

ICUK Computing Services Limited
LEASED LINE SCHEDULE FOR RESELLERS

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This Addendum relates only to our leased line products. They do not relate to any other product or service supplied by ICUK unless specified herein.

1. Definitions and Interpretation

In this Service Agreement, the following expressions shall have the following meanings unless the context otherwise requires:

"Billing Period"	means 1-month periods of time for the billing of Rental and other Charges under this Agreement or any Contract to the Client;
"Business Days"	any day which is not a Saturday, a Sunday or a bank or public holiday in England;
"Charges"	means the charges for the installation and use of Leased Line Services together with any charges for additional services and equipment due by the Client to ICUK in terms of the Services Agreement;
"Circuit"	means a Leased Line circuit whether for the provision of Internet Leased Line Services or Point to Point Leased Line Services;
"Client Provided Apparatus"	means any apparatus at the Sites (not being Services Equipment) provided and used by the Client and/or a User in order to use the Services;
"Client"	means the Party identified in Schedule 1 of this Agreement;
"EFM"	means Ethernet in the First Mile i.e. using Ethernet protocols up to the customer premises.
"EoFTTC"	Means Ethernet over Fibre to the Cabinet utilising a hybrid of copper and fibre. A phone line is supplied as part of this circuit. EoFTTC is the name TalkTalk apply to this service.
"GEA"	GEA is the name BT Wholesale apply to the EoFTTC product. A phone line needs to be present in order to install this service.
"Go Live Date"	means the date on which ICUK notifies the Client or any User that the Service or part thereof are ready for use or, if earlier, the date on which the Client or any User first makes use of the Service of part thereof;
"Help Desk"	the telephone helpdesk described in Clause 7.1;
"Incident Report"	notification of an Incident which is raised by ICUK or by the Client;
"Incident"	a failure of the Service to operate in accordance with its published specification;
"Installation Charges"	means the charges payable for installation of Services Equipment and for the commissioning and configuration of Services, as specified in the Order or as subsequently varied in accordance with the terms of this Agreement;
"Leased Line"	means a circuit provided by ICUK as described in clause 5;
"Normal Business Hours"	the hours between 09:00 and 17:30 on Business Days;
"Operations Manual"	the ICUK operations manual applicable to the Services as may be amended from time to time;
"Order"	means a request for the provision of Services by the Client which has been accepted by ICUK in accordance with Clause 6 of this Agreement;
"Priority Level"	the priority levels specified in the table set out at Clause 8.4.1;
"Protected Circuit"	means a Circuit the local tail of which is protected fibre;
"Rental"	means the rental payable by the Client to ICUK for the provision of Services and the Services Equipment as specified in the Order or as increased or decreased by ICUK in accordance with the terms of any Contract;
"Service Credits"	means reductions in certain charges or compensation payments in respect of ICUK failing to meet specified Service Levels, calculated in the manner set out in this Agreement;
"Service Provider"	means any third party who from whom ICUK procures services in order to provide the Services under this Agreement;

"Services Equipment"	means any apparatus, equipment and cabling provided by ICUK at a Site as an essential part of providing Services under the terms of this Agreement;
"Services"	means the supply of 1st and 2nd line broadband technical helpdesk Services provided by ICUK to the Client as specified in the Order and "Service" shall have a corresponding meaning;
"Site"	means the premises or other locations from and to which Services are to be provided to the Client as specified in the Order;
"Support Service"	the support services described in clause 7;
"Target Go Live Date"	means the target date agreed between ICUK and the Client for the commencement of Services as set out in an Order or as subsequently revised by the Client in accordance with the terms of this Agreement;
"the Act"	means the Communications Act 2003;
"the Code"	means any Code of Practice relevant to the Services issued by Phonepay Plus or Ofcom as amended from time to time;
"this Agreement"	means this Service Agreement and its Schedules and any Order;
"Unavailable Time"	means a period of time when there is a total break in transmission.
"Unprotected Circuit"	means a Circuit the local tail of which is unprotected copper or fibre;

