-conformances in the Services that are raised by the Customer.
- 5.2 Provide the Services in accordance with the Supplementary Terms and its Service Schedule.
- 5.3 Warrant that it and its suppliers hold and shall continue to maintain all licences, authorisations, approvals and consents necessary to allow Connaught, its suppliers and subcontractors to provide the Services in accordance with all Applicable Laws; and
- 5.3.1 Subject to the provisions of sub-clause 10.13, Connaught shall indemnify the Customer against any third party claims arising from Connaught's breach of the warranty given in this sub-clause 5.3.
- 5.4 Being engaged by the Customer for its professional expertise, warrant that the Services shall be performed by sufficient competent staff, with reasonable skill and care and in accordance with Good Industry Practice.
- 5.5 Undertake to promptly correct any failure to perform the Services arising from a failure of Connaught, its employees, subcontractors or suppliers at no charge to the Customer. Such correction shall be the Customer's sole and exclusive remedy for any breach of the warranty in sub-clause 5.4.
- 5.6 Without prejudice to its other obligations or responsibilities, when any of Connaught's obligations are performed on the Customer's premises it shall:
- 5.6.1 Ensure that whenever reasonably possible it will not hinder the Customer's employees from performing their duties and;
- 5.6.2 Ensure that all rules and instructions in force and published thereat are complied with, provided always that Connaught has been made aware of such rules and instructions.
- 5.7 Ensure that it and if appropriate, use reasonable endeavours to ensure that its suppliers provide sufficient resources to perform its obligations under the terms of this Agreement.

- 5.8 Connaught shall ensure that appropriate safety, backup and security systems and procedures are in place and maintained to maintain continuity of and prevent unauthorised access or damage to the Services, its own systems and Customer Data, in accordance with Good Industry Practice.
- 5.9 Make reasonable endeavours to provide reasonable notice of any bona fide restriction which, for operational reasons Connaught may place on the Services.
- 5.10 Take full ownership of any Faults in the Services as properly reported to Connaught or of which it ought to be aware and maintain ownership until such Fault is resolved; however Connaught does no guarantee that it will fix all Faults.
- 5.11 Work directly with its suppliers if such suppliers are involved in the resolution of particular Faults.
- 5.12 Recognising that the Services may be used in conjunction with services, software and equipment that may be provided and maintained by third parties (i.e. suppliers other than Connaught and its suppliers):
  - 5.12.1 Whilst Connaught cannot assume responsibility for the repair of any third party Faults, it will however assist the Customer in the tracing and identification of problems incurred by the Customer which prove not directly attributable to the Services;
  - 5.12.2 Where it is appropriate, Connaught will also take reasonable steps to demonstrate to a third party supplier where the Fault lies; and
  - 5.12.3 If such Fault(s) are shown not to result from the Services, Connaught shall be entitled to charge the Customer for work carried out, at its prevailing rates.

## **6. THE CUSTOMER'S OBLIGATIONS**

During the term of this Agreement and subject to the performance by Connaught of its obligations hereunder, the Customer shall:

- 6.1 If installation or implementation charges are indicated on the Order to be estimates, undertake to pay the actual charge incurred for the installation / implementation of the Equipment or Services.
- 6.2 Promptly report Faults and / or place calls for support services using the designated telephone number, email-address or web portal as notified to the Customer on commencement of the relevant Supplement or as updated from time to time.
- 6.3 Provide suitably qualified personnel for such times as may be reasonably required by Connaught:
  - 6.3.1 To promptly provide any information within the Customer's possession or control which Connaught may reasonably require in order to perform its obligations;
  - 6.3.2 To give Connaught information and assistance in identifying and correcting any malfunctions;
  - 6.3.3 To receive and execute the appropriate corrective measures (or other instructions in relation to this Agreement) given by Connaught; and / or
  - 6.3.4 To carry out diagnostic tests on the Equipment as requested by Connaught.
- 6.4 Allow Connaught, its subcontractors or agents proper access to the Customer's premises on reasonable notice and a suitable, safe working environment during the Working Day and at other times as may be reasonably requested. Where access is unavailable, delayed, restricted or site conditions prevent or delay completion of the works, Connaught shall be entitled to charge for aborted visits, additional time incurred, rescheduled attendance and any associated costs at its prevailing rates.
- 6.5 Provide and prepare a suitable place for the installation of Equipment necessary for the delivery of the Services (including availability of electrical supply and connection points) in accordance with Connaught's reasonable instructions.

- 6.6 If Connaught has to install Equipment at a third party's site, seek all necessary permissions prior to Connaught gaining access to the site.
- 6.7 Following Connaught's installation of Equipment at the Customer's site be responsible for replacing items of furniture and any necessary redecoration, provided that any such damage is minor, cosmetic and reasonably incurred and;
  - 6.7.1 If, prior to such installation Connaught becomes aware that damage will occur or re-decoration will be required, Connaught shall notify the Customer prior to carrying out the installation work.
- 6.8 Ensure that the use of the Services complies with the acceptable use clauses set out in this Agreement and not cause Connaught or its suppliers to contravene any legislation, regulation or authorisation.
- 6.9 Ensure that the existence of this Agreement does not breach the terms of any agreement made between the Customer and any other party for the supply of similar services; and
  - 6.9.1 If the Customer requests assistance from Connaught following a breach or suspected breach of Personal Data by the Customer; prior to requesting Connaught's assistance, ensure that such request does not breach the terms of any insurance policy held by the Customer in relation thereto.
- 6.10 Disclose to Connaught any facts that are known or potential issues that are suspected which might have a material impact on the implementation of the Services, including breach or potential breach of this Agreement and breach or suspected breach of its security.
- 6.11 In the event of a failure or interruption to the Services which has been investigated and or repaired by Connaught and found to be caused by the Customer or a third party (not connected with or under the control of Connaught), pay any reasonable charges levied by Connaught in respect of the work carried out.
- 6.12 Warrant that it holds and shall continue to maintain all licences, authorisations, approvals and consents:
  - 6.12.1 Necessary to allow it to use the Services;
  - 6.12.2 Necessary for any data, including documentation, software or data which may be supplied to Connaught for the purpose of assisting with the provision of the Services; and
  - 6.12.3 Subject to the provisions of sub-clause 10.13, the Customer shall indemnify Connaught against any third party claims arising from the Customer's breach of the warranty given in this sub-clause 6.12.
- 6.13 Not, unless deemed by Connaught to be a Reseller, supply, sell, sub-license, transfer or otherwise make available the Services to any third party.
- 6.14 Save as provided by Connaught under the terms of this or another Agreement, provide all equipment necessary to enable access to the Services; and
  - 6.14.1 Make all reasonable measures to ensure that such equipment used in conjunction with the Services is free from viruses, worms, Trojan horses or any other malware.
- 6.15 Ensure that its use of the Goods or Services supplied under the terms of this Agreement is in compliance with Applicable Law and undertakes not to cause, approve or otherwise facilitate third parties to breach such compliance.
- 6.16 Be solely responsible for the use of the Services under its control, including that by third parties whether fraudulent or invited by the Customer.
- 6.17 The Customer is responsible for maintaining suitable electrical supply, environmental conditions and protection against power interruption, surge or environmental damage unless expressly included within the scope of works.
- 6.18 Following system handover, the Customer assumes responsibility for user access control, password management, cyber security policies and ongoing network security unless a managed service agreement is in place.

## **7. CONFIDENTIALITY**

- 7.1 Each of the parties to this Agreement agrees to use Confidential Information solely for the purposes of executing this Agreement and for the evaluation of future products and services. Neither party shall disclose Confidential Information to any other person without the owner's written consent except when it is deemed that such disclosure is required to execute this Agreement, in which case the disclosing party will obtain binding commitment from the receiving party to keep such information confidential.
- 7.2 Each of the parties to this Agreement shall, and procure that its staff, agents, regulators and subcontractors shall, keep confidential all Confidential Information that it shall have obtained as a result of the discussions leading up to or entering into or performance of this Agreement except:
  - 7.2.1 To the extent that it can be shown that the information is publicly available other than through a breach of this Agreement;
  - 7.2.2 To the extent that it can be shown that the information was lawfully in its possession prior to the date of its disclosure by any other party;
  - 7.2.3 To the extent that the receiving party may have received the information from a third party without (bona fide) restriction as to disclosure;
  - 7.2.4 Where the receiving party receives or has received written consent to such disclosure from the party entitled to such information;
  - 7.2.5 To the extent that the receiving party may be required by law to make such disclosure, whereupon the receiving party shall forthwith notify the disclosing party of such requirement and shall limit disclosure to the portion of the Confidential Information which is legally required;
  - 7.2.6 To the extent that it can be shown that such has been independently developed by the receiving party;
  - 7.2.7 The parties agree in writing that such need not be kept confidential.
- 7.3 Upon written request from the other party, either party will return to the other all copies of the Confidential Information obtained during the performance of the Agreement within thirty days of such request.
- 7.4 Within thirty days of the date of termination of this Agreement, all Confidential Information and copies thereof shall be returned to the disclosing party, or at the disclosing party's request, destroyed by the receiving party.
- 7.5 Neither party shall provide Confidential Information which has been received from the other in response to a request made under the Freedom of Information Act 2000 prior to giving the other party no less than ten Working Days to make its representations.
- 7.6 Without prejudice to any other rights or remedies that the disclosing party may have, the receiving party agrees that if Confidential Information is used, disclosed or threatened to be used or disclosed in breach of this clause 7, the disclosing party shall be entitled, without proof of special damage, seek injunctive relief or other equitable relief for any actual or threatened breach of this clause 7.
- 7.7 The provisions of this clause 7 shall survive in perpetuity the termination of this Agreement, howsoever occasioned.

