

## CONDITIONS FOR HOSTED VOICE SERVICES

YOUR AGREEMENT WITH US (this "AGREEMENT") IS MADE UP OF THE FOLLOWING DOCUMENTS:

- (i) THESE CONDITIONS FOR HOSTED VOICE SERVICES;
- (ii) OUR CONDITIONS FOR COMMUNICATION SERVICES;
- (iii) THE SERVICE AGREEMENT;
- (iv) THE RELEVANT TARIFF(S) FOR THE SERVICES WE AGREE TO PROVIDE TO YOU; AND
- (v) ANY FURTHER CONDITIONS RELATING TO SPECIFIC SERVICES.

The terms of this agreement form part of the conditions of sale, and shall be incorporated into the Service Agreement signed by the customer. These terms are to be read in conjunction with the Conditions for Communication Services. If your Hosted Voice solution includes our Ethernet product then the Conditions for Ethernet Services shall also apply. No individual set of terms will individually constitute a full service contract for this Service. In the event of any conflict or inconsistency between the terms within these conditions and the Conditions for Communication Services, then the terms within these conditions will prevail.

### 1. THE SERVICE

1.1 We will supply you with the services in accordance with our conditions and the accompanying signed Service Agreement and fully completed Customer Requirement Forms, the combination of which will form a service contract between the parties.

1.2 All details specified on the order form, Service Agreement and Customer Requirements Form are based on information supplied by you and/or collected during a site survey (remote or onsite), and may be subject to amendment in accordance with Clauses 1.4 to 1.6 below. 1.3 We and/or our subcontractors may conduct surveys to clarify whether the Service, Equipment, Installation Fee or Service Fee require amending.

1.4 Where we determine that amendments are required, we will submit to you a replacement order form and Service Agreement reflecting any such changes. If the replacement Service Agreement is agreed by you in writing or by email, the replacement Service Agreement will immediately supersede the original Service Agreement (which will be immediately cancelled). If you do not agree the replacement Service Agreement, both the original Service Agreement and replacement Service Agreement will be cancelled by us 14 days after notification of such amendments.

1.5 Following the completion of the surveys and, if required, the agreeing of the replacement Service Agreement, we will confirm to you when the Service will commence.

1.6 We will use reasonable endeavours to meet any agreed times or dates, but time is not of the essence in respect of those times or dates and you acknowledge that all timeframes are estimates only and that service levels are target service levels only.

1.7 Throughout the provisioning process, we will need to communicate with named member(s) of your staff to arrange access to your premises. Any delays to these requests by you will delay Service Commencement Date and we will not be liable for any such delay.

1.8 To enable us to provide the Installation Service, you will:

1.8.1 prepare the Sites and your networks in accordance with our instructions. You are responsible, at your own cost, for the power supply and arranging alternative power supplies if any

temporary supply fails. Installing engineers may refuse to install equipment if they perceive a hazard or risk,

1.8.2 provide us with full access to your Sites and networks and make available such office and technology facilities as may be necessary for us to provide the Service,

1.8.3 provide a suitable operating environment for the equipment in accordance with the manufacturer's operating instructions,

1.8.4 promptly furnish us with such information and documents as we may reasonably require for the proper performance of the Services,

1.8.5 obtain all third party consents, licences and rights reasonably required in order to allow us or our subcontractor to provide the Service and be responsible for complying with any applicable laws, statutes, regulations and codes of practice, in relation to the Services,

1.8.6 put in place adequate security and virus checking procedures in relation to any computer facilities to which you provide us with access, and

1.8.7 take necessary steps to manage your network and internal infrastructure to prevent conflicts with the Hosted Voice service that may result in fault or failure of the Hosted Voice service.

1.8.8 Any failure to do any of the things detailed in this clause 1.8 may result in the need to reschedule your installation and you may incur aborted visit charges and new appointment times and charges which will be subject to new lead times. Any failure to do any of the things detailed in this clause 1.8 which results in configuration issues on the Equipment may result in you being charged for any reconfiguration work or for replacement Equipment.

