

Primus Home Phone - Terms and Conditions

1. Service – In this Agreement “Service” means the “Carrier Pre-Select” and “Line Rental” services as understood by the UK Telecommunication industry, as Primus may agree to provide to the Customer.

1.1 “BT” means British Telecommunications Plc, “Primus” means Primus Telecommunications Limited whose registered address office is at 4 Victoria Street London SW1H OGT, and “Customer” means the individual entering into this Agreement with Primus for purchase of the Service for use for residential purposes only.

1.2 Customers can order the Service over the telephone, in which case consent to the provisioning of the order for Primus is recorded on an audio tape for audit purposes. The order is completed and accepted by Primus, and the Customer is sent a welcome e-mail to the e-mail address supplied by the Customer. The Customer’s order is sent electronically to BT. Primus will send a written confirmation to the Customer confirming their request. The Customer will also receive a letter from BT confirming this request. The Customer may cancel the Service within 14 days of their order. If the Customer wishes to cancel during this time, the Customer is required to notify Primus by sending an e-mail to planettalkers@primustel.co.uk. The above right to withdraw cannot be exercised after 14 days from the date Customer orders the Service.

1.3 Where the Service includes Line Rental services, the Customer is required to immediately transfer all current associated network services which it uses to Primus.

1.4 The Service is subject to availability and may be withdrawn by Primus at any time.

1.5 The Service is only available to Customers who have an existing BT telephone line. The Customer accepts that by receiving the Service, certain BT phone services may no longer be available. The Customer warrants that the information provided by the Customer in respect of the Service is true and accurate.

1.6 The Service excludes non-geographic, premium and internet calls. These are charged at our standard rates which can be seen at www.planet-talk.co.uk.

1.7 The Customer acknowledges that the Service is for residential use only and the Customer will not supply or resell or otherwise make the Service available to any person on a commercial or any other basis. The Service is not available to business users and Primus has the absolute right to withdraw such service from those using the Service for business purposes or from those call usage patterns that indicate use of the line for business purposes. Call package options can be requested by telephoning Primus’ customer services team on 0800 036 3839.

1.8 Primus will bill the Customer for the Service in accordance with the relevant terms, tariffs, rules and charges applying at the time that the Primus service is used.

1.9 If, at any time the Customer’s usage of the Service does not accord with that reasonably expected of a residential customer, the customer will:

1.9.1 no longer be considered a residential customer.

1.9.2 will have their access to the Service suspended in accordance with the terms of this Contract and be charged and billed in accordance with our then applicable standard tariff to the extent the Customer’s usage of the Service exceeds that reasonably expected of a residential customer.

1.9.3 Primus will inform the Customer before it starts charging the Customer in accordance with our then applicable standard tariff.

2. Duration - This Agreement shall come into full force and effect from the date of acceptance by Primus and subject to earlier termination in accordance with the terms and conditions of this Agreement, will continue for a minimum initial term of six (6) consecutive months, including the month in which acceptance occurs (the “Initial Term”). After this Initial Term, this Agreement shall renew automatically on a 6 month basis, subject to earlier termination in accordance with terms and conditions of this Agreement. The Agreement may be terminated by either party on prior written notice only in accordance with the terms of this Agreement.

3. Payment

3.1 Subject to clause 19, the prices for the Service shall be as stated in Primus’ tariff sheets as current from time to time. All prices are inclusive of VAT. Rates displayed in advertisements promotional literature tariff sheets and elsewhere are shown in pence per minute, .Post -Paid calls are charged per second. Call charges will be rounded up to the nearest pence per minute before VAT is applied. All sums due to Primus under this Agreement shall be paid in full by the Customer without any set-off or counterclaim whatsoever except as required by law.

3.2 The Customer shall be invoiced monthly by Primus for all charges under this Agreement incurred in the preceding month unless Primus, at its discretion, chooses to invoice the Customer quarterly. Payment is due within 14 days of the date of the invoice. If the Customer has previously made late payment of invoices Primus may require payment to be made in advance without any applicable discounts. Customers must pay by direct debit from their bank, or automatic payment from their credit card on the last day of each month. If the Customer seeks to pay by any method other than direct debit or automatic payment from their credit card acceptance is at the absolute discretion of Primus who may

charge an additional administrative fee of £5 or such other amount as may be notified in respect of each such payment made which is not by direct debit or automatic payment from their credit card..The time of payment for all sums due to Primus under this Agreement shall be of the essence of the Agreement. The Customer is liable for all charges arising out of the use of the Services whether such use is authorised by the Customer or not.