## **8. DATA PROTECTION**

- 8.1 In this Agreement the terms:
  - 8.1.1 'Data Protection Legislation' means the Data Protection Act 2018, the General Data Protection Regulation (GDPR) EU2016/679, any amendments and re-enactments made thereto from time to time and any other data protection regulations currently in force;

- 8.1.2 'Personal Data', 'Data Subject', 'Data Controller', 'Data Processor', 'Subject Access Request', 'Supervisory Authority', 'Process' and 'Processing' shall have the meanings defined in the Data Protection Legislation;
- 8.1.3 'Sub-Processor' means a subcontractor or supplier to Connaught who Processes Customer Data on Connaught's behalf.
- 8.2 Connaught and the Customer each agree to comply with their respective obligations under the Data Protection Legislation and to maintain all necessary consents, registrations and notifications.
- 8.3 The parties to this Agreement agree that in relation to Customer Information that Connaught Processes on its own behalf in order to provide the Services, Connaught shall be a Data Controller and, acting in the capacity of Data Controller shall:
  - 8.3.1 Collect from the Customer, Process, use or share with its suppliers or subcontractors Customer Information that Connaught shall determine the purpose of Processing to enable it to provide the Services, including:
    - a) Administration, tracking and fulfilment of Customer orders;
    - b) Management of Fault reports;
    - c) Administration of access to Connaught's support portal;
    - d) Administration of access to the Services;
    - e) Raising and issuing invoices;
    - f) Management of this Agreement, including issuing notices and providing management reporting.
  - 8.3.2 Process the Customer Information in accordance with the applicable Data Protection Legislation and where applicable, Connaught's Privacy Policy;
  - 8.3.3 Not disclose to any person Customer Information other than to its suppliers, subcontractors or employees who shall be placed under the same binding obligation of confidence and who need access to such Customer Information to facilitate proper performance of their contractual obligations (in relation to this Agreement), to Connaught;
  - 8.3.4 Connaught shall be entitled to use selected Customer Information and data pertaining to the Customer's use of the Services to advise appropriate members of the Customer's staff about additional products, services and offers;
  - 8.3.5 If the Customer does not consent to the provisions of sub-clause 8.3.4, it shall be entitled to notify Connaught and forthwith upon receipt of such notice Connaught shall cease to advise the Customer about additional products, services and offers.
- 8.4 The parties agree that in relation to Personal Data contained within Customer Data that Connaught Processes on behalf of the Customer, the Customer shall be the Data Controller and Connaught shall be the Data Processor and that under the terms of this Agreement:
  - 8.4.1 The duration of Processing shall be limited to the duration of this Agreement and thereafter for as long as is required by Applicable Law following the termination thereof;
  - 8.4.2 The nature of Processing is (a) the transmission; (b) the storage; and (c) the use for the purpose of configuration of the Customer's Equipment and Software, (collectively, the 'Permitted Uses') of Customer Data as required to deliver the Services and the purpose of the Processing is the delivery of the Services ordered by the Customer under the terms of this Agreement;
  - 8.4.3 The parties acknowledge that save email and internet protocol addresses, which may be transmitted via the Services, types of Personal Data and categories of Data Subjects that may be included within the Customer Data shall be determined exclusively by the Customer and Connaught shall not be privy to such information;

- 8.4.4 To the extent necessary to enable it to provide the Services, Connaught shall be entitled to and may transfer Customer Data outside of the European Economic Area or to an international organisation, subject to its compliance with the terms of sub-clause 8.7.5;
- 8.4.5 This Agreement forms inter alia the Customer's complete written instruction to Process Customer Data.
- 8.5 The Customer agrees that it shall be solely responsible for its compliance with its obligation under the Data Protection Legislation to take the necessary technical and organisational measures to ensure that Customer Data is protected (to a level that is appropriate to the risks associated with Processing) against accidental destruction, damage, loss or disclosure where such Customer Data is:
- 8.5.1 Created and / or stored within Connaught's Infrastructure by the Customer using applications including email, desk-top applications, third party software and software developed by or for the Customer, including such being executed in managed desktop and infrastructure as a service environments;
- 8.5.2 Created and / or stored within Connaught's Infrastructure either automatically or in response to third party user input using third party software or software developed by or for the Customer, including web-sites and web-services;
- 8.5.3 Created and / or stored within Connaught's Infrastructure by any other means, including telephone voice recording.
- 8.6 The Customer hereby agrees that certain Services Connaught provides under the terms of this Agreement will be provided to Connaught by one or more suppliers or subcontractors; and
- 8.6.1 In respect of Personal Data, Connaught's suppliers or subcontractors may act in the capacity of Sub-Processor; and
- 8.6.2 For the avoidance of doubt, if Connaught appoints a Sub-Processor to Process Customer Data on its behalf, Connaught shall remain fully liable to the Customer for the performance of that Sub-Processor's data protection obligations; and
- 8.6.3 Connaught shall be entitled to change its suppliers or subcontractors at its sole discretion; and
- 8.6.4 If Connaught elects to change a supplier or subcontractor who is acting in the capacity of Sub-Processor, it shall notify the Customer without undue delay and:
- a) If the Customer objects to the appointment of a Sub-Processor, the Customer shall notify Connaught within thirty days of the change and Connaught will address the objection in accordance with the process set out in clause 18 hereof; and
- b) Connaught shall be entitled to use the Sub-Processor until the objection is resolved; and
- c) If the Customer does not object within thirty days of notification of the changed Sub-Processor, such change will be deemed acceptable to the Customer.
- 8.7 The Customer, in its capacity of Data Controller hereby authorises Connaught, in its capacity of Data Processor to Process Customer Data and to permit its suppliers and subcontractors, whether direct or indirect, who may be acting in the capacity of Sub-Processor to Process Customer Data for the purposes of performing its obligations under this agreement, subject to Connaught's, its suppliers' and subcontractor's compliance with the following conditions:
- 8.7.1 To restrict Processing of Customer Data to the Permitted Uses thereof;
- 8.7.2 Notwithstanding the provisions of sub-clause 8.7.1, Connaught and / or its supplier(s) shall be entitled use and store information including origin, destination, duration, route and time of data transmitted over its network services, exclusively for the purposes of:
- a) Collating statistics for network planning purposes; and
- b) Providing such information to government security agencies in response to specific requests.

- 8.7.3 Not to retain any copy (save as required for the provision of specific services under the terms of this Agreement, including backup and disaster recovery services), abstract, summary or précis of the whole or any part of the Customer Data (save as set out in sub-clause 8.7.2); permit its employees to do the same and shall procure similar written, binding undertakings from its subcontractors and suppliers, who may be acting in the capacity of Sub-Processor;
- 8.7.4 Not to modify any part of Customer Data or permit its employees to do the same and shall procure similar written, binding undertakings from its subcontractors and suppliers, who may be acting in the capacity of Sub-Processor;
- 8.7.5 Not to transfer Customer Data outside of United Kingdom or the European Economic Area or to an international organisation without complying with the provisions of the Data Protection Legislation regarding inter alia the adequate level of protection of any Personal Data that may be contained therein, unless such transfer is required under Applicable Law in which case Connaught shall, provided that it is not prevented from so doing under the Applicable Law, promptly notify the Customer of such transfer.
- 8.7.6 To promptly notify the Customer if it becomes aware of any accidental destruction, disclosure or illegal Processing of Customer Data;
- 8.7.7 To undertake to implement appropriate processes and technology to ensure that:
- a) The Processing of Customer Data meets the requirements of the Data Protection Legislation;
  - b) Customer Data is protected (to a level that is appropriate to the risks associated with Processing) against accidental destruction, damage, loss or disclosure;
  - c) Connaught's employees as fully as it is reasonable to expect, understand their obligations under the Data Protection Legislation.
- 8.7.8 To undertake to assist the Customer with the Customer's own obligations under the Data Protection Legislation, taking into account the nature of the Processing and the information available to Connaught by:
- a) Communicating to the Customer within five Working Days of receipt, any Subject Access Requests that relate to the Customer Data;
  - b) In response to written instructions, assisting the Customer in providing Subject Access to the extent practicable;
  - c) In the event of a security breach which involves Customer Data, providing to the Customer details of the Customer Data that is involved in the breach;
  - d) Providing responses to reasonable requests for technical and organisational information in relation to the Processing of Customer Data;
  - e) On request making available to the Customer any of Connaught's relevant documentation that demonstrates its compliance with its obligations under the Data Protection Legislation;
  - f) Allow the Customer or an authorised representative of the Customer to audit Connaught's compliance with the Data Protection Legislation, the frequency of such audits to be not greater than once every twelve months.

And the Customer agrees to reimburse Connaught for its reasonable expenses incurred for any assistance provided under this sub-clause 8.7.8, save sub-clause 8.7.8(c).

- 8.7.9 To undertake to on termination of this Agreement:
- a) On request, return to the Customer copies of all Customer Data;
  - b) Delete all Customer Data that is held within Connaught's (or its supplier's) Infrastructure (unless such is prohibited by Applicable Law).

8.8 Connaught undertakes that it shall:

- 8.8.1 Not disclose to any person Customer Data other than to its suppliers, subcontractors or employees who shall be placed under the same written, binding obligation of confidence and who need access to such Customer Data to facilitate proper performance of their contractual obligations (in relation to this Agreement), to Connaught;
- 8.8.2 If required to disclose Customer Data, including communications content, to an appropriate judicial, law enforcement or government agency under Applicable Law, Connaught shall prior to disclosure use reasonable endeavours to promptly notify the Customer of the disclosure, PROVIDED THAT it is not prohibited from doing so by the requesting agency.
- 8.9 The Customer agrees that in the event of Connaught's ceasing to trade and any subsequent novation of this Agreement or part thereof by Connaught's supplier, Customer Data and Customer Information, will be transferred to the supplier or its assignee.
- 8.10 Connaught will on demand, deliver to the Customer all documents that may be in its possession or in the possession of its agents, subcontractors, suppliers or employees (including documents prepared by the Customer) which may include Personal Data.
- 8.11 The provisions of this clause 8 shall survive in the termination of this Agreement, howsoever occasioned, until such time as Connaught no longer retains any Customer Data or Customer Information.

## **9. CHARGES AND PAYMENT**

- 9.1 In consideration of the provision of the Services, the Customer shall pay the charges in accordance with this Clause 9 (the 'Charges').
- 9.2 Connaught shall invoice the Customer according to the billing period set out in the Order and the Charges will be calculated using the details recorded by Connaught.
- 9.3 The Customer agrees to pay the whole amount of the Charges (without any withholding, deduction, set off or counter-claim), within fourteen days of the date of Connaught's invoice unless otherwise agreed in writing.
- 9.4 Connaught shall be entitled to offset any monies owed to the Customer against any monies owed to Connaught.
- 9.5 Invoices shall be deemed accepted by the Customer unless a written objection, which clearly identifies the reason for the dispute is received by Connaught within ten Working Days of the date of the invoice. If the Customer disputes the invoice, the parties shall make all reasonable endeavours to resolve the dispute promptly. In the event that the dispute has not been resolved within fifteen Working Days of the receipt by Connaught of the Customer's letter, the dispute shall be escalated in accordance with the provisions of Clause 18 of this Agreement.
- 9.6 If the Customer fails to make any payment in respect of undisputed invoices for Goods or Services within ten days of Connaught's written request to do so, Connaught shall be entitled to take one or more actions:
  - 9.6.1 Suspend the provision of Services to the Customer until such time as the outstanding invoice(s) is/are paid. Any such suspension shall not constitute a breach of contract and Connaught shall not be liable for any resulting delay, disruption or consequential loss;
  - 9.6.2 Charge the Customer interest at the rate of 8% per annum above the prevailing National Westminster Bank plc base rate, on any amount outstanding from the due date to the date of actual payment and such interest shall accrue on a daily basis;
  - 9.6.3 Terminate this Agreement;
  - 9.6.4 Recover from the Customer damages for any costs or losses suffered by Connaught as a result of the Customer's failure to make payment.
- 9.7 If during the term of this Agreement Connaught incurs reasonable expenses, Connaught shall be entitled to charge the Customer at cost for such expenses.