1.9 All Equipment provided by us will remain our property until paid for in full. Where Equipment is provided as part of a monthly Service Fee or is not paid for in full we reserve the right to request return of the Equipment at your cost. You agree to return such equipment to us on termination of your contract for any reason.

1.10 We reserve the right not to provide the Service to any Site and to withdraw our provisional acceptance of an order for reasons including, but not limited to:

1.10.1 the distance between a Site and our point of presence or its underlying service provider,

1.10.2 if a site survey finds that a site is not suitable for the provision of the Service,

1.10.3 if you do not agree to pay any excess construction charges or any other charges reasonably levied by us in addition to the charges initially proposed.

1.11 We or our nominated subcontractor will install the Service and will perform a series of commissioning tests to ensure that the configured Service is functioning correctly. On successful conclusion of the tests the Service will be deemed to be ready for use and we shall be entitled to invoice you for such Service from this date.

1.12 Provision of the Service may be subject to the completion of a satisfactory site survey(s) by us or our subcontractor. You acknowledge that it will be necessary for us or our subcontractor to visit the installation Site or Sites to conduct such survey(s) and for the purposes of installation.

1.13 Where an appointment is made for us or our subcontractor to visit your Site, including for the purposes of a site survey or

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for installation and the visit cannot be successfully completed due to:

- a) the inability of us or our subcontractor, through no fault of our / their own, to complete the work,
- b) the inability of us or our subcontractor to gain access to the site or sites or any part thereof which is necessary for the work,
- c) the appointment is broken by you,
- d) your failure to prepare the site in accordance with 1.8 or any other preparatory instructions we may have given you, or e) any other reason where we or our subcontractor are not at fault, we will charge you with our standard aborted visit charge which may be applicable at the time. Rescheduled appointments following an aborted visit will be subject to new lead-times and will be confirmed to you at the time.

1.14 Unless otherwise agreed in writing between the parties you must agree an appointment for installation at a Site within 72 hours of notification by us of our preferred installation date. In the event that you do not agree such an appointment, the appointment will be deemed to have been fixed for our preferred installation date unless a revised Required Date is subsequently agreed.

1.15 If your Hosted Voice Service includes our Ethernet or Assured access then, unless you have ordered an installation of the router, it is your responsibility to install the router at the Site or Sites where this is required and neither we nor our subcontractor shall bear any liability for any delay your failure to install may cause.

1.16 We will maintain your Service to the Service Demarcation Point.

1.17 Where we agree you may use/supply your own router for any part of the Service then you agree that all responsibility and liability for such equipment remains with you, save for instances where the router was originally supplied by Urban IT Solutions and is deemed as compatible with the Service. Should we or our subcontractor visit your Site due to a fault which is later found to be caused by equipment not provided by us then we will charge you for such site visit and any additional costs incurred as a direct result. Use of your own router(s) will affect the Demarcation Point of the Service.

1.18 We do not issue any IP address to be used with this Service. Access to and use of this address is controlled by the internet authorities and its use is subject to any rules which they may prescribe. We reserve the right to withdraw or change this address if for any reason the address ceases to be available.

1.19 We will provide you with an internet portal account through which the Service can be controlled online. We shall use reasonable endeavours to maintain (but do not guarantee) access to such account 24 hours in every day on every day of the year and we shall not be liable for any losses caused by any restrictions in such access.

1.20 If you request and we agree to upgrade your bandwidth of the underlying access then additional charges will apply and we will advise you of these at the time.

1.21 The Service supports 999/112 public emergency call services and such calls will be routed to the national emergency call handling agents. However these services do not operate in the same way as PSTN fixed line 999/112 public emergency call services and connection to such services may not be possible in the event of a service outage caused by loss of connectivity to the internet for whatever reason. In such circumstances you

should use a separate line to make the emergency call.

Furthermore it may on occasions not be possible for emergency services personnel to identify your location and telephone number so this information should be stated promptly and clearly by you when making such a call.

1.22 Where we agree that you may use your existing or other new access circuits (including but not limited to broadband, Ethernet, leased line etc) not provided by us then it is your responsibility to ensure such access meets the necessary requirements and functionality as defined in the non- Urban IT Solutions access Customer responsibilities document, a copy of which is available on request. Your failure to meet such requirements and functionality may result in quality and set up issues or may mean the Hosted Voice Service will not work.

