

## **Mason Infotech Ltd – General Terms & Conditions for Fixed Line Services and Technical Support**

### **Definitions**

“The Act” is defined as the Telecommunications Act 1984 and amendments to The Act that may be made from time to time. “Service(s)” is/are defined as any Mason Information Technologies Ltd product literature and publications.

“Customer” is defined as the organisation or individual named in the Agreement.

“Usage Charges” are defined as the charges for connection, line rental and usage of services as listed and described in

Mason Information Technologies Ltd product literature and publications. “Agreement” is defined as the “Fixed Line Services Agreement”. This Agreement consists of this document and all other supporting product annexes that are referred to in the Agreement.

1. “MIT” is defined as Mason Infotech Ltd.

1.1 MIT undertakes to provide the Customer with the Service(s) detailed on the Agreement and in all other supporting product annexes that relate to that Agreement.

1.2 MIT undertakes to exercise appropriate care in the provisioning of, operation of and maintenance of the Service(s) offered and warrants the fitness of these Service(s) for purpose.

2. Products & Services

2.1 The products and services covered by this Agreement include, but are not limited to, Telephone Calls, Mobile Network Calls & Line Rental, Business Numbers, Calling Cards, Internet Connectivity Services, Private Circuits and Data Connectivity.

3. Term

3.1 The Agreement will commence on written acceptance by MIT, or Connection, whichever is earlier, and, subject to the provisions for earlier termination set out in Clause 9, shall continue for the initial period mentioned in the Agreement (or if no such period is mentioned, for a period of 12 months) (“the Initial Period”) and thereafter unless and until terminated by the Customer or MIT giving 30 days written notice to the other. The terms of the Agreement will continue to be application until such a time as all products stated agreement periods have elapsed.

4. Use of the services

4.1 The Customer shall be responsible for the safe custody and safe use of the Service(s) and any related equipment after installation of the Service(s) and in particular the Customer undertakes:

a) Not to allow any attachments other than those approved for connection under The Act to be connected to the Services.

b) Not to contravene The Act or any other relevant regulations or licences.

4.2 Customer apparatus shall at all times conform to the relevant standard or standards (if for the time being) designated under The Act and MIT shall not be under any obligation to connect or keep connected any Customer apparatus if it does not conform or if in the reasonable opinion of MIT it is

liable to cause death, personal injury, damage to or impair the quality of any Service(s) provided by MIT.

4.3 The Customer undertakes to use the Service(s) in accordance with The Act and any license granted there under. Without limitation the Customer undertakes to use its reasonable endeavours not to use the Service(s):

a) As a means of communication for a purpose other than that for which the Service(s) are provided and

b) For the transmission of any material which is defamatory, offensive of an abusive or obscene or menacing character.

c) MIT provides the Calls Service, and the customer agrees to the payment of all Calls Charges subject to the terms of the Agreement. The Customer is not entitled to withhold any amount, which is the subject of fraud or suspected fraud, by the customer's end users or third parties.

4.4 The Customer shall not assign or delegate or otherwise deal with, all or any of its rights and obligations under the Agreement without MIT's prior written consent (such consent will not be unreasonably withheld).

## 5. Access to premises and provision of information

5.1 The Customer will provide MIT with all reasonable information as is required for the connection of the service. This may include historical bill information for telecommunications services, telephone line and account information with previous suppliers and details of current telecommunications infrastructure and hardware.

5.2 If the Customer requested maintenance or repair work, if appropriate, any changes will be agreed in advance. If MIT agree to, and carry out work free of charge that is subsequently found to be unnecessary, the Customer will be charged for the work and the costs incurred. Mason Information Technologies Ltd will give notice that the work is considered unnecessary prior to completion and raising charges.

5.3 To enable MIT to exercise its obligations under this Agreement the Customer shall permit or procure permission for MIT and any other person(s) authorised by MIT to have reasonable access to the premises and the services connection points and shall provide such reasonable assistance as MIT shall request.

## 6. Suspension of Services

6.1 MIT will, at its sole discretion upon giving the Customer 14 days written notice elect to suspend forthwith provision of the Service(s) until further notice without compensation on notifying the Customer either orally (confirming such notification in writing) or in writing in the event that:

a) The Customer is in breach of a material term of this Agreement.

b) MIT is obliged to comply with an order, instruction or request of the Government and emergency service organisation or other competent administrative authority.

6.2 The Customer shall reimburse MIT for all reasonable costs and expenses incurred by the implementation of such suspension and/or the re-commencement of the provision of the Service(s) as appropriate. This shall not apply where the suspension is implemented otherwise than as a consequence of breach, fault or omission of the Customer.