- 9.8 If Connaught is requested to provide Goods or Services in addition to those set out in the Order, Connaught shall charge the Customer for the provision of such Goods or Services at its prevailing rates.
- 9.8a Any works requested by the Customer which fall outside the agreed scope of the Order shall constitute a variation. Connaught reserves the right to adjust project timescales and apply additional charges for such variations. Variations may be agreed verbally or in writing and confirmed thereafter.
- 9.9 All prices or Charges stated or referred to in this Agreement are exclusive of packing, packaging, shipping, carriage and insurance charge, if applicable.
- 9.10 All prices or Charges stated or referred to in this Agreement are exclusive of Value Added Tax which shall be charged in addition at the rate ruling at the tax point.
- 9.11 All elements of the Charges for Services shall be reviewed by Connaught to be effective at the end of the Minimum Term and each subsequent anniversary thereof; and any proposed changes in charges will be notified to the Customer in writing not less than ninety days prior to any anniversary.
- 9.12 Notwithstanding the provisions of clause 9.11, Connaught shall be entitled to increase its charges for any part of the Services if its suppliers increase their charges at any time by providing the Customer not less than twenty eight days' notice.
- 9.13 The Customer hereby consents to and procures that its directors, owners and officers consent to Connaught carrying out such credit reference checks as reasonably required in respect of the Customer from time to time. The Customer also agrees to provide all information requested by Connaught that is necessary to carry out such credit reference checks.
- 9.14 Connaught shall be entitled to require that the Customer pays a deposit before the commencement of Services or during the term of this Agreement if Connaught becomes aware of an adverse change to the Customer's financial standing:
- 9.14.1 Connaught shall be entitled to apply all or any of the deposit against any unpaid charges at its sole discretion;
- 9.14.2 Deposits shall not attract interest.
- 9.15 If the Customer elects not to pay for Services by direct debit, Connaught shall levy a monthly handling charge which shall be charged at Connaught's prevailing rate.
- 9.16 If a Customer's direct debit fails to clear, Connaught shall be entitled to levy a handling charge, which shall be charged at Connaught's prevailing rate.
- 9.17 Connaught shall be entitled to:
- 9.17.1 Correct a previously raised invoice for a period of twelve months following the date of the invoice; and
- 9.17.2 Raise an invoice for supply of the Services for a period of twelve months following the Customer's incurring the Charges; and
- 9.17.3 The provisions of this sub-clause 9.17 shall continue in force for a period of twelve months following termination of this Agreement, howsoever occasioned.
- 9.18 If the Customer modifies the Order after the Order has been accepted by Connaught, Connaught shall be entitled to charge the Customer for all reasonable expenses incurred up to the date of the modification.
- 9.19 Payment Terms For Micro-Enterprise Customers:
- 9.19.1 Extended Payment Terms: Payment terms shall be 28 days from invoice date (rather than 14 days);
- 9.19.2 Reduced Interest Rate: Late payment interest shall be 4% above Bank of England base rate (rather than 8% above NatWest base rate);

9.19.3 Suspension Notice: Services suspension for non-payment shall require 14 days' notice (rather than 10 days).

## **10. LIMITATION OF LIABILITY**

10.1 This clause 10 sets out the parties' entire financial liability (including any liability for the acts or omissions of its employees, subcontractors, agents and suppliers) to the other in respect of:

10.1.1 Any breach of the express or implied terms of this Agreement by either party, its employees, subcontractors agents and suppliers;

10.1.2 Any use made by the Customer of the Services;

10.1.3 Any of the Services, their supply or failure or delay in the supply thereof by Connaught;

10.1.4 Any fraudulent misrepresentation, tortious act or omission (including negligence) arising under or in connection with this Agreement.

Whether arising in contract (including under any indemnity), tort (including negligence), under common law or statutory duty.

10.2 Nothing in this Agreement shall limit:

10.2.1 Either party's liability to the other for:

- a) Death or personal injury caused by or arising from the negligence of the other, its employees, subcontractors agents or suppliers;
- b) Any damage resulting from fraud or fraudulent misrepresentation by the other, its employees, subcontractors, agents or suppliers;
- c) Any damage resulting from breach of confidentiality by the other, its employees, subcontractors, agents or suppliers;
- d) Any damage resulting from breach of Intellectual Property Rights by the other, its employees, subcontractors, agents or suppliers;
- e) Any damage resulting from failure by the other to comply with Applicable Law.

10.2.2 Connaught's liability for any breach by Connaught, its employees, subcontractors agents or suppliers of warranties as to title, quiet possession and freedom from encumbrance which may be implied by Section 2 of the Supply of Goods and Services Act 1982 or section 12 of the Sale of Goods Act 1979;

10.3 In the event of damage to or loss, illegal Processing or disclosure of Personal Data:

10.3.1 Connaught shall accept liability for direct losses, costs and damages which arise in respect of:

- a) Regulatory inspection;
- b) Notification of Data Subjects;
- c) Remediation efforts with Data Subjects;
- d) Data Subject claims;
- e) Restoration of Personal Data;

To the extent that such losses, costs or damages arise from Connaught's negligence or breach of its obligations under clause 8 hereof, up to a maximum liability of twenty five thousand pounds per event or series of connected events.

10.3.2 Connaught shall not accept liability for:

- a) Any indirect losses, costs or damages;
- b) Losses, costs or damages to the extent that such arise from the Customer's breach of its obligations under clause 8 and / or the Data Protection Legislation;
- c) Losses, costs or damages that result directly from the interception by a third party of Personal Data whilst such Personal Data is being transmitted via the Public Internet or

telephony network, unless the possibility of such interception arises directly from Connaught's negligence.

- 10.4 Notwithstanding any other provision of this Agreement either party's maximum aggregate liability in one calendar year whether in contract, tort (including negligence and breach of statutory duty), misrepresentation, restitution or otherwise for any direct loss or damage howsoever caused and not falling under the provisions of sub-clauses 10.2, 10.3, 10.7 and 10.13 hereof shall be limited to the total amount of the charges (including VAT) collected by Connaught under the terms of this Agreement in the twelve month period prior to the date of the event which gave cause to the claim, PROVIDED THAT before any such claim is made the breaching party is given reasonable opportunity to make good the breach giving rise to such claim.
- 10.5 In relation to direct loss of or physical damage to the Customer's tangible property, Connaught's maximum liability is five million pounds.
- 10.6 Except as expressly set out in this Agreement, all conditions, warranties, terms, undertakings and obligations implied by statute, common law, custom, trade usage or otherwise are hereby wholly excluded to the maximum extent permitted by law.
- 10.7 Subject to any express terms and conditions of this Agreement to the contrary, neither party shall be liable in respect of any matter arising out of or in connection with this Agreement in contract, tort (including negligence and breach of a statutory duty), misrepresentation, restitution or otherwise for:
- 10.7.1 Any direct or indirect loss of Production, time, goodwill, reputation, use, opportunity, revenue, profit, contracts, business, expenditure or anticipated savings;
  - 10.7.2 Any loss or corruption of data or information;
  - 10.7.3 Losses incurred by third parties;
  - 10.7.4 Any indirect, special loss or damage;
  - 10.7.5 Any purely economic losses or punitive damages;
  - 10.7.6 Any loss or damage that could not be reasonably foreseen.
- And the parties hereby waive and release any claims they might otherwise have to be compensated in respect of such losses (without limitation), even if a party has been advised of the possibility of such loss or damages.
- 10.8 If any exclusion in clause 10.7 is held to be invalid or any reason Connaught's liability for loss or damage that may be lawfully limited shall be limited to the aggregate liability set out in sub-clause 10.4.
- 10.9 Connaught shall not in any event have any liability for non-provision in the provision of Services which:
- 10.9.1 Can be reasonably attributed to the acts or omissions of the Customer (including fraud), its employees, agents or subcontractors including provision of complete, accurate information in a timely fashion to Connaught;
  - 10.9.2 Can be reasonably attributed to the un-serviceability, un-suitability, mis-configuration or misuse of the Customer's equipment which is attached to the Services and is under the control of the Customer;
  - 10.9.3 Arises from or is a consequence of use of Connaught's Services other than in accordance with the express terms of this Agreement;
  - 10.9.4 Occurs during any period during which the Services have been suspended by Connaught in accordance with clause 12.
- 10.9a Connaught shall not be responsible for faults, delays, performance issues or additional costs arising from pre-existing cabling, customer equipment, third-party networks, internet services, electrical supplies or works carried out by others unless expressly included within the agreed scope.

- 10.10 Connaught shall not in any event have any liability for non-provision of services arising from a delay to the RFS Date, howsoever caused.
- 10.11 The Customer acknowledges and agrees that data transmitted over technology including the public internet, telephony network or any other electronic means cannot be guaranteed to be free from the risk of interception, corruption or loss even if transmitted in an encrypted form, and that Connaught shall not be liable for any losses the Customer may incur resulting from the interception, corruption or loss of such data, and:
- 10.11.1 The Customer shall be responsible for insuring against loss of or damage to data stored or transmitted via the Services; and
- 10.11.2 The Customer shall be responsible for adopting such security measures as are appropriate to protect the Customer's systems and data (including backups).
- 10.12 The parties acknowledge and agree that:
- 10.12.1 The allocation of risk contained in this clause 10 is reflected in the price charged for the Goods and Services;
- 10.12.2 The Customer shall be liable for all losses incurred by Connaught arising directly from the Customer's breach of clause 8 of this Agreement;
- 10.12.3 Connaught shall not be liable for any losses, costs or damages incurred by third parties resulting from such third party's use of or reliance upon the Services, whether with or without the permission of the Customer;
- 10.12.4 Nothing in this clause 10 excludes or limits the Customer's liability to pay the charges due under the terms of this Agreement;
- 10.12.5 Connaught shall not be liable for any damages, costs, fines or other claims that arise from errors or omissions in information provided to Connaught by the Customer;
- 10.12.6 Connaught shall not be liable for any losses, costs or damages whatsoever under the terms of this Agreement, where proceedings for such losses, costs or damages are begun one year or more after the occurrence of the breach giving rise to the claim.
- 10.13 The parties acknowledge and agree that in respect of all indemnities given in this Agreement:
- 10.13.1 The indemnifying party agrees to indemnify the indemnified party from and against any liabilities, actions, losses damages, judgements, costs, fines, claims or expenses incurred by the indemnified party or legal proceedings which are brought or threatened against the indemnified party by a third party (the 'Claim');
- 10.13.2 If either party becomes aware of any claim contemplated by any indemnity given in this Agreement it shall as soon as reasonably practical, notify the other party of such claim.
- 10.13.3 The indemnified party shall:
- a) Consult with the indemnifying party regarding the conduct of any action and have due regard for the indemnifying party's representations and not agree any settlement, legal proceedings or make any payment by way of liquidated damages without the prior written agreement of the indemnifying party, such agreement not to be unreasonably delayed or withheld;
  - b) Make no admission relating to such claim or legal proceedings without agreement of the indemnifying party, such agreement not to be unreasonably delayed or withheld;
  - c) Not agree any settlement of the Claim or make any payment without the consent of the indemnifying party;
  - d) Allow the indemnifying party (at its request) to use its chosen advisers and to have the exclusive conduct of all negotiations and proceedings and provide the indemnifying party with such reasonable assistance required by the indemnifying party regarding the claim;
  - e) Promptly provide the indemnifying party and its advisers with all information and assistance that they may reasonably require;