Where we do not provide the access, you agree that all responsibility and liability for such access remains with you. Should we or our subcontractor visit your Site due to a fault which is later found to be caused by access not provided by us then we will charge you for such site visit and any additional costs incurred as a direct result. Use of your own access will affect the Demarcation Point of the Service.

1.23 Where we agree that you may use a third party to install the Service then you agree to indemnify us from any direct or indirect claims or losses, financial or otherwise, that you may incur as a result of such installation by a third party. Use of a third party installer will affect the Demarcation Point of the Service.

1.24 At the end of each Working Day, if requested by us, you agree to sign off for the work carried out that day by us or our subcontractor. In the absence of an authorised representative then you agree that our sign off shall have equivalent effect as if you had signed it off. Such sign off shall not constitute full Acceptance as defined in Clause 2.

1.25 Where we provide you with any of the user based features (including but not limited to auto attendant, hunt group, call park, call pickup, call queue etc) and you have not allocated these features to a user then we reserve the right to recover such unallocated features from your account. You can replace these features or add additional features at any time.

## 2. ACCEPTANCE

2.1 You will inspect and test the Service for the purpose of Acceptance ("Acceptance Testing") as part of the Installation Service work. During Acceptance Testing, you must notify the attending engineer of any material non-conformity of the Service.

2.2 To the extent that such non-conformities will have, in our opinion, a material detrimental effect on the Service, we will use our reasonable endeavours to remedy such non-conformities.

2.3 Acceptance shall be on an individual Site by Site basis and shall take place on the earlier of:

- a) your written confirmation to us or our subcontractor that the Acceptance Testing has been completed,
- b) where you have not notified us under Clause 2.2, five (5) Working Days from the date of our notification to you that the Installation Service has been completed, or
- c) where you have notified us under Clause 2.2 of material nonconformities, five (5) Working Days from the date on which the notified non-conformities were remedied, or immediately

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upon our demonstration that the notified non-conformities will not, in our opinion, have a detrimental effect on the Service.  
2.4 Any additional time incurred by us remedying nonconformities notified by you under Clause 2.2 above shall, at our sole discretion, be reflected in corresponding extensions to the affected timescales in the project plan (if any). Any additional time incurred by us investigating any notified non-conformities which later are found not to exist, will be charged to you as a professional service on a time and materials basis in accordance with our then current standard rates.

### 3. YOUR OBLIGATIONS

3.1 You will be responsible for procuring any third party consents that may be required by us (and/or our subcontractors) to provide the Installation Service and/or the Service, including, for example, landlord consents, wayleave consents and access consents. You will be responsible for the costs of procuring any such third party consents.  
3.2 You will be responsible for providing named contacts (and any replacement contact(s)) and ensuring that they have the appropriate level of authority to make decisions relating to the Installation Service and the Service.  
3.3 Where any part of the Service is a professional service to be provided at a Site, you will ensure that our staff and contractors have a safe place to work, and you will notify us (and our contractors where applicable) of any health and safety rules which apply to that Site. We will use our reasonable endeavours to ensure that our staff and contractors comply with such rules when working on your premises.  
3.4 You will:  
3.4.1 perform all your obligations under the Contract,  
3.4.2 follow our reasonable instructions,  
3.4.3 provide us with up-to-date information, cooperation, support, and access, at your cost, to enable us to perform our obligations under the Contract,  
3.4.4 provide us with office, information technology, and telecommunications facilities (including full remote access), at your cost, to enable us to perform our obligations under the Contract,  
3.4.5 supply on an ongoing basis, at your cost, all space, power supply access points, cables, trunking, electricity, air conditioning and any other facility as may be defined following the site survey required to receive the Installation Service and the Service, and 3.4.6 keep full and up-to-date secure backup copies of the data on the Network in accordance with good industry practice, and  
3.4.7 comply with and maintain compliance with all such laws and regulations that relate to their provision of telecommunications and other products or services supplied by us.  
3.5 You will not allow any unauthorised user or any third party to access or use the Equipment and / or the Service, and shall take all reasonable security precautions to avoid such unauthorised access or use, and / or add to, modify, or interfere with in any way, the Equipment and / or the Service.  
3.6 The Services permits you to upload music files for the music on hold feature. You agree to obtain any necessary licences and consents as may be required and agree to indemnify us from any direct or indirect claims where you fail to do so.