## 7. Liability

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

7.2 In the event that MIT Service(s) fails to operate and the Customer diverts traffic to another carrier, MIT will not be responsible for that carrier's charge.

7.3 Neither party shall be liable to the other in contract, tort or otherwise for any loss of business, contracts, anticipated savings or profits or for any other indirect or consequential loss whatsoever.

7.4 Either party's liability in contract, tort or otherwise arising out of or in connection with the performance of either party's obligations under this Agreement shall be limited to £500,000 for any one incident or series of incidents and £1,000,000 in aggregate.

7.5 Neither party shall be liable to the other 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, without limitation any act of God, inclement weather, failure or shortage of power supplies, food, drought, lightening or fire strike, lock-out, trade dispute or labour disturbance, any act of omission of Government, highways authorities, other public telecommunications operators or the other competent authority, production supply or services by third parties.

## 8. Charges and payment

8.1 The Customer agrees to pay charges by the due date.

8.2 Payment will normally be taken through Direct Debit Mandate or standing order signed by the Customer.

8.2a If payment is not collected by Direct Debit then payment is due 14 days from invoice date.

8.3 Usage Charges will be charged at the rates agreed in the Annex that forms part of this Agreement and associated addendum unless MIT deem it necessary to alter specific price.

8.4 MIT intends that there will be no price increase in Usage Charges during the term of this Agreement.

8.5 MIT shall prepare and send bill for Usage Charges in such form and manner as shall be agreed for the service by MIT. Usage Charges payable shall be calculated by reference to data recorded or logged by MIT and not by reference to any data recorded or logged by the Customer.

8.6 MIT reserves the right to charge daily interest on amount outstanding 30 days after invoice until payment in full is received, at a rate equal to 2 percent per annum above the Barclays Bank PLC Lending Rate as current form time to time, whether before or after judgement. Interest shall continue to accrue notwithstanding termination of this Agreement.

8.7 All sums referred to in this Agreement are exclusive of Value Added Tax and any other taxes of a similar nature which may from time to time be introduced.

8.8 MIT reserves the right to charge for any costs incurred in the collection of overdue amounts.

## 9. Suspension / Disconnection / Termination

9.1 Where the sale of goods and/or services has been conducted by means of distance communication, in accordance with statute the customer may terminate this agreement without penalty within 7 working days ("cooling off period") on receipt of this document subject to the following:

9.1.1 If the Customer uses the goods supplied under this service Agreement within the 7 day "cooling off" period. This use will be deemed acceptance of ownership on the part of the Customer and as such he/she will thereafter forfeit the right to cancel this Agreement.

9.1.2 For the purposes of this Contract, this document is deemed to have been received by the Customer on the working day following that on which the Agreement is posted to the Customer's last known address OR on the day on which this Agreement is sent by facsimile to the Customer's last known facsimile number.

9.1.3 The Customer is required to inform MIT of their intention to terminate this Agreement in writing directed to MIT's headquarters.

9.1.4 The Customer is obliged to take reasonable care of all equipment that has been provided by MIT for use in conjunction with the Agreement until such time as it is returned. The Customer will be held responsible for any losses or damage sustained to the equipment whilst in his or her care.

9.1.5 The Customer is responsible for ensuring the timely and safe return of all equipment that has been provided by MIT for use in conjunction with this Agreement at his/her own cost.

9.1.6 Refund of all monies paid by the Customer less any charges incurred in accordance with the provision of this Agreement will be made after receipt of equipment returned, within 30 days of termination of the Agreement.

9.2 Notwithstanding anything to the contrary expressed or implied in this Agreement, either party (without prejudice to its other rights) may terminate this Agreement forthwith in the event that:

a) A liquidator (other than for the purpose of amalgamation or reconstruction) trustee in bankruptcy, administrator, receiver or receiver and manager is appointed in respect of the whole or part of the assets and/or undertaking of the Customer or the Customer enters into an arrangement or composition with its creditors or if the Customer becomes unable to pay its debts within the meaning of S123 of the Insolvency Act 1986, or other circumstances arise which entitle a Court or Creditor to appoint a receiver or administrator or to a winding up order.

b) The other party is in breach of a material term of this Agreement and upon being given notice of that breach in writing fails to remedy that breach within 14 days.

9.3 Notwithstanding anything to the contrary expressed or implied in this Agreement, MIT (without prejudice to their other rights) may terminate this Agreement forthwith in the event that any license under which the Customer has the right to run its telecommunications system and connect it to the MIT system is revoked, amended or otherwise ceases to be valid.