3.3 Primus reserves the right to charge interest on all outstanding amounts owed to Primus and not paid in accordance with this Agreement. Until payment in full is received by Primus interest shall be charged at the rate of 4% above Barclays Bank PLC's base rate for the time being per month. Interest shall accrue notwithstanding termination of this Agreement for whatever reason. The Customer shall also pay all legal fees on a full indemnity basis and other costs of collection of overdue amounts, if any.

3.4 All charges payable under this Agreement shall be calculated by reference to data recorded or logged by Primus and not by reference to data recorded or logged by the Customer.

4. E-billing - The following additional provisions will apply with respect to Customers who receive the e-billing service. This service is a simple and secure way to view and pay for all the Primus services using the Internet.

4.1 The Customer's bills are available for access and the Customer may elect to access bills online through the Primus's secure website at www.planet-talk.co.uk. The website is accessed by way of account number (provided on sign-up to e-billing) and password. E-billing is only available to Customers with a current valid email account, who pay by direct debit or credit card and continue to do so.

4.2 The Customer will be advised by e-mail each time a new bill is available for viewing. The Customer is responsible for ensuring the e-mail address provided to Primus is valid and current at all times. The Customer is responsible for accessing each bill via the web interface. Each bill will be available to be accessed via the web site for 6 months. The Customer may print or download bills from the website for the Customer's personal use.

4.3 Primus reserves the right to charge the Customer a reasonable amount if: 4.3.1 the Customer has elected e-billing and subsequently requests a paper bill;

4.3.2 Primus is required to send a paper bill as a result of failure of the automated payment method or failure of the Customer to update the email address provided; or

4.3.3 the Customer requests retrieval of data more than 6 months old.

4.4 Primus may at any time withdraw the e-billing service by notice in writing to the Customer and the Customer will be returned to paper billing.

4.5 Except as expressly stated in this Condition, provision of e-billing does not otherwise affect the application of these terms and conditions.

4.6 E-billing is only guaranteed to work on windows operating systems running internet explorer 5.5 and above.

18.2 Primus's address for service of any notice hereunder shall be such address as appears on the last invoice rendered to the Customer or such other address as may be prescribed by Primus for that purpose. The Customer's address for service of any notice hereunder shall be such address as appears on the Customer's application form or such other address as may be prescribed by the Customer for that purpose.

5. Use of Service

5.1 The Customer undertakes to use the Service in accordance with this clause 5 and such conditions as may be notified in writing to the Customer by Primus from time to time.

5.2 The Customer undertakes not to use the Service:

5.2.1 as a means of communication for a purpose other than that for which the Service is provided or as may be set out from time to time in Primus's Service literature; or

5.2.2 for the transmission of any material which is or is intended to be a hoax call to emergency services or is of a defamatory, offensive, abusive, obscene or menacing character; or

5.2.3 in a manner which constitutes a violation or infringement of the rights of any other party.

5.3 The Customer shall indemnify Primus against all liabilities, claims, damages, losses and expenses arising from or in any way connected with any use prescribed in this Condition or any other misuse of the Service.

5.4 The Customer is responsible for keeping Primus updated of any change in personal information held by Primus.

6. Promotions

6.1 Primus may from time to time advise the Customer of details of promotions, applicable in addition to these terms and conditions of this Agreement. Such promotions may make available to the Customer discounted rates and/or preferential terms and/or special offers applicable to the Service.

6.2 Any such promotion will be available subject to such terms and conditions as Primus notify to the Customer in writing.

6.3 Primus may offer any promotion selectively and at its complete discretion.

6.4 Primus may withdraw or alter any promotion if it wishes on giving reasonable notice if appropriate.

7. Privacy Policy

7.1 In the case of any Customer who is an individual about whom Primus processes personal data (as defined in the Data Protection Act 1998), the following shall apply:

7.1.1 Primus may process such personal data for the purposes of administering the relationship with the Customer and, as part of its use of such data, may transfer that data to other Primus affiliates in jurisdictions outside the UK which do not provide the same level of protection for personal data as exists in the UK.