### 4. YOUR USE OF THE SERVICE

4.1 You will not use the Service in any way that would constitute or contribute to the commission of a crime, tort, fraud, or other unlawful activity (including activities deemed unlawful under a complainant's legal jurisdiction) ("Laws"). You will indemnify, and keep us fully indemnified, against all costs, claims, demands, expenses, and liabilities arising out of, or in connection with, any claim that the Service (or its use) infringes any Laws.  
4.2 You warrant that any material and / or communication received, transmitted, hosted, or otherwise processed using the Service will not be menacing, of a junk mail or spam like nature, illegal, obscene, threatening, defamatory, discriminatory, promote illegal or unlawful activity, or be otherwise actionable or in violation of any rules, regulations, or laws to which the Service is subject, and will not infringe the intellectual property rights of Urban IT Solutions or any third party. You will indemnify and keep us fully indemnified against all costs, claims, demands, expenses and liabilities arising out of or in connection with any breach or reasonably suspected breach of this Clause 4.2.  
4.3 You agree that:  
4.3.1 all Equipment will be housed in accordance with our or our subcontractors' instructions,  
4.3.2 Equipment shall be kept at your premises and stationary at all times,  
4.3.3 you will not add, modify, relocate, reconfigure or in any way interfere with the Equipment,  
4.3.4 you will not cause the Equipment to be removed, repaired, serviced or otherwise attended to except by our authorised representative,  
4.3.5 you will not remove, tamper with or obliterate any words or labels from the Equipment of any parts thereof,  
4.3.6 you will not use the Equipment except in accordance with such written instructions as may be notified by us or our subcontractor from time to time,  
4.3.7 you will not use any Equipment not approved in writing by us,  
4.3.8 you are responsible for maintaining all in life changes by using the online portal. You agree to pay our standard charges applicable at the time where you request us to make changes on your behalf.

### 5. EQUIPMENT

5.1 Replacement of faulty Equipment is dependent upon the warranty offered by the relevant manufacturer. If an additional engineer visit is required, then this will be chargeable to you and will be arranged within usual working hours. We will provide assistance to you in dealing with manufacturers but we will accept no liability in respect of any defect or breakdown of Equipment or any losses, financial or otherwise, as a direct result of such defect or breakdown.  
5.2 Save as expressly provided by this Clause 5 we do not give any warranty condition or undertaking as to the state of such Equipment other than that the configuration work will be performed correctly.  
5.3 All handsets are provided with the Hosted Voice settings pre-configured. We do not offer a service to unlock handsets or remove these settings during or at the end of your contract.  
5.4 Title to any Equipment supplied by us without separate charge as part of this service shall remain with us for the initial

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Minimum Term after the first activation of the service to which the Equipment is connected.

5.5 On expiry or termination of the Agreement or the relevant Service, all Equipment must be returned to us in reasonable condition, subject to reasonable wear and tear.

5.6 If you fail to return or make available for collection the Equipment in a reasonable condition or at all we may, at our option, invoice you for a sum equal to the original cost of the Equipment less any depreciation together with any costs reasonably incurred by us.

5.7 In the event that you return Equipment to us and it is not received by us, in the absence of reasonable evidence that the Equipment has been delivered to us you accept that you shall remain liable for the Equipment.

5.8 You shall not sell or otherwise dispose of any Equipment to which we retain title nor charge the same as security or do any other thing which transfers or purports to transfer title in the equipment to any other party. Notwithstanding the above, title to all intellectual property rights to the configuration of the Hosted Voice Service, including the Equipment, is and shall remain at all times our property provided that in the event title to the Equipment is transferred to you we hereby grant you a non-exclusive, free of charge, non-transferable and non-sublicensable licence to use such configuration on the Equipment for the purposes of providing or using the services (as applicable) and for the duration of initial Minimum Term and any subsequent Minimum Term.