9.4 If the Customer wishes to cancel this Agreement in whole or in part at any time, prior or subsequent to connection, MIT will agree to accept such cancellation upon a minimum 30 days written notice on the basis that the Customer shall pay the relevant cancellation charges detailed in section 9.5

Or

In the case that a minimum contract period for the service is agreed between the Customer and MIT, MIT will agree to accept such cancellation at the end of the agreed minimum period providing that a minimum 30 days written notice is given, on the basis that the Customer shall pay the relevant cancellation charges detailed in section 9.5.

9.5 The following Agreement Cancellation Charges will apply:

- The Customer must pay all outstanding charges owed on their account(s).
- The Customer must pay MIT the aggregate sum equal to 25% of their average monthly call charges prior to termination of the service,

for each month and proportionally for each part month, for the period remaining on the contract.

- The Customer must pay for all rentals and services outstanding on Agreement.

9.6 MIT reserves the right to make an administrative charge directly associated with cancellation or termination costs incurred in its own administration or charged by British Telecom or any involved network operator or telecoms carrier.

## 10. General

10.1 This Agreement represents the entire understanding between the parties in relation to the subject matter hereof and supersedes all other Agreements and representations made by either party, whether oral or written and the Agreement may only be modified if such modification is in writing and signed by a duly authorised representative of each party thereto.

10.2 Failure 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 any other right on any later occasion.

10.3 Any notice, invoice or other document which may be given by MIT under this Agreement shall be deemed to have been duly given if left at or sent by post to an address notified to MIT in writing by the Customer as an address to which notices, or other documents may be sent, or the Customer's usual or last known place of abode or business, or if the Customer is a limited company, its registered office.

10.4 MIT's address for the service of any notice by the Customer under this Agreement shall be such address as is shown on the last invoice rendered to the Customer or such address as MIT can prescribe for that purpose.

10.5 This Agreement shall be governed and construed and interpreted in accordance with English law and the parties hereby submit to the jurisdiction of the English courts.

10.6 Wherever appropriate, the Customer duly authorises MIT, its agents or personnel, to reprogram and/or remove existing access equipment in order to provide the services. Failure 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.

## 11. Variation

MIT may from time to time with immediate effect vary, by written notice, any of the terms and conditions of the Agreement (or introduce new terms and conditions) as a direct result of new

legislation, statutory instruments, Government regulations or licences, amendments to the System Providers standard terms and conditions, or similar events, providing this shall be limited to the extent deemed by MIT to be reasonably necessary for compliance therewith MIT at its sole discretion may elect to notify the Customer of any such variations in writing or by publishing such variation at its principle place of business.

### 13. Data Protection

In this clause: "Data Protection Legislation" shall mean the General Data Protection Regulation (EU)2016/679 (as applicable) and any other laws applicable in the UK from time to time relating to the protection of personal data and the privacy of individuals; and "Personal Data", "Controller", "Processor", "Data Subject" and "Processing" have the same meaning as in the Data Protection Legislation.

The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Mason Infotech Ltd is the Processor in respect of any Personal Data and that details of the subject matter and duration of the Processing, the nature and purpose of the Processing, the type of Personal Data and the categories of Data Subjects whose Personal Data is being Processed in connection with the Services are set out in the Service Particulars.

The Customer warrants to Mason Infotech Security that it will comply in all respects with the Data Protection Legislation. To the extent that Mason Infotech shall be processing Personal Data, the Customer shall ensure that it has all appropriate legal bases (whether consent or otherwise) necessary to enable lawful transfer of the Personal Data to Mason Infotech for the duration and purposes of the Contract.

The Customer acknowledges that Mason Infotech is reliant on the Customer for direction as to the extent to which Mason Infotech is entitled to use and process the Personal Data. [Mason Infotech will not be liable for, and the Customer shall indemnify Mason Infotech and keep Mason Infotech fully and effectively indemnified against, any breach of the Data Protection Legislation and any claim brought by a Data Subject arising from any act or omission by Mason Infotech, to the extent that such act or omission resulted from the Customer's instructions.