7.1.2 Primus may also, from time to time, use such personal data to provide the Customer, whether by telephone or facsimile or electronic mail or other means of communication, with details of promotions, products and services of Primus may be of interest to the Customer.

7.1.3 Primus may use credit scoring or carry out a credit check when considering the Customer's application and also when operating account(s) or making credit decisions or otherwise providing the Service.

7.1.4 In the same circumstances, Primus may search the files of credit reference agencies, who may keep a record of the search and the Customer authorises Primus to do so.

7.1.5 Information about the Customer's debts owed to Primus may be disclosed to credit reference agencies where: the Customer has fallen behind with its payments; the amount owed is not in dispute; the Customer has not made proposals satisfactory to Primus for repayment of its debt following formal demand; and the Customer has been given at least 28 days' notice of its intention to disclose.

7.1.6 Primus may process customer information with the Service for the prevention or detection of fraud, and to deal with customer enquiries.

7.1.7 If the Primus account is a joint account held by two or more persons, Primus may share information about the Customer and the conduct of the joint Primus account with the other person(s). Primus may share information about the Customer and the conduct of the Primus account with any person to whom Primus transfers its rights or obligations under this Agreement.

7.1.8 Primus may share Customer's personal information with other companies. For example, Primus may use specialist companies to conduct market research on its behalf to see how Primus can improve the services it offers. However, those companies can only process this information according to the instructions Primus gives them.

7.2 By entering into this Agreement, the Customer expressly agrees to the use of personal data for the purposes described in sub-clauses 7.1.1 to 7.1.8.

7.3 To help improve Primus's service and in the interests of security it may monitor and/or record the Customer's telephone calls with it.

8. Provision of Information -The Customer undertakes promptly to provide Primus free of charge with all information and co-operation that Primus may reasonably require to enable it to proceed without interruption with the performance of its obligations under this Agreement.

9. Liability

9.1 Nothing in this Agreement shall exclude or restrict Primus liability for death or personal injury resulting from the negligence of Primus or its employees while acting in the course of their employment.

9.2 Subject to clause 9.3. the total of Primus's liabilities arising under or in connection with this Agreement whether arising in Tort, from its negligence, its breach of contract, or its breach of statutory duty, under any indemnity or howsoever caused shall not exceed the sum paid or payable by the Customer for the Product and/or Service in respect of which the liability arises.

9.3 Notwithstanding anything to the contrary in this Agreement (whether this Agreement continues in force or not) Primus shall not be liable to the Customer under or in connection with this Agreement for any corruption, destruction or loss of data, loss of goodwill, loss of anticipated savings, loss of contracts, loss of revenue, loss of use, loss of profits, loss of business, for any extra operating costs and expenses or for any indirect or consequential loss whatsoever or howsoever caused, whether arising in Tort, from its negligence, its breach of contract, or its breach of statutory duty, under any indemnity or howsoever caused.

9.4 In the event that Primus fails, for any reason, to provide the Service, Primus shall not be liable to the Customer for any charges incurred by the Customer should the Customer divert their telephone calls to another carrier.

9.5 The provisions of this Condition 9 shall continue to apply notwithstanding termination of this Agreement.

9.6 The Customer shall be liable for all charges and fees arising from use of the Services whether authorised or unauthorised unless such unauthorised use is wholly attributable to a negligent act or omission of Primus

9.7 Primus shall not be liable for any loss, damage or inconvenience suffered by the Customer as a result of any suspension made save where the suspension made is solely and directly attributable to the negligence of Primus.

10. Availability

10.1 Primus will use all reasonable endeavours to ensure that the Service is available for use by the Customer in accordance with the standards for the time being relating to the Service set out in Primus's Service literature.

10.2 Primus shall use all reasonable endeavours to correct as soon as is reasonably practicable any fault notified by the Customer in accordance with the procedure stated in Condition 11 below.

10.3 A fault shall be deemed to have commenced upon its notification to Primus.

10.4 A fault shall not be deemed to have occurred where such fault is attributable to the act or omission of the Customer,

Force Majeure Events, Service suspensions or the failure or malfunction of Customer Equipment.

10.5 The Customer shall pay all reasonable costs incurred by Primus in investigating and remedying any fault which is attributable to:

- (i) the negligent act, omission, breach, or fault of the Customer, or
- (ii) the failure or malfunction of Customer Equipment.