### 6. RISK AND WARRANTY

6.1 On delivery of the Equipment to you full risk of damage to, or loss of, such equipment shall pass to you.

6.2 For a minimum period of thirty (30) days from delivery, if any Equipment materially fails to comply with the manufacturer's specifications (a "defect"), you will immediately notify us of such defect, and we will investigate such defect. If we agree that the Equipment has a defect, we will replace the Equipment.

6.3 Where we agree you may provide your own equipment at the outset or as a replacement, you will, at your own cost, be responsible for repairing, maintaining, and replacing any equipment that no longer operates in accordance with its manufacturer's specifications. Where you replace the Equipment, the replacement shall be (i) equivalent to the original's functionality and performance, and (ii) approved by us in writing. You will be responsible, at your own cost, for (i) reconfiguring any replacement of the Equipment to the same or equivalent configuration as the original (if agreed by the parties, such reconfiguration work may be provided by us as a professional service at our then current standard rates), and (ii) installing such reconfigured replacement in place of the original.

6.4 Any impact on the Service caused by substandard performance or non-availability of the Equipment under Clauses 6.2 or 6.3 shall be excluded from our service level obligations under the Agreement, and such exclusion shall continue for as long as any of the circumstances in Clauses 6.2 or 6.3 continue.

### 7. FEES AND PAYMENT

7.1 All pricing will be indicative only and is not binding until confirmed by us. The pricing given is valid at the point of quote, but it can only be confirmed after the site survey. Additional

charges, such as but not limited to excess construction charges, may be applied, following the site survey. All prices are quoted are exclusive of VAT. Prices for Hosted Voice are valid for 30 days only.

7.2 Following Acceptance, you must pay the Service Fee monthly in advance, the Installation Fee upfront and any usage fees, if applicable, monthly in arrears. If specified on the Service Agreement, you may pay the Installation Fee monthly in advance in lieu of the upfront fee.

7.3 Unless otherwise agreed by us in writing, any discount specified on the Service Agreement shall only apply during the Initial Term, and shall not apply to subsequent Service periods.

7.4 After the Initial Term, we shall be entitled to revise any fees under the Service Agreement to reflect our then current standard rates by giving you not less than thirty (30) days' written notice. 7.5 We shall be entitled to increase the Service Fee at any time with immediate effect where we can reasonably demonstrate that such an increase is due to an increased cost of providing the Service caused by a third party supplier, or legal or regulatory change. Any such increase in the Service Fee will not exceed the increased cost incurred by us in providing the Service.

7.6 We may require you to pay a deposit and / or require you to procure that your parent company or related company guarantees the payment of any fees under the Agreement. You agree to enter into (and / or procure the execution of) any agreement or deed reasonably required for any such purpose.

7.7 All Charges due to us for traffic routed via any IP address to be used with this service shall be paid in full by you by the due date notwithstanding that they may have arisen from unauthorised, fraudulent or illegal use (except for fraud on the part of us or our employees acting in the course of their employment) and whether or not they derive from installation and access arrangements which have been authorised by us.

7.8 Should any of your site configuration change following site survey and additional engineering time or equipment is required to fulfil the installation, you will be liable for any additional charges associated with additional time for configuration or additional equipment.

7.9 Where your Service Agreement specifies a UK call allowance and / or a UK Mobile call allowance you agree to the fair usage and exclusions that may be applicable at the time and are available on request. Any calls made which fall outside any call allowance will be charged in accordance with your call tariff, or where not specified in your call tariff at our standard tariff.

7.10 Where all your Hosted Voice Services (including but not limited to user subscriptions, Equipment, data access, installation) are wrapped into a per user monthly rental and you subsequently cease any element of the Hosted Voice Service you will remain liable for the full per user monthly rental for the remaining term of your Agreement unless we have agreed otherwise with you in advance of entering into this Agreement. Where we may have agreed otherwise, your minimum liability will be the full cost of any installation, survey, set up, activation and Equipment, the costs for which we will confirm at the time.