- f) Promptly take any action and give any information and assistance as the indemnifying party may reasonably request to dispute, resist, appeal, compromise, defend, remedy or mitigate the matter or enforce against a third party's rights in relation to the matter.
- 10.13.4 Both parties to this Agreement shall have a duty to mitigate any loss which it may incur as a result of a matter giving rise to a right of indemnification under this clause.
- 10.13.5 The indemnities given in this Agreement shall not apply to the extent that such a Claim results directly or indirectly from the negligence of the party, its employees, subcontractors or agents, against whom the Claim has been made.
- 10.14 The Customer agrees and accepts that the express obligations and warranties made by Connaught in this Agreement are in lieu of and to the exclusion of any other warranty, condition, term, undertaking or representation of any kind, (excluding fraudulent misrepresentations) express or implied, statutory or otherwise relating to the Services provided under or in connection with this Agreement, including (though not limited to) those as to the quality, performance and care and skill used in its provision.
- 10.15 The Customer acknowledges that Connaught's obligations and liabilities are exhaustively defined in this Agreement.
- 10.16 The provisions of this clause 10 shall survive the termination of this Agreement, howsoever occasioned for a period of twelve months.
- 10.17 In the event that Connaught fails to meet any applicable service level for a continuous period exceeding seventy-two (72) hours, the Customer shall be entitled to service credits as specified in this Agreement.
- 10.18 Micro-Enterprise Liability Adjustments For Micro-Enterprise Customers:
- a) Minimum Liability Cap: Notwithstanding Clause 10.4, Connaught's liability cap shall not be less than £10,000 per event, regardless of annual charges paid.
  - b) Equipment Liability:
    - a. Damage liability for Loaned/Rented Equipment shall be limited to 50% of replacement cost for accidental damage (excluding wilful damage or gross negligence)
    - b. Customer shall not be liable for normal wear and tear or minor cosmetic damage
  - c) Service Credit Threshold: Service credits under Clause 10.17 shall apply after 24 hours (rather than 72 hours) of continuous service failure.
- 10.19 Installed systems are designed to support communication and security management but do not constitute guaranteed emergency or life safety systems unless expressly specified and commissioned as such.

## **11. TERMINATION**

- 11.1 This Agreement may be terminated (without prejudice to the terminating party's other rights and remedies) by written notice to the other party:
- 11.1.1 Forthwith by Connaught if Connaught's invoice remains unpaid ten Working Days after receipt of written notice from Connaught to do so;
  - 11.1.2 Forthwith by Connaught if that two consecutive direct debit requests are rejected;
  - 11.1.3 Forthwith by either party if the other commits any material breach of any terms of this Agreement and which (in the case of a breach capable of being remedied) shall not have been remedied within thirty days of a written request to remedy the same; or
  - 11.1.4 Forthwith by either party if the other convenes a meeting of its creditors or if a proposal shall be made for a voluntary arrangement within Part 1 of the Insolvency Act of 1986 or a proposal for any other composition, scheme of arrangement with (or assignment for the benefit of) its creditors or if the other is unable to pay its debts within the meaning of the Section 123 of the Insolvency Act 1986, or if a trustee receiver, administrator or similar

officer is appointed in respect of all or any part of the business or assets of the other or if a petition is presented or if a meeting is convened for the purpose of considering a resolution or other steps are taken for the winding up of the other or the making of an administration order (otherwise than for the purpose of an amalgamation or reconstruction); or

- 11.1.5 Forthwith by Connaught in advance of the supply of Services under the terms of this Agreement if Connaught's supplier declines to accept Connaught's order for the supply of Services;
- 11.1.6 Forthwith by either party if Connaught ceases to be authorised by a competent authority to provide the Services;
- 11.1.7 Forthwith by either party if the other party ceases to trade;
- 11.1.8 Forthwith by either party if the other party commits a breach which cannot be remedied;
- 11.1.9 Forthwith by either party if the other party is repeatedly in material breach of this Agreement;
- 11.1.10 Forthwith if a right of termination arises in the event of Force Majeure;
- 11.1.11 In accordance with any additional terms of the Supplementary Terms.
- 11.1A Either party may terminate this Agreement at the end of the Minimum Term or any Additional Term by giving not less than ninety (90) days' written notice to expire on the last day of the then-current term.
- 11.2 On termination of this Agreement, the Customer shall forthwith:
  - 11.2.1 Return all Rented Equipment and Loaned Equipment to Connaught;
  - 11.2.2 Pay any outstanding invoices;
  - 11.2.3 Pay all of Connaught's invoices for:
    - a) Charges accrued up to the date of termination;
    - b) Any applicable cancellation Charges invoiced by Connaught; and
    - c) Following termination shall pay any invoices validly raised by Connaught under the provisions of sub-clause 9.17.
- 11.3 If any Equipment that is Connaught's property is not returned to Connaught within fourteen days of the date of termination, Connaught shall be entitled to:
  - 11.3.1 Enter into the Customer's premises to recover the property and charge the Customer any costs reasonably incurred; or
  - 11.3.2 Charge the Customer for the full retail price of the property as at the Commencement Date.
- 11.4 Any termination of the Agreement (however occasioned) shall not affect any accrued rights, remedies or liabilities of either party. Nor shall it affect the continuance in force of any provision of this Agreement that is expressly or by implication intended to continue in force after such termination.
- 11.5 If the Customer is classified as a micro-enterprise, small business, or not-for-profit organisation under Ofcom regulations, Connaught shall obtain the Customer's express consent before committing them to a contract longer than 24 months.
- 11.6 Additional Termination Rights for Micro-Enterprise Customers. Micro-Enterprise Customers may terminate this Agreement by giving 60 days' written notice if:
  - a) Connaught fails to meet agreed service levels for 3 consecutive months;
  - b) There are material service failures affecting business operations for more than 5 working days in any month;
  - c) Connaught's charges increase by more than RPI + 3% in any annual review;

- d) The Customer's business circumstances change materially due to economic hardship (subject to 6 months' trading evidence).

Early termination under this clause shall not incur cancellation charges, though the Customer remains liable for services used to the termination date.

- 11.7 Automatic Renewal: This Agreement shall automatically renew for successive Additional Terms of twelve (12) months unless either party serves written notice to terminate not less than ninety (90) days prior to the end of the then-current term.
- 11.8 Notice Requirements for Termination: (a) All termination notices must be in writing and served in accordance with Clause 26 (Notices); (b) Failure to serve timely notice in accordance with this Clause 11 results in automatic renewal for a further Additional Term; (c) Termination notices cannot be withdrawn without the written consent of both parties; (d) The burden is on the Customer to serve notice to terminate; silence equals acceptance of renewal.

## **12. SUSPENSION OF SERVICES**

- 12.1 Connaught shall be entitled to suspend the provision of the Services in whole or part, without notice (save as where it is reasonably possible to provide prior written notice) or liability to the Customer if:
  - 12.1.1 In Connaught's reasonable opinion, the Services are being used for activities that are in breach of any acceptable use clause contained in the Supplementary Terms or any other fraudulent, illegal or wrongful activity, knowingly or otherwise, by the Customer;
  - 12.1.2 In Connaught's reasonable opinion, the Customer is in material breach of any other provision of this Agreement;
  - 12.1.3 Payments are unpaid within ten days of Connaught's written request to do so;
  - 12.1.4 Connaught is instructed to do so by Government or any other competent authority;
  - 12.1.5 There are critical operational reasons or emergency;
  - 12.1.6 Planned or emergency work is required to systems that underpin the delivery of the Services;
  - 12.1.7 Any consent, wayleave or authority required by Connaught or its supplier is withdrawn, revoked or otherwise ceases to have effect.
- 12.2 In the event of suspension of Services under the terms of sub-clause 12.1:
  - 12.2.1 Services shall be restored by Connaught during Working Hours when the situation which has given cause to the suspension is resolved by the Customer and Connaught shall be entitled to charge a reinstatement fee;
  - 12.2.2 Suspension of any part of the Services under the terms of this Agreement shall not constitute a termination and the Customer shall continue to pay all of Connaught's charges in relation to this Agreement during the period of suspension of Services;
  - 12.2.3 If the Customer fails to rectify the situation which has given cause to the suspension within thirty days of the commencement of the suspension, Connaught shall be entitled to terminate the Agreement under the terms of clause 11;
  - 12.2.4 Connaught shall not be liable for any costs, expenses or losses or other liabilities incurred by the Customer as a result of suspension of the Services.
- 12.3 Connaught is not obliged to suspend services or give notice of suspension prior to exercising its right to terminate this Agreement.
- 12.4 Where Connaught proposes any changes to charges or terms at the end of the Minimum or Additional Term, it shall provide the Customer no less than ninety (90) days' prior written notice. If the Customer does not serve notice to terminate in accordance with this Agreement within the notice period, the Agreement shall automatically renew for an additional one (1) year term on the proposed terms.