11. Procedure for Fault Reporting

Primus procedure for fault reporting for the Service shall be as follows:

11.1. In the event of a fault, a Customer may contact the Primus Customer service team by calling 0800 036 3839 whereby they can either reach a representative directly, or a voicemail message where they can leave the necessary information.

11.2. During Primus business hours, 8:00am and 5:30pm Monday to Friday, Primus will note the following details and generate a trouble ticket relating to the complaint. Customers shall provide the following information to Primus when reporting faults:

- Account Name and Number
- Type of line
- Originating Number
- Terminating Number
- Terminating Destination
- Time and Date of when exact fault occurred
- Reported Problem
- Contact Details i.e., Contact name & number

11.3. Primus shall use commercially reasonable efforts to provide the following response times from the time of reporting to Primus depending on Customer care level purchased by the Customer;

- Care Level 1: 24 hour response
- Care Level 2: 4 hour response (within business hours), next working day response (outside business hours)
- Care Level 3: 4 hour response

Care Level 2 and 3 carry a monthly charge, whilst Care Level 1 is offered as standard without charge.

12. Termination

12.1 Without prejudice to their rights under this Agreement, Primus or the Customer shall have the right to immediately terminate this Agreement forthwith by notice in writing in the event that:

12.1.1 The other party is in default in its performance or observance of any of its obligations under this Agreement and fails to remedy the breach within a reasonable time specified by the non-defaulting party in its written notice to do so;

12.1.2 An interim order is applied for or made or a voluntary arrangement approved, or if a petition for a bankruptcy order is presented or a bankruptcy order is made against the other party, or if a receiver or trustee in bankruptcy is appointed of the other party's estate or a voluntary arrangement is proposed or approved or an administration order is made, or a receiver or administrative receiver is appointed of any of the other party's assets or undertaking or a winding-up resolution or petition is passed or presented (otherwise than for the purposes of reconstruction or amalgamation) or if any circumstances arise which entitle the court or creditor to appoint a receiver, administrative receiver or administrator or to present a winding-up petition or make a winding-up order.

12.2 Without prejudice to its other rights, Primus may immediately disconnect, suspend the Service, and/or terminate this Agreement by notice in writing to the Customer in the event that:

12.2.1 The Customer fails to make any payment when it becomes due to Primus;

12.2.2 If Primus ceases to be eligible to provide the Service;

12.2.3 The Customer does not use the Service for 6 consecutive months;

12.2.4 Primus is obliged to comply with an order instruction or request of government, an emergency service organisation or other competent authority;

12.2.5 The Customer is suspected, in Primus's reasonable opinion, of involvement with fraud or attempted fraud or acts which are defamatory, offensive, blasphemous, abusive, obscene or menacing character in connection with use of the Service; or

12.2.6 Primus needs to carry out emergency works to the Service or its network.

12.3. Either party may terminate this Agreement by serving not less than 30 days written notice of termination upon the other party.

12.3 Primus shall be entitled to recover from the Customer all costs, losses and expenses incurred by Primus, including but not limited to the cost of removing provision of the Service from the Customer's premises.

12.4 In the event of termination by the Customer under Clause 12.3 prior to the expiry of the Initial Term, Primus shall be entitled to be paid immediately by the Customer an amount being equal to the fixed monthly Primus Home Phone package fee (for Carrier-Pre-Select and Line Rental) for each of the remaining months of the Initial Term which would have been paid by the Customer if the Initial Term had been completed. The fixed Primus Home Phone package monthly fee which will be used to calculate the amount due shall be the fixed Primus Home Phone package monthly fee chargeable to the Customer prior to notice of termination being received.

12.5. In the event of termination by Primus under clause 12.1, or clause 12.2 .prior to the expiry of the Initial Term, Primus shall be entitled to be paid immediately by the Customer an amount being equal to the fixed monthly Primus Home Phone package fee (for Carrier-Pre-Select and Line Rental) for each of the remaining months of the Initial Term which would have been paid by the Customer if the Initial Term had been completed. The fixed Primus Home Phone package monthly fee which will be used to calculate the amount due shall be the fixed Primus Home Phone package monthly fee chargeable to the Customer prior to notice of termination being received.

13. Assignment - This Agreement may not be assigned in whole, or in part, by the Customer without the prior written consent of Primus. However, Primus may at any time transfer this Agreement to any third party, assign any of its benefits and/or obligations under this Agreement and/or sub-contract the performance of any of its obligations under this Agreement to any third party.