### 8. SERVICE SUSPENSION

8.1 By giving reasonable notice to you, or if this is not practicable, such notice as is reasonably practicable in the



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circumstances, we may suspend the Service (or any part of the Service) for reasons to include but not limited to:

8.1.1 for operational reasons in accordance with the service levels, or

8.1.2 if required because of a regulatory or legal change, or

8.1.3 if we are obliged to comply with the order, instruction, or request of a court, government, agency, emergency service organisation, or other competent administrative or regulatory authority, requiring suspension to the Service, or

8.1.4 if your use of the Service may damage or disrupt the proper functioning of the infrastructure and / or equipment used to provide services to our other Customers, or

8.1.5 if we have reasonable grounds to believe that you are in breach of your obligations, and you either fail to remedy that breach or fail to demonstrate to our reasonable satisfaction that no breach took place within two (2) Working Days of written notice of the suspected breach for a serious breach (serious breach to include, but not limited to, a breach likely to cause serious damage to us or our brand, or that of our contractors, or result in legal action by a third party) or within ten (10) Working Days of written notice of the suspected breach for other breach, or

8.1.6 if an undisputed invoice (or an undisputed part of an invoice) is not paid in full by the due date, provided that we have given you at least five (5) Working Days' notice of such nonpayment. 8.2 Suspension of the Service shall cause our service level obligations to be excluded for the period of the suspension. Such suspension of the Service shall continue for as long as any of the circumstances in Clause 8 continues.

### 9. TERM AND TERMINATION

9.1 Your obligations under this Agreement will commence on the date you sign the Service Agreement. The term of the contract as indicated on the Service Agreement will start on the date of Acceptance and, for multi Sites, is applicable on an individual Site by Site basis. The contract will then continue for the initial minimum term stipulated within the Service Agreement. For the avoidance of doubt, if not specified on the Service Agreement, the initial minimum term of contract is thirty six (36) months. At the end of the initial minimum term, the contract will automatically renew for a further period of twelve (12) months, on a rolling twelve (12) month basis, unless we receive prior notice from you giving a minimum of sixty (60) days written notice of your wish to terminate the Service. Such termination is not to take place earlier than the expiry of the current term or renewed term.

9.2 We shall have the right, by giving written notice to you, to terminate the Agreement immediately if you:

9.2.1 commit any material breach of your obligations, and fail to remedy that breach within twenty-eight (28) days of written notice of that breach. The twenty-eight (28) day period only applies where a breach is capable of remedy; if it is incapable of remedy, the Agreement may be terminated by written notice immediately), or

9.2.2 have a winding up petition presented, or enter into liquidation whether compulsorily or voluntarily (otherwise than for the purposes of amalgamation or reconstruction without insolvency), or makes an arrangement with your creditors or petitions for an administration order, or has a receiver or manager appointed over any of your assets, or generally

becomes unable to pay your debts within the meaning of section 123 of the Insolvency Act 1986.

9.3 We may terminate the Service or part thereof on 60 days written notice to you provided that such notice extends the termination date beyond the end of the minimum term as set out in the Service Agreement.

9.4 Where the Agreement is terminated or otherwise brought to an end, all Service Fees for the remainder of the initial term or the renewed term (as applicable) shall become payable immediately. 9.5 If you cancel an ordered Service or any part of it, notwithstanding that such order has only been provisionally accepted by us, you agree to reimburse us for any costs we have incurred in preparing to deliver the Service in addition to the standard cancellation charge, as may be applicable at the time. We will take all reasonable steps to mitigate any such costs but in the case of cancelling an Installation Service then the cancellation charge may include the cost of lost revenue incurred whilst we or our subcontractors re-allocate staff who would have otherwise been engaged in your installation where we cannot re-allocate such staff at short notice and this does not constitute a penalty. If you have had a site survey you will pay the full site survey charges. If the Service includes any excess construction charges such charges will be payable in full by you on cancellation of an ordered Service. If we have provided you with any Equipment you will return such Equipment to us immediately in full working order at your cost. 9.6 We shall have the right to terminate the Agreement immediately if required because of a regulatory or legal change or are required to do so by a direction of Ofcom.