Mason Infotech shall comply with its obligations under the Data Protection Legislation and shall, in particular: Process the Personal Data only in accordance with the Customer's written instructions and this clause, implement appropriate technical and organisational measures in accordance with the Data Protection Legislation to ensure a level of security appropriate to the risks that are presented by such Processing; not transfer the Personal Data outside of the European Economic Area without the prior written consent of the Customer; ensure that any employees or other persons authorised to process the Personal Data are subject to appropriate obligations of confidentiality; not engage any third party to carry out its processing obligations under the Contract without obtaining the prior written consent of the Customer and, where such consent is given, procuring by way of a written contract that such third party will, at all times during the engagement, be subject to data processing obligations equivalent to those set out in this clause;

Notify the Customer, as soon as reasonably practicable, about any request or complaint received from Data Subjects without responding to that request(unless authorised to do so by the

Customer) and assist the Customer by technical and organisational measures, in so far as possible, for the fulfilment of the Customer's obligations in respect of such requests and complaints;

On request by the Customer and taking into account the nature of the processing and the information available to Mason Infotech, assist the Customer in ensuring compliance with its obligations under the General Data Protection Regulation (EU) 2016/679 (where applicable) with respect to:

implementing appropriate technical and organization measures in accordance with Article 32;

where relevant, notifying Personal Data breaches to the Information Commissioner's Office (or any replacement body) and/or communicating such breaches to the Data Subject in accordance with Articles 33 and 34; and where necessary, carrying out and/or reviewing and, if applicable, consulting with the Information Commissioner's Office (or any replacement body) with respect to data protection impact assessments in accordance with Articles 35 and 36;

On request by the Customer, make available all information necessary to demonstrate Mason Infotech's compliance with this clause and otherwise permit, and contribute to, audits carried out by the Customer (or its authorised representative); and on termination or expiry of the Contract, destroy or return (as the Customer directs) all Personal Data and delete all existing copies of such data.

## Schedule One

Ethernet Internet Access Services

MPLS Network Service Level Targets

Network Availability and performance target is 100%

Network Availability guarantee is 99.85%

Round Trip Delay <30ms

Jitter <8ms

Packet Loss 0.1%

Support matrix

Severity	Support Type	Description	Response time	Target Fix
1	Critical Failure (100% Loss of Service)	Problems severely affect service, traffic, billing and maintenance capabilities, and require immediate corrective action, issues can be reported either on line or via the telephone	Within 1 Hours	Within 4 Hours
2	Major Failure (>25% Loss of Service)	Problems cause conditions that seriously affect more than 25% of the system operation and requires immediate attention, issues can be reported either on line or via the telephone between office hours	Within 4 Hours	Within 8 Hours
3	Minor Failure Problems	do not significantly impair the functioning of the system and do not significantly affect service to	Within 8 Hours	Within 16 Hours



		customers, issues can be reported either on line or via the telephone between office hours		
4	Ad-hoc Support	Means requests for remote or on-site support with the onfiguration, setup & training of any service or "How to" questions	Within 24 Hours	Within 48 Hours

Service Credits - If after 6 hours the circuits are still hard down credits available are 5% of monthly circuit rental cost as standard. Additional compensation/credit is applied for on a case-by-case basis.

## Schedule Two

Agreement for the provision of technical support and equipment supply

All service requests and faults should initially be reported to Mason Infotech, either by:

Calling: 0115 9408040 or E-mail: [support@masoninfotech.co.uk](mailto:support@masoninfotech.co.uk)

The service request will be logged and provided with a unique reference. The service request will be allocated to an engineer who will assume ownership of the request until completion. The Service

Levels listed below will be applied to the Services Level "Response Time" means a fault is logged by the Company and an intended plan for resolution is proposed by the Company to and is agreed by the Client and commenced. The Response time is measured from when the Fault is logged by the Company. Any Fault reported outside the Hours of Cover will be deemed logged at the start of the next period of cover.

Each Fault will be assigned a severity level by the Company at the time the Fault is reported by the Client in accordance with the severity levels below and the Response Times will be as follows:

Severity Level	Typical impact	Remote Response Time	On-Site attendance
Business Critical	All users affected by Fault or supported Infrastructure unusable	1 hour	4 hours
Major	Significant proportion of users affected by Fault and/or major supported Infrastructure functions affected	1 hour	16 hours
Minor	Small proportion of users affected by the Fault and/or minor supported Infrastructure functions affected	4 hours	24 hours

### Hours of Support

Our normal hours of support will be from 9:00am to 17:00 UK local time each working day excluding weekends and Bank Holidays. Faults can be reported at anytime using the email address; [support@masoninfotech.co.uk](mailto:support@masoninfotech.co.uk). These will be actioned at the earliest opportunity during the normal

hours of support detailed above. In the case of emergencies, an out of hours engineer will be available and contactable following the instructions when calling 01159408040.