14. Third parties - The rights and obligations set out in this Agreement shall be solely for the benefit of, and shall be enforceable only, by the parties hereto and their respective successors and permitted assigns. A person who is not a party to this Agreement has no right under the Contract (Rights of Third Parties Act) 1999 to enforce any terms or conditions of this Agreement, but this does not affect any right of a third party which exists or is available apart from that Act.

15. Ownership Rights - The ownership rights relating to the Service(s) including all patents, trademarks, copyright and rights of like nature in any material supplied under this Agreement or relating to the Service shall remain the sole property of Primus, and without limitation to the forgoing, the Customer shall not be entitled to use the name, trademarks, trade names or other proprietary identifying mark or symbols of Primus without Primus's prior written consent.

16. Force Majeure - Neither party shall be liable to the other party for any failure to perform any of its obligations under this Agreement (other than payment by the Customer of Charges due) and for any loss or damage which may be suffered by the other party due to any cause beyond the first party's reasonable control including but not limited to any act of God, inclement weather, failure or shortage of power supplies, flood, drought, lightning, or fire, strike, lock out, trade dispute or labour disturbance, cable cuts, outages, the act or omission of government, highway authorities, other telecommunications operators or administrators or other competent authorities, war, military operation, or riot, terrorism difficulty, delay or failure in manufacture production or supply by third parties of equipment or any act or omission of any third party.

17. No Waiver - Failure or delay by either party to exercise or enforce any right conferred by this Agreement shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement thereof, or of any other right on any later occasion.

18. Notices

18.1. Any notice, invoice or other document which may be given by either party under this Agreement shall be deemed to have been given if left at or sent by post or facsimile transmission (confirming the same by post) to an address notified by the other party in writing as an address to which notices, invoices or other documents may be sent.

19. Disputes

19.1 Should the Customer have any dispute with Primus in connection with this Agreement, then Primus shall use its reasonable endeavours to resolve any such dispute. The Customer may refer this dispute to any appropriate dispute resolution service. The Customer can find details of the parties who can deal with these disputes and how to refer such disputes in the Primus Code of Practice which is set forth at:

19.2 All claims for un-connected call credits must be made within 30 days after receipt of the relevant invoice or. Customer shall not be entitled to un-connected call credit if such credit is less than £5.00.

19.3 The parties shall use all reasonable endeavours to resolve payment disputes pursuant to Condition 21 as promptly as is reasonably practicable. For the avoidance of doubt, nothing in this Condition 19 shall in any way release the Customer from any of his obligations to pay invoices in accordance with Condition 3 of this Agreement.

19.4 Primus reserves the right to make changes to these terms and conditions and/or prices either by giving Customers twenty-eight (28) days notice, unless such changes are due to legal and/or regulatory reasons, in which event the change will be made immediately on the website without prior notice. Should an increase in the prices and/or change in the terms and conditions put the Customer at a significant disadvantage, then Primus will notify the Customer in writing and the Customer has a right to immediately terminate the Agreement, failing which the Customer shall be bound by the amended terms and conditions and/or prices. In the event of such termination under this clause 19.4., the Customer will not be liable to pay the termination payment under clause 13.7. The changes to the terms and conditions and/or prices shall be displayed on the Primus website at <http://www.planet-talk.co.uk> and can be requested by writing to or by calling Primus customer service department.

20. Entire Agreement

20.1 This Agreement represents the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes all prior agreements, promises, covenants, arrangements, communications, whether understandings and representations, or warranties, whether written or oral except for any fraudulent misrepresentations. Except as expressly provided for in this Agreement, then this Agreement may only be modified if such modification is in writing and signed by Primus and the Customer. In no event shall any terms or conditions included on any form of Customer purchase order apply to the relationship between Primus and Customer hereunder, unless the parties expressly agree to such terms in writing. Any amendments of or waivers relating to this Agreement or any Order must be in writing signed by the party, or parties, to be charged therewith

20.2 If any provision of this Agreement is held by a court or governmental agency or authority to be invalid, void or unenforceable, the remainder of this Agreement shall nevertheless remain legal, valid, and enforceable.

21. Governing Law - This Agreement shall be governed by and construed in accordance with English law and the parties hereby submit to the jurisdiction of the English Courts.