### **13. Clause intentionally unused**

### **14. INTELLECTUAL PROPERTY RIGHTS**

- 14.1 All Intellectual Property in the Equipment and associated documentation owned or used by Connaught, its subcontractors, agents or suppliers ('Owners') in the performance of this Agreement shall be and will remain vested in the Owners except as expressly provided in this Agreement, the Customer shall not acquire any rights, title or interest in or to any Intellectual Property owned by the Owners. To the extent to which it is entitled, Connaught grants to the Customer a royalty-free, non-exclusive, revocable, non-transferable licence to use all such Intellectual Property as is required to use the Services in accordance with the terms of this Agreement, until this Agreement is terminated or expires.
- 14.2 Connaught shall if applicable acquire for the Customer (a) non-exclusive, non-transferable, royalty-free licence(s) to use the Software and associated documentation set out on the Order or Supplementary Terms for the purposes of using the Services.
- 14.3 The Customer hereby undertakes to protect and keep confidential all Software and associated documentation and, except to the extent and in the circumstances expressly permitted by Connaught in accordance with Section 50B of the Copyright Designs and Patents Act 1988, the Customer hereby undertakes that it shall make no attempt to examine, copy, alter, reverse engineer, disassemble or tamper with such Software.
- 14.4 In the event of the Customer's breach of sub-clause 14.3, the Customer undertakes to:
- 14.4.1 Immediately notify Connaught of the breach;
- 14.4.2 Take reasonable steps to remedy the breach within forty eight hours of having become aware of the breach.
- 14.5 All Intellectual Property owned or used by the Customer and / or its subcontractors, agents and suppliers ('Customer Owners') pursuant to this Agreement shall be and will remain vested in Customer Owners and except as expressly provided in this Agreement, Connaught shall not acquire any rights, title or interest in or to any Intellectual Property owned by Customer Owners.
- 14.6 Subject to the provisions of sub-clause 10.13, the Customer shall indemnify Connaught against any third party claims arising from the Customer's infringement of or non-compliance with any third party licences or other end user terms applicable to the use of any Software, images Customer Data or other data, either by the Customer and / or its employees, subcontractors, agents or customers.
- 14.7 Subject to the provisions of sub-clause 10.13, Connaught shall indemnify the Customer against any third party claims arising from an Intellectual Property rights claim ('IPR Claim') by the Owner of Equipment or Software supplied by Connaught under the terms of this Agreement.
- 14.8 In the event of an IPR Claim arising from Equipment or Software provided by Connaught to facilitate the use of the Services, the Customer acknowledges that Connaught may, at its discretion and cost, licence to the Customer or procure a licence to the Customer of an alternative item and / or modify or procure the modification of the infringing item in each case provided that (i) this resolves the original IPR Claim, (ii) it does not give rise to another IPR Claim; (iii) is of no extra cost to the Customer and (iv) it does not materially affect the performance of the Services.
- 14.9 Connaught acknowledges that Customer Data is and shall remain the property of the Customer and the Customer reserves all IPRs which may at any time subsist in the Customer Data. To the extent that any Customer Data vest in Connaught by operation of law, such IPRs shall be assigned by Connaught to the Customer immediately on the creation of such Customer Data.
- 14.10 Connaught shall:
- 14.10.1 Not alter, store, copy, disclose or use Customer Data other than in strict accordance with this Agreement;

- 14.10.2 Preserve, so far as possible, the integrity of Customer Data and prevent any loss, disclosure, theft, manipulation or interception of Customer Data and shall advise the Customer immediately in the event thereof;
- 14.10.3 Return Customer Data to the Customer when requested by the Customer.

#### **14A. USE OF SITE IMAGES AND PROJECT MATERIALS**

- 14A.1 Connaught reserves the right to take and use photographs, images, video recordings and other visual records of works carried out at the Customer's premises, including completed installations and projects, for legitimate business purposes including, without limitation, marketing materials, case studies, proposals, presentations, training, tender submissions and digital or printed promotional content.
- 14A.2 Connaught shall ensure that any such use does not disclose the Customer's Confidential Information, Personal Data or precise site location without the Customer's prior written consent, unless such information is already publicly available.
- 14A.3 All Intellectual Property Rights in images and materials created by Connaught pursuant to this clause shall remain vested in Connaught.
- 14A.4 The Customer may object to such use at any time by providing written notice to Connaught. Upon receipt of such notice, Connaught shall cease using the relevant materials in future publications and promotions, save where such materials have already been published, distributed or incorporated into existing content prior to such notice taking effect.

#### **15. MISCELLANEOUS**

- 15.1 Connaught may recommend that another party carries out work, supplies goods, software or services to the Customer. The Customer shall not be obliged to engage any such recommended party and shall not be prejudiced in any way should it choose not to do so. However, if it does engage any such recommended party, Connaught does not guarantee the work, goods, software or services unless it has been negligent in making the recommendation.
- 15.2 In the case where Connaught provides goods or software originally manufactured or developed by third parties it passes on statements, warranties and representations in good faith but doesn't verify them or guarantee their accuracy.
- 15.3 Connaught cannot accept responsibility for any statements or representations unless such are made in writing.
- 15.4 If Goods or Services are provided to the Customer at a reduced or no charge for a trial period, Connaught shall commence charging for the provision of the Goods and / or Services at the price agreed between the parties prior to the commencement of the trial period, from the end of the trial period unless the Customer serves thirty day's notice to terminate this Agreement at the end of the trial period; and
  - 15.4.1 The Minimum Term shall be deemed to commence at the end of the trial period.
- 15.5 The signing by Connaught of any of the Customer's documentation shall not imply any modification to this Agreement.
- 15.6 For the purpose of this Agreement, communications made between Connaught and the Customer by electronic mail shall be regarded as made in writing and signed by the party sending the electronic mail.
- 15.7 Connaught shall be entitled to correct any clerical or typographical error made by its employees at any time.
- 15.8 If Connaught sells Goods or loans or rents Equipment to the Customer to enable the delivery of the Services, the Equipment will be provided under the terms of Connaught's Supplementary Terms for the Sale of Goods and Rental or Loan of Equipment.

- 15.9 The parties agree to comply with the provisions of the Bribery Act 2010; and
- 15.9.1 Maintain such processes and procedures to ensure compliance therewith; and
- 15.9.2 Promptly report to the other party any request or demand for any undue financial or other advantage of any kind it receives in connection with the performance of this Agreement.
- 15.10 Nothing in this Agreement shall prohibit Connaught from supplying the same or similar Goods or Services to other persons.
- 15.11 If the Customer wishes to change the scope of the Services, including the addition of equipment or End Users, it shall submit details of the requested change ('Change Request') to Connaught, in writing; and
- 15.11.1 Connaught shall within a reasonable time provide a written response which shall identify:
- a) An estimate of the time required to make the change;
  - b) Any variations to the Charges;
  - c) Any impact of the change on this Agreement or the delivery of Services hereunder.
- 15.11.2 Connaught will not be obliged to implement the changes until the Customer has agreed in writing to the necessary variations.
- 15.12 Both parties agree to attempt to resolve any dispute arising out of or in connection with this Agreement through good faith negotiations. If such negotiations do not resolve the dispute within fourteen (14) days, either party may refer the matter to mediation prior to commencing any legal proceedings.

## **16. THIRD PARTY RIGHTS**

Save as expressly stated, these terms and conditions do not confer any rights on third parties as provided for under the Contracts (Rights of Third Parties) Act of 1999 and it is not the intention of the parties to this Agreement to confer such rights.

## **17. GOVERNING LAW**

This Agreement and the rights and obligations of the parties hereto shall be governed by the laws of England and both parties hereby agree to submit to the exclusive jurisdiction of the English courts and if this Agreement is translated into any other language, the English Language version shall prevail.

## **18. DISPUTE RESOLUTION**

- 18.1 If the Customer is not satisfied with any aspect of the delivery of the Services, in the first instance the Customer should make a complaint to Connaught using the procedure set out in the Schedule to the Supplementary Terms.
- 18.2 The parties to this Agreement will attempt in good faith to resolve any dispute or claim arising out of or relating to this Agreement promptly through negotiations between the respective senior executives of the parties who have authority to settle the same.
- 18.3 Except in the case of disputes arising from non-payment of invoices which are deemed accepted by the Customer:
- 18.3.1 If the dispute is not resolved through negotiation within ten Working Days, and Customer is a Micro Enterprise, the parties will attempt in good faith to resolve the dispute through mediation provided by the Communications Ombudsman;
- 18.3.2 Neither party may commence any court proceedings in relation to any dispute arising out of this Agreement except those excluded in clause 18.3 until they have attempted to settle said dispute by mediation and that mediation has terminated;

18.3.3 The fees and the costs of such mediation or arbitration shall be borne equally by the parties.

18.4 Nothing in this clause 18 shall prevent either party from:

Referring the dispute to the appropriate regulatory authority in accordance with any right either party may have to request a determination;

18.4.1 Exercising any remedies or rights that may be available in respect of any breach of this Agreement.

18.5 Dispute Resolution For Micro-Enterprise Customers.

18.5.1 Response Timeline: Connaught shall provide a substantive response within 10 working days;

18.5.2 Alternative Dispute Resolution: Customers may refer disputes directly to the Communications Ombudsman without requiring prior mediation;

## **19. FORCE MAJEURE**

19.1 Subject always to the provisions of this clause 19, neither party shall in any circumstance be liable to the other for any loss of any kind whatsoever including any damages whether directly or indirectly caused or incurred by reason of any delay or failure in the performance of its obligations hereunder which is due to Force Majeure.

19.2 If either party becomes aware of circumstances of Force Majeure which prevent or are likely to prevent its performance of any obligations under the terms of this Agreement, it shall:

19.2.1 Notify the other in writing as soon as reasonably possible and in any case within five Working Days of the onset of such Force Majeure, specifying its nature and extent of the circumstances;

19.2.2 Use all reasonable endeavours to mitigate the effects of such delay or prevention on the performance of its obligations under the Agreement; and

19.2.3 Notify the other party as soon as the Force Majeure event has ceased to affect performance of the agreement and resume performance of its obligations as soon as reasonably possible.

19.3 If either party is unable to perform its obligations due to Force Majeure, the other party shall be released to an equivalent extent from its obligations relating thereto, including making payment for affected Services.

19.4 If either party is unable to perform its obligations due to Force Majeure for a period exceeding two months, the other party shall be entitled to terminate this Agreement by giving notice in writing, in which case neither party shall have any liability to the other except rights and liabilities which accrued prior to such termination shall continue to subsist.

19.5 For the avoidance of doubt:

19.5.1 Connaught acknowledges and agrees that any default of any of its subcontractors, suppliers or agents shall not constitute a Force Majeure event and such default shall not excuse Connaught from the performance of its obligations under this Agreement; and

19.5.2 During the period of any Force Majeure event, the Customer shall be entitled to engage an alternative supplier to provide a replacement to the Services.

19.6 These General Terms and Conditions shall be read in conjunction with the applicable Supplementary Terms and the relevant Service Schedule(s), all of which form part of the Agreement.

## **20. ADVERTISING**

Neither party shall be entitled to use any trademark or trade name of the other, refer to the other, this Agreement or the Services to be rendered hereunder, either directly or indirectly, in connection

with any promotion or publication without the prior, written consent of the other (such consent not to be unreasonably withheld or delayed).

## **21. ASSIGNMENT**

- 21.1 Connaught shall be entitled to subcontract all or any part of the Services. For the avoidance of doubt, such subcontracting will not relieve Connaught of any of its obligations under this Agreement.
- 21.2 Connaught shall be entitled to:
  - 21.2.1 Assign the benefit of this Agreement. For the avoidance of doubt, such assignment shall not relieve Connaught of any of its obligations under this Agreement; or
  - 21.2.2 Assign the benefit and burden of this Agreement to a third party in the event of a sale of its order book or all or substantially all of its assets on written notice to, but not requiring the consent of, the Customer.
  - 21.2.3 Notwithstanding the provisions of Clauses 7 and 8, disclose to a proposed assignee any information in its possession that relates to this Agreement solely for the purposes of the proposed assignment.
- 21.3 The Customer shall not be entitled to assign the benefit or burden of this Agreement without the prior written consent of Connaught (such consent not to be unreasonably withheld or delayed).
- 21.4 Either party shall be entitled to assign the benefit or burden of this Agreement to members of its Group on written notice to the other.