### 10. LIABILITY

10.1 We shall not be liable for any delay or failure in performing our obligations or failure to meet any dates under the Agreement caused by any circumstances beyond our reasonable control (such circumstances including, without limitation, any regulatory or legal change).

10.2 All warranties, conditions, obligations, or implied terms which are implied into the Agreement by statute, custom, or law are hereby excluded to the maximum extent permissible in law. 10.3 We do not exclude or limit our liability for death or personal injury caused by our negligence, and/or

10.3.1 breach of the obligations arising from section 12 of the Sale of Goods Act 1979 (seller's implied undertaking as to title, etc.), and / or

10.3.2 breach of the obligations arising from section 2 of the Supply of Goods and Service Act 1982 (implied terms about title, etc. in certain contracts for the transfer of property in goods), and / or

10.3.3 fraudulent misrepresentation.

10.4 We shall not be liable to you for any loss of profit, loss of revenue, loss of anticipated savings, loss of goodwill, loss of data and / or perceived damage to reputation.

10.5 We have no liability for any failure to meet the Required Date or for any failure to meet any service levels or to repair a fault within any given timeframe.

10.6 The overall Service may consist of elements not provided by Urban IT Solutions (such as but not limited to access circuits, routers, installation) which affects the Service Demarcation Point. You agree that we shall not be responsible or liable for any element of the overall Service not provided by Urban IT

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Solutions nor for any affect the non- Urban IT Solutions elements may have on the Service.

**"We"** or **"Us"** – Urban IT Solutions Ltd and / or our chosen subcontractor(s).

### 11. DEFINITIONS

**"Acceptance"** – acceptance by you that the Service has been completed successfully, in accordance with Clause 2.3.

**"Customer Requirements Forms"** – consists of the site survey document and the call routing documentation which combined make up the customer requirements upon with the Services are supplied.

**"Equipment"** – the preconfigured router, power over ethernet switches (POE), handsets or any other Equipment we may provide as part of the Service.

**"Installation Fee"** – the combined charge for the survey, equipment and the Installation Service, including excess construction charges, as specified on the Service Agreement or other amended documentation following site survey.

**"Installation Service"** – the work (if any) carried out by us or our subcontractor at each Site to enable you to receive the Service, normally carried out between 0900 and 1730 on a Working Day.

**"Network(s)"** – the Local Area Network, network equipment, computer systems, and local cable infrastructure, at the Sites, to which the Service will be connected.

**"Required Date"** – the date you wish the Service to commence.

**"Service Agreement"** – our completed and signed order form for services and / or products incorporating the product order form(s) and customer requirements forms.

**"Service"** – the services, as specified on the Service Agreement, and as may be further detailed in the Order Form, our Service literature and / or the customer requirements forms detailing the Sites, Installation Service, Equipment, and Service, the related configuration, solution design, and setup of these, and any project documentation for the Installation Service.

**"Service Demarcation Point"** – the point(s) to which we will maintain the Service(s). The Service Demarcation Point will be based on the different components that make up the Service and how these are deployed. The Service Demarcation Point for the main Hosted Voice service is typically identified as the connection between the access and the Hosted Voice service, managed by our Session Boarder Controllers (SBCs) within the network. Where we have supplied the access with the Hosted Voice Service, the point of demarcation will be the customer side port on the pre-configured Urban IT Solutions supplied router. Where we provide the access and the Installation Service then the Demarcation Point will be the Urban IT Solutions provided handset. In all cases Urban IT Solutions will honour any manufacturer warranty on the Urban IT Solutions provided handsets.

**"Service Fee"** – monthly recurring fee for the Service which may be individual fees for individual Services or a combined fee covering multiple Services.

**"Site"** – each of your sites where the Installation Service and the Service will be provided, as may be specified in the Customer Requirements Forms.

**"Urban Connect"** – A brand name belonging to Urban IT Solutions Ltd.

**"Working Day"** – any day falling on or between Monday to Friday, but excluding all English public and bank holidays.

**"You"** – the entity which contracts with us.