## **22. VARIATION**

- 22.1 If the Customer requests a change to the Services or Goods provided under the terms of this Agreement, such request shall be made in writing and will not be deemed accepted until acknowledged and agreed in writing by Connaught; and
  - 22.1.1 If Connaught fails to accept such change, such failure shall not affect the provision of any foregoing Services.
- 22.2 Subject to the provisions of sub-clause 22.3, Connaught shall be entitled to change the terms of this Agreement by giving the Customer not less than one month's notice, in order to:
  - 22.2.1 Comply with legal or regulatory obligations;
  - 22.2.2 Maintain the security and integrity of the Services;
  - 22.2.3 Improve or clarify the Agreement;
  - 22.2.4 Reflect contractual changes imposed by its suppliers;
  - 22.2.5 Protect the use of Intellectual Property;
  - 22.2.6 Add, change or withdraw Services or service levels;
  - 22.2.7 Change the Charges under the provisions of sub-clause 9.12.
- 22.3 If Connaught makes any change to the terms of this Agreement other than those listed in clause 22.2 and such change results in material adverse effect, the Customer shall be entitled to terminate this Agreement by giving one month's notice without incurring cancellation Charges, PROVIDED THAT such notice is given within fourteen days of the variation being made; and
  - 22.3.1 If notice is not given by the Customer within fourteen days of the notification of the variation, the variation shall be deemed agreed by both parties. For micro-enterprise customers, variations shall not be deemed agreed by silence and require express written acceptance.
- 22.4 No modification, amendment or other variation to this Agreement shall affect the rights of either party accrued prior to the date of the variation.

- 22.5 No modification, amendment or other variation to this Agreement made by the Customer shall be valid unless agreed in writing and signed by both parties.
- 22.6 Micro-Enterprise Variation Protections For Micro-Enterprise Customers, the following additional protections apply:
- 22.6.1 Extended Notice Period: Connaught shall provide 60 days' notice (rather than 30 days) for any material changes to charges or terms.
- 22.6.2 Explicit Acceptance Required: Changes shall not be deemed accepted by silence. The Customer must provide explicit written acceptance or rejection within 30 days of notification.
- 22.6.3 Enhanced Termination Rights: If Connaught makes material changes that result in:
- 22.6.3.1 *Price increases exceeding 10% in any 12-month period; or*
- 22.6.3.2 *Reduction in service levels; or*
- 22.6.3.3 *Additional obligations on the Customer*
- The Customer may terminate without penalty by giving 30 days' notice within 60 days of the variation notification.*
- 22.6.4 Plain English Explanations: All variation notices shall include a clear summary of changes in plain English, highlighting impacts on charges and service levels.

## **23. STAFF**

- 23.1 Each party agrees not to approach employees or subcontractors of the other in order to entice them to join the other in a role that relates directly to the provision of the Services whether as an employee or in any other capacity, during the term of this Agreement or for a period of six months after its termination. If either party breaches the terms of this clause 23.1 the party in breach agrees, by way of liquidated damages and not a penalty, to pay the other a sum equal to the annual salary or otherwise of the employee or subcontractor concerned except where that employee has responded to a bona fide advertisement or other offer published or made to the general public.
- 23.2 Nothing in this Agreement or Connaught's performance thereof shall be construed as creating any relationship as between employer and employee, agent and principal, joint venture or any mutual obligation between the parties other than set out in this Agreement.
- 23.3 Connaught shall, at its sole discretion determine the allocation of its personnel in furnishing the Services.
- 23.4 The parties consider that the Transfer of Undertakings (Protection of Employment) Regulations 2006 ('TUPE Regulations') will not apply on the commencement or cessation (in whole or in part) of the provision of Services by Connaught; and
- 23.4.1 Subject to the provisions of sub-clause 10.13, each party agrees to indemnify the other in respect of any liabilities arising out of or in connection with any claim or decision by a court or tribunal that the contract of employment of any staff has transferred to the other under the TUPE Regulations or otherwise as a result of the parties entering into this Agreement, including (without limitation), any liability for failure to inform and consult under the TUPE Regulations;
- 23.4.2 If any contract of employment of any staff of either party has effect (or is argued to have effect) as if originally made between one party and staff of the other as a result of the TUPE Regulations or otherwise at any time, then the affected party shall be entitled, on becoming aware of that effect (or argued effect) to terminate the contract of employment of such staff and the other party agrees, subject to the provisions of sub-clause 10.13, to indemnify the affected party against any liabilities arising out of such termination and against any sum payable to or in respect of such staff prior to termination of employment.

## **24. WAIVER**

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- 24.1 No forbearance, delay or failure by either party to exercise any of its powers, rights or remedies under this Agreement will operate as a waiver of them.
- 24.2 Any single or any partial exercise of any such powers or rights or remedies shall not preclude any other or further exercise of them.
- 24.3 Any waiver to be effected must be agreed in writing and shall:
  - 24.3.1 Be confined to the specific circumstances in which it is given;
  - 24.3.2 Not affect any other enforcement of the same or any other right;
  - 24.3.3 Unless expressly stated, be revocable at any time (in writing).

## **25. SEVERABILITY**

If any part of this Agreement is found by any competent jurisdiction to be invalid, unlawful or unenforceable then such part will be severed from this Agreement. The remainder of this Agreement will continue to be valid and enforceable to the full extent permitted by law.

## **26. NOTICES**

- 26.1 Any notice to be given hereunder shall be delivered or sent by email or recorded delivery post addressed to the company secretary at the address of the other party set out in this Agreement and shall be deemed to have been received by the addressee within two Working Days of sending.
- 26.2 For the avoidance of doubt, day-to-day operational matters excluding formal notifications (for example notices to terminate) may be communicated by email.
- 26.3 Either party may at any time notify the other of a change of address or person for the purpose of the serving of notices under the terms of this Agreement, subject to the terms of this clause 26.

## **27. ENTIRE AGREEMENT**

- 27.1 This Agreement contains the entire agreement between the parties and supersedes any previous agreement between the parties, including understandings, commitments, agreements, draft agreements oral or written, and terms and conditions attached to the Customer's purchase order.
- 27.2 The parties acknowledge and agree that:
  - 27.2.1 The parties have not been induced to enter into this Agreement by, nor have relied on any statement, representation, promise, inducement or any other assurance not set forth herein;
  - 27.2.2 Except for fraudulent misrepresentations, the parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set forth herein;
  - 27.2.3 Each party confirms that it is acting on its own behalf and not for the benefit of any third party;
  - 27.2.4 Each party has the power to enter into, exercise its rights under and perform and comply with its obligations under the terms of this Agreement.
- 27.3 Unless expressly stated to the contrary, general guidance documents including user manuals, handbooks or marketing collateral supplied by Connaught shall not form part of this Agreement.
- 27.4 The remedies provided in this Agreement are cumulative and not exclusive of any remedies provided by law.

## Supplementary Terms and Conditions for the Sale of Goods and Loan or Rental of Equipment

The Services set out in these Supplementary Terms shall be supplied by Connaught to the Customer on the terms and conditions set out in Connaught's General Terms and Conditions and these Supplementary Terms.

### 1. SUPPLEMENTARY DEFINITIONS

- 1.1 'Contract Price' means the price of the Goods agreed between the parties.
- 1.2 'Faulty' means that the Goods do not conform substantially to specification.
- 1.3 'LAN' means local area network situated at the Customer's Site and under the control of the Customer.
- 1.4 'List Price' means the manufacturers retail price of the Goods prevailing at the Commencement Date.

### 2. TERM

- 2.1 This Agreement will be deemed to come into effect on acceptance of the Customer's Order by Connaught and shall run until the occurrence of the latest of the following events:
  - 2.1.1 The expiry of the warranty period set out herein;
  - 2.1.2 The termination of any Supplementary Terms for the supply of Services ('Supplemental Service Agreement') in conjunction with which Rental Equipment is to be provided as set out in the Order.

### 3. RENTAL AND LOAN OF EQUIPMENT

- 3.1 Connaught may, at its sole discretion agree to rent or loan Equipment to the Customer. The provisions of this clause 3 shall only apply to Equipment that is rented from or loaned by Connaught.
- 3.2 If Connaught loans Equipment to the Customer, all of the provisions of this clause 3, save sub-clause 3.3 shall apply.
- 3.3 If the Equipment is rented by the Customer, the Customer agrees:
  - 3.3.1 The rental charge, Minimum Term and billing period are as set out on the relevant Order and Supplemental Service Agreement;
  - 3.3.2 If the Customer terminates the Supplemental Service Agreement at convenience prior to the end of its Minimum Term or any subsequent Additional Term the Customer shall be liable for the rental charges payable for the remainder of the Minimum Term or Additional Term thereof as appropriate, plus any charges for the removal of the Rented Equipment;
  - 3.3.3 If Connaught terminates the Supplemental Service Agreement due to the Customer's unremedied breach thereof prior to the end of the Minimum Term or any subsequent Additional Term, the Customer shall be liable for the rental charges payable for the remainder of the Minimum Term or Additional Term as appropriate, plus any charges for the removal of the Rented Equipment;
- 3.4 Rented Equipment and Loaned Equipment shall at all times remain the property of Connaught.

- 3.5 Without prejudice to any of its other rights, Connaught may recover or resell the Rented Equipment or Loaned Equipment supplied and its servants or agents may enter upon the Customer's premises for that purpose if any of the provisions of Clause 11.1 of the General Terms and Conditions are exercised by Connaught and Connaught has reasonable grounds to believe that its interest in the Rented Equipment or Loaned Equipment is or is likely to be in jeopardy.
- 3.6 In the event of a malfunction of the Loaned Equipment or Rented Equipment Connaught shall at its sole discretion either repair the defective equipment or replace the defective equipment with equipment of equal or greater functional specification.
- 3.7 Connaught shall at its sole discretion install the Rented Equipment or Loaned Equipment at the Customer's site.
- 3.8 The Customer undertakes to:
  - 3.8.1 Only use the Rented Equipment or Loaned Equipment in conjunction with the Services for which it has been provided;
  - 3.8.2 Store the Rented Equipment or Loaned Equipment in a manner that makes it readily identifiable as the Rented Equipment or Loaned Equipment;
  - 3.8.3 Keep the Rented Equipment or Loaned Equipment properly insured for not less than its List Price;
  - 3.8.4 Obtain and pay for all necessary licences, consents and approvals required for the installation and operation of the Rented Equipment or Loaned Equipment;
  - 3.8.5 Notify Connaught promptly of any faults in, loss of or damage to the Rented Equipment or Loaned Equipment;
  - 3.8.6 Pay Connaught the cost of replacement of the Rented Equipment or Loaned Equipment (on a like for like basis) in the event of loss of or damage to the Rented Equipment or Loaned Equipment caused by the act, omission or negligence of the Customer.
- 3.9 The Customer undertakes not to:
  - 3.9.1 Pledge the Rented Equipment, Loaned Equipment or documents to title thereon, or allow any credit to arise thereon;
  - 3.9.2 Dispose of the Rented Equipment, Loaned Equipment or documents of title thereon or any interest therein; or
  - 3.9.3 Hold itself out as Connaught's agent in respect of the Rented Equipment or Loaned Equipment; or
  - 3.9.4 Repair, modify or otherwise maintain, or allow any other party to do same to the Rented Equipment or Loaned Equipment.
- 3.10 On termination of this Agreement, howsoever occasioned the Customer shall:
  - 3.10.1 Return the Rented Equipment or Loaned Equipment to Connaught in good condition, subject to reasonable wear and tear within 14 days of termination.
  - 3.10.2 Remain liable for the Rented Equipment or Loaned Equipment until such time as it has been delivered to Connaught;
- 3.11 If the Rented Equipment or Loaned Equipment is not returned to Connaught or is returned damaged, Connaught shall be entitled to charge the Customer, the cost of replacement Rented Equipment or Loaned Equipment (on a like for like basis) and any additional losses reasonably incurred by Connaught.
- 3.12 The Customer shall return Rented Equipment or Loaned Equipment to Connaught within 30 days of any request by Connaught to return such.

#### **4. PRICES AND CHARGES**

- 4.1 The Contract Price for Goods and /or Rental Equipment is set out in the Order and is subject to the provisions of clause 4.2 hereof.
- 4.2 Connaught shall at any time be entitled to increase the prices for Goods or Rented Equipment set out in the Order:
  - 4.2.1 Should the Customer alter its specification or instructions after the date of Order or Connaught otherwise has to alter, modify or otherwise carry out work on any Goods;
  - 4.2.2 Should there be any increase in the cost to Connaught of purchasing any Goods by reason of any foreign or currency fluctuations, alterations in any taxes or duties, variations in the cost of Connaught's materials, components, labour or transport or by reason of any other cause whatsoever beyond the reasonable control of Connaught.
- 4.3 All prices quoted by Connaught are ex-works and are exclusive of Value Added Tax and other taxes, duties and other impositions and the Customer shall pay all taxes, duties and other government charges in respect of the Goods or Rented Equipment at the rate ruling at the tax point, together with transport costs for delivery of the Goods or Rented Equipment to the Customer if such transport / delivery costs are set out on the Order.
- 4.4 Save charges which may be made under the terms of clause 3 hereof for the rental of Equipment, there shall be no recurring charges under the terms of this Supplement.

## **5. PAYMENT**

- 5.1 Notwithstanding the provisions of sub-clause 9.3 of the General Terms and Conditions, Connaught shall be entitled at its sole discretion, to request payment for Goods prior to the despatch of such Goods to the Customer.
- 5.2 Connaught shall be entitled, at its sole discretion, to request payment for purchased Goods prior to the despatch of such Goods to the Customer.
- 5.3 If Connaught allows provisional credit or extends credit in respect of any part of the Goods, it shall be without prejudice to its right to refuse to give up possession of any other part of the Goods, save against payment.
- 5.4 Where the Goods are to be supplied or payment theretofore is to be made by instalments the failure of the Customer to pay any of the instalments in due time shall entitle Connaught to treat such failure as repudiation of the whole Contract with the Customer and to recover damages incurred as a result of said breach of Contract.
- 5.5 If payment is overdue in whole or in part then the whole of any amounts outstanding to Connaught shall immediately become payable whether or not such monies should have been payable at that time but for the provisions of this sub-clause.
- 5.6 Connaught shall raise invoices for Rented Equipment charges according to the charges and billing period set out on the Order.
- 5.7 If the Customer is unable to accept delivery of the Goods on the agreed delivery date, Connaught shall be entitled to invoice the Customer as if such delivery had taken place.

## **6. WARRANTY**

- 6.1 With respect to Goods that are manufactured by a third party and sold by Connaught:
  - 6.1.1 Connaught's only warranty to the Customer is that the Goods shall conform substantially to the description provided by Connaught and are free of any rightful claims of their manufacturer.
  - 6.1.2 To the extent that any warranties extended to Connaught by their manufacturer are transferable, Connaught shall transfer such warranties to the Customer.

- 6.1.3 Connaught cannot pass onto the Customer any greater warranty in respect of the Goods than that which has been conferred on Connaught under the terms of Connaught's agreement with its own supplier(s).
- 6.2 Subject to clause 14, the warranty contained in sub clause 6.1 is given in lieu of and shall be deemed to exclude all other implied warranties and conditions, and whether arising by common law, statute or otherwise.
- 6.3 If the supplied Goods are Faulty or become Faulty and the manufacturer agrees to accept a claim under its warranty provisions, the Customer shall return the Goods to the location specified by Connaught for the purpose of repair under such warranty.

## **7. TECHNICAL INFORMATION**

- 7.1 Connaught shall be under no liability whatsoever resulting from or arising out of or in connection with or in relation to any statement made by any of its employees, servants or agents or contained in any document before the Contract between Connaught and the Customer unless Connaught gives notice in writing to the Customer that it intends to rely on any such statement or document.
- 7.2 Without prejudice to the generality of sub-clause 7.1:
  - 7.2.1 Any description contained in any catalogue, sample price lists or other advertising material supplied by Connaught is intended merely to present a general picture of the Goods sold by Connaught and shall not form a representation to the Customer or become part of any contract for sale of Goods made between Connaught and the Customer;
  - 7.2.2 Connaught makes no warranty express or implied concerning any advice or recommendation made to it by the Customer.

## **8. DELIVERY**

- 8.1 If Goods are to be delivered by Connaught to the Customer, such Goods shall be delivered to the location set out in the Order. Unless it is otherwise agreed in writing, such Goods shall be delivered by any means chosen by Connaught and Connaught shall not be under any obligation to provide personnel, plant or power to assist the unloading of the Goods.
- 8.2 If the Customer is unable to take delivery of the Goods, Connaught may at its sole discretion store the Goods at its risk, but may be entitled to charge the Customer its reasonable costs for doing so.
- 8.3 Connaught shall make reasonable endeavours to avoid delay but no responsibility is undertaken for meeting any specific delivery dates. Accordingly, no liability will be accepted for any direct or indirect loss which may be caused by delayed delivery whether brought about by a cause beyond the control of Connaught or not.
- 8.4 Connaught shall be entitled to deliver the Goods, Rented Equipment or Loaned Equipment in one or more consignments unless otherwise agreed.
- 8.5 The Customer shall inspect the Goods immediately on delivery thereof and shall within two Working Days from such delivery give Connaught notice of any matter or thing by reason whereof the Customer may allege that the Goods are not in accordance with the Contract or are defective in material or workmanship. If the Customer fails to give such notice the Goods shall be conclusively presumed to be in all respects in accordance with the Contract and free from any defect which would be apparent on any reasonable examination and the Customer shall be deemed to have accepted the Goods accordingly. If the Customer establishes to Connaught's reasonable satisfaction that the Goods are not in accordance with the Contract or are so defective, Connaught may elect to repair the Goods or to replace the Goods or to refund the purchase price against the return of the Goods.

- 8.6 If the Goods are lost or damaged in transit the Customer shall notify both Connaught and the carrier of the loss or damage within two Working Days of the delivery.
- 8.7 Connaught shall not be responsible for the installation of Goods, Rented Equipment or Loaned Equipment at the Customer's site under the terms of this Supplement, unless otherwise agreed.

## **9. RETURNS**

- 9.1 Goods supplied to the Customer under the terms of this Agreement which the Customer wishes to return for reasons other than those set out in sub-clause 8.6 cannot be returned without Connaught's prior written consent.
- 9.2 The Customer shall be responsible for delivering the Goods to Connaught's premises and the Customer shall be liable for all packaging and carriage costs.
- 9.3 All Goods returned to Connaught shall be returned in the same condition and packaging in which such was originally delivered to the Customer.
- 9.4 Connaught shall be entitled to charge the Customer a handling / re-stocking charge.

## **10. PASSING OF RISK**

- 10.1 The Goods shall be at the Customer's risk from the time of delivery of the Goods to the Customer or a third party identified by the Customer and if the Customer returns Goods to Connaught, until the time of delivery back to Connaught.
- 10.2 Where Goods are to be collected by the Customer, or by the Customer's carrier the Goods shall be at the Customer's risk from the time of collection of the Goods.
- 10.3 Connaught shall not be liable for any loss of any kind to the Customer arising from any damage to the Goods occurring after the risk has passed to the Customer howsoever caused, nor shall any liability of the Customer to Connaught be diminished or extinguished by such loss.

## **11. RETENTION OF TITLE**

- 11.1 The Goods agreed to be sold shall remain the property of Connaught until all sums due to Connaught have been paid in full.
- 11.2 Without prejudice to any of its other rights, Connaught may recover or resell the Goods supplied and its servants or agents may enter upon the Customer's premises for that purpose on the occurrence of any of the events listed in sub-clauses 11.1.1, 11.1.4, 11.1.7 and 11.1.9 of the General Terms and Conditions; or
  - 11.2.1 Connaught has reasonable grounds to believe that the Customer is insolvent or that Connaught's right to receive payment or its interest in the Goods is or is likely to be in jeopardy.
- 11.3 Until title in the Goods has passed to the Customer hereunder the Customer shall not:
  - 11.3.1 Pledge the Goods or documents to title thereon, or allow any credit to arise thereon; or
  - 11.3.2 Dispose of the Goods or documents of title thereon or any interest therein ; or
  - 11.3.3 Hold itself out as Connaught's agent in respect of the Goods.
- 11.4 Until such times as the Customer becomes the owner of the Goods supplied to it, the Customer will:
  - 11.4.1 Keep the Goods properly insured for not less than its List Price;
  - 11.4.2 Store the Goods on its premises separately from its own goods in a manner which makes it readily identifiable as the Goods.

## **12. USE OF GOODS AND EQUIPMENT**

- 12.1 The Customer shall bring to the attention of all persons using the Goods and / or Rented Equipment or Loaned Equipment all of Connaught's instructions and recommendations for the use thereof. Title to any Goods or Equipment shall not pass to the Customer unless and until full payment has been received and confirmed in writing by Connaught.
- 12.2 The Customer shall not remove or deface any label affixed to the Goods and / or Rented Equipment or Loaned Equipment referring any user thereof to Connaught's instructions and or recommendations for use.
- 12.3 If any item comprised in the Goods is resold by the Customer, the Customer shall bring to the attention of its purchaser all of Connaught's or the manufacturer's instructions and recommendations for use of the Goods. Further on such resale the Customer shall exact an enforceable undertaking from its purchaser not to remove any label affixed to the Goods which refers any user thereof to Connaught's or the manufacturer's instructions and recommendations for use of the Goods and that such purchaser shall take such steps as are necessary to ensure that there will be available in connection with the use of the Goods adequate information about the use for which they were designed and about any conditions necessary to ensure that when put to that use they will be safe and without risk to health.
- 12.4 Where the Goods have been manufactured or constructed according to designs or configurations or by processes specified or supplied by the Customer, the Customer represents and warrants to Connaught that the Customer has or will have satisfied itself that all necessary tests and examinations have been made or will be made prior to the Goods being brought into use to ensure that the Goods are designed, constructed and operational so as to be safe and without risk to the health and safety of those using the same and that it will take such steps as are necessary to ensure that there will be available in connection with the use of the Goods adequate information about the use for which they were designed and have been tested and about any conditions necessary to ensure that when put to that use they will be safe and without risk to health.
- 12.5 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, the Customer shall indemnify Connaught on a continuing basis against all actions, suits, claims, demands, losses, charges, costs and reasonable expenses which Connaught may suffer or incur in connection with any claim or third party alleging the facts which if established would indicate a material breach of the undertakings, representations and warranties on the part of the Customer contained in this clause 12 or which if established would indicate a breach by any purchaser from the Customer of any undertaking, which the Customer is required in this clause 12 to exact from such purchaser.
- 12.6 The Customer shall be solely responsible for the disposal of the Goods and packaging; and  
12.6.1 Shall be solely responsible for its obligations under the Waste Electrical and Electronic Equipment Directive (2012/19/EU), the Packaging Waste Directive (94/62/EC) and Batteries Directive (2006/66/EC), as applicable.

### **13. CANCELLATION**

- 13.1 No cancellation, alteration, amendment or postponement of delivery of all or part of its order by the Customer shall be effective unless communicated in writing to Connaught and agreed in writing by Connaught.
- 13.2 Upon any such cancellation Connaught shall be entitled to be paid the price of the Goods purchased or manufactured by Connaught or supplied to the date of the cancellation and the Customer shall take over and pay for at the current price such materials as have been allocated by Connaught to the Contract.

### **14. COMPUTER SOFTWARE**

- 14.1 All Software shall be supplied to the Customer for use under the terms of the licence granted by the owner of the Software to the Customer and all intellectual property and title and the rights in the Software shall remain vested in any third party owning such property, title and rights.
- 14.2 Any warranty or guarantee given by Connaught in respect of the Software shall be strictly limited to the medium of storage and Connaught shall not be liable in respect of any loss or damage occasioned to the Software itself or consequential upon the use of the Software for any purpose.

## **15. EXCLUSION OF LIABILITY**

- 15.1 Save as expressly set out in this Supplement the Goods are not supplied with or subject to any condition, warranty or other term whether express or implied unless specifically stated by Connaught in writing and except for the terms implied by section 12 of the Sale of Goods Act 1979.
- 15.2 In no circumstances except under clause 6 above shall Connaught's liability whether in contract or in respect of any negligence or otherwise to the Customer arising under or out of or in connection with any contract for the supply of Goods exceed the cost to the Customer in replacing or repairing the said Goods. Except in any case where a claim is made under Section 12 of the Sale of Goods Act 1979 or where clause 14.2 applies, Connaught shall not be under any liability for any cost or expenses incurred by the Customer in repairing or replacing such Goods unless Connaught is first afforded a reasonable opportunity of repairing or replacing them provided that the Customer shall be entitled to effect such repairs or replacements before affording such an opportunity as may be reasonably necessary to prevent any consequential loss or damage to the Customer.
- 15.3 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, the Customer shall indemnify Connaught and keep Connaught indemnified on a continuing basis from and against all damage, injury or loss occurring to any person or property and against all actions, suits, claims, demands, charges or expenses in connection herewith arising from the condition or use of the Goods in the event and to the extent of that damage, injury or loss shall have been occasioned partly or wholly by acts, omissions or negligence of the Customer, its servants or agents and any material breach by the Customer of its obligations to Connaught hereunder.

## **16. PATENTS, TRADEMARKS, ETC**

- 16.1 The Goods are sold subject to the rights of any person, whether in respect of any patent, trade mark, registered design, copyright, confidential disclosure or otherwise howsoever to prevent or restrict the sale or use of the Goods in any part of the world; and the Customer will in this respect accept such title to the Goods as Connaught may have.
- 16.2 Where the Goods have been manufactured or constructed according to designs or configurations or by processes specified or supplied by the Customer, the Customer represents and warrants to Connaught that the Goods as so designed or configured and / or the processes so used do not infringe the rights of any persons, whether in respect of any patent, trademark, registered design, copyright, confidential disclosure or otherwise howsoever to prevent or restrict the sale or use of the Goods or the use of such processes in any part of the world; and
- 16.2.1 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, the Customer shall indemnify Connaught and keep Connaught indemnified on a continuing basis from and against all damage, injury or loss occurring to any person or property and against all actions, suits, claims, demands, charges or reasonable expenses which Connaught may suffer or incur in connection with any claim by which any third party alleging facts which if established would indicate a breach of the representations and warranties in this sub-clause.

## **17. TERMINATION**

- 17.1 If the Customer fails to take and pay for Goods sold in accordance with the Contract Connaught shall be entitled to treat the Contract as repudiated. Without prejudice to Connaught's right to recover from the Customer by way of damages any loss or expense which Connaught may suffer or incur by reason of the Customer's default, Connaught shall be entitled to dispose of the Goods as it shall think fit and shall not be under any liability to account to the Customer for the price received therefore or otherwise.
- 17.2 Connaught shall be entitled immediately to terminate the Contract at any time upon occurrence of any of the events specified in clause 11.2. Upon any such termination Connaught shall be entitled to be paid the price of Goods purchased or manufactured by Connaught or supplied to the Customer prior to the date of the cancellation and the Customer shall take over and pay for at the current price such materials as have been allocated by Connaught to the Contract.

## **18. INSTALLATION**

- 18.1 In this clause, the use of 'Equipment' shall mean Equipment and / or Goods.
- 18.2 If set out on the Order, Connaught shall install the Equipment at the locations specified on the Order at the time and date agreed with the Customer, subject to any limitations set out on the Order.
- 18.3 Installations shall be carried out Monday to Friday between 09:00 and 17:00, excluding Bank and public holidays.
- 18.4 The Customer acknowledges that Connaught or its sub-contractor will require access to the Customer's Sites to carry out any Site survey and install Equipment.
- 18.5 Site surveys will be carried out by Connaught during the Working Day. If the Customer requests that any Site survey is carried out outside of the Working Day, Connaught shall use reasonable endeavours to accommodate such request and shall make an additional charge to the Customer at its prevailing rate.
- 18.6 Charges for installations and the payment schedule for such are set out on the Order.
- 18.7 Connaught shall:
  - 18.7.1 Prior to any installation of Equipment, agree an installation date with the Customer and use reasonable endeavours to install the Equipment at the agreed date; and
  - 18.7.2 If Connaught becomes aware that it cannot meet the appointment date, promptly notify the Customer.
  - 18.7.3 During the installation of Equipment Connaught agrees to cause as little disturbance, damage and inconvenience as reasonably possible;
  - 18.7.4 Configure, commission and test the installed equipment; and
  - 18.7.5 Make good, at its expense any failures in the installation.
- 18.8 The Customer shall:
  - 18.8.1 Procure all Site-related permissions and approvals necessary for Connaught to deliver, install the Equipment and shall ensure the continuance of such throughout the term of any agreement for the maintenance and support thereof; and shall, subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, indemnify Connaught against any third party claims arising from the Customer's failure to procure such permissions and approvals;
  - 18.8.2 Prior to installation of any Equipment, ensure that:
    - d) Sufficient electrical mains connections and LAN connections are available within two metres of the site of the installation;

- e) Connaught has been notified of all Customer-requirements relating to the configuration of the Equipment to be installed;
  - f) All necessary LAN access-control changes have been made;
  - g) Connaught has been notified of the LAN connection type;
  - h) A named local contact, with suitable access rights and the authority to provide signed acceptance of the installation has been identified and whose availability on the date of installation has been confirmed;
  - i) All redundant hardware has been removed from the site of the installation.
- 18.9 The Customer acknowledges that provision of some installation services is subject to the satisfactory completion of Site surveys by Connaught; and
- 18.9.1 If during the Site survey, Connaught discovers that either the installation cannot be made at the intended site or that the amount of work exceeds that originally estimated, Connaught shall promptly advise the customer of such.
- 18.10 If the Customer is unable to agree to Site visit dates (including survey and installation dates) suggested by Connaught, the Customer shall within fourteen days of Connaught's notification of the suggested date, agree to an alternative date. If the Customer does not suggest an alternative date within the fourteen day period, Connaught's suggested appointment date will be deemed accepted.
- 18.11 If the Customer fails to sign Connaught's installation acceptance and either:
- 18.11.1 The Customer fails to notify Connaught of any Fault within a period of five days from the date of installation; or
  - 18.11.2 The Customer uses the installed Equipment.
- The Customer shall be deemed to have accepted the installation.

## **19. FINANCE**

If the Customer requests Connaught to arrange finance for the purchase of Goods on the Customer's behalf, the Customer agrees that:

- 19.1.1 Connaught will act as an agent for the Customer and for the avoidance of doubt, not for the finance provider;
- 19.1.2 If Connaught is unable to procure finance terms or is unable to procure finance terms that are acceptable to the Customer, this Agreement shall be terminated and any deposit made by the Customer shall be returned by Connaught and the Customer will have no further liability under the terms of this Agreement;
- 19.1.3 If the Customer fails to provide third party indemnities that are required by the finance provider, such failure will be deemed to be a breach of this Agreement and the Agreement will be terminated forthwith and Connaught shall be entitled to retain any deposit made by the Customer;
- 19.1.4 It is a condition of this Agreement that regardless of any provisions made by the finance provider in its contracts, the Customer shall finalise the finance arrangement immediately upon Connaught's delivery of the Goods to the Customer's site.
- 19.1.5 If the Customer fails to finalise the finance agreement or fails to commence payment under the terms of the finance agreement, the Customer shall forthwith become liable for the full cost of the Goods supplied under the terms of this Agreement.
- 19.1.6 The Customer hereby consents to and procures that its directors, owners and officers consent to Connaught carrying out such credit reference checks as are deemed necessary and reasonable during its procurement of finance services on the Customer's behalf. The

Customer also agrees to provide all information requested by Connaught that is necessary to carry out credit reference checks.