- 1.1. The Condition and Schedule headings are for convenience only and shall not affect the interpretation of this Agreement.
- 1.2. References to the singular include the plural and vice versa, and references to one gender include the other gender.
- 1.3. Any phrase introduced by the expressions "includes", "including" or "in particular" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 1.4. Any reference to a statute, statutory provision or subordinate legislation (together "legislation") shall (except where the context otherwise requires) (i) be deemed to include any bye-laws, licences, statutory instruments, rules, regulations, orders, notices, directions, consents or permissions made under that legislation and (iii) shall be construed as referring to any legislation which replaces, re-enacts, amends or consolidates such legislation (with or without modification) at any time.
- 1.5. Unless specifically provided to the contrary all notices under this Agreement shall be in writing.
- 1.6. References to times are to London times.
- 1.7. Any reference to an "hour" means an hour in a day and any reference to a "day" means a period of 24 hours running from midnight to midnight.
- 1.8. Except to the extent that they are inconsistent with the definitions and interpretations in this Agreement or are otherwise defined in this Agreement, the definitions and interpretations in the Master Agreement shall apply to this Agreement.
- 1.9. The Schedules form part of this Agreement and shall have effect as if set out in full in the body of this Agreement. Any reference to this Agreement includes the Schedules.
- 1.10. References to Clauses and Schedules are to the Clauses and Schedules of this Agreement.

2. The Service Agreement

- 2.1. The provisions of the Master Agreement apply to the delivery of the Services, with this Agreement adopting the terms of the Master Agreement as if fully set out herein.
- 2.2. Notwithstanding Clause 3.1 the Master Agreement shall remain fully effective and unamended, in relation to the supply of any goods and or services other than the Service.

3. Duration of Services

- 3.1. Throughout the term of this Agreement, ICUK commits to:
 - 3.1.1. supply the Client with the Services under the terms of this Agreement.
 - 3.1.2. demonstrate the reasonable skill and care expected of a professional communications provider in delivering the Service and, when necessary, in determining the optimal way to provide the Service to a Site.

- 3.1.3. make reasonable efforts to activate the Service by the Target Go Live Date and to meet the service levels outlined in this Agreement, although all dates should be considered as indicative. Apart from the obligations under the service guarantee, ICUK bears no liability for any failure to meet these dates;
- 3.2. Providing a service entirely without faults is technically unfeasible, and ICUK does not promise such perfection. However, ICUK will endeavour to rectify any faults in line with the service standards detailed in this Agreement.
- 3.3. The minimum service duration for Leased Line Services will be as specified in the respective Order.

4. Description of Leased Line Services

- 4.1. Leased Line Services are provided as:
 - 4.1.1. Internet Leased Line Services – a dedicated, private, fixed capacity circuit delivered from the ICUK Network to the Client Site with Internet connectivity. These Services may share infrastructure with the ICUK Network and/or that of other Service Providers. Internet Leased Line Services are delivered as a Fully Managed Service with an ICUK supplied router, 24/7 remote monitoring and management by ICUK network operations.
 - 4.1.2. Unmanaged Internet Leased Line Services – a dedicated, private, fixed capacity circuit delivered from the ICUK Network to the Client Site with Internet connectivity. These Services may share infrastructure with the ICUK Network and/or that of other Service Providers. Internet Leased Line Services are delivered to the customers premises, but it is the customers responsibly to supply the termination equipment and to monitor.
 - 4.1.3. Point-to-Point Leased Line Services– a dedicated, private, fixed capacity circuit delivered point to point between Client nominated sites. Point-to-Point Leased Line Services do not share infrastructure with the ICUK Network and will be delivered as a stand-alone Service which will not be monitored by ICUK.

5. Orders for Leased Line Services

The process for ordering Leased Line Services is outlined in this section.

- 5.1. Quotations can be obtained online through the reseller control panel.
- 5.2. All quotations provided by ICUK are conditional upon the terms and conditions of this Agreement and any necessary survey.
- 5.3. Should Excess Construction Charges (ECC) be required to facilitate the Services, ICUK will inform the Client in writing of these charges and their justification. The Client must provide written consent to these charges, with a payment of 50% of the ECC required before ICUK proceeds with the carrier. Should the ECC not be agreed upon, the order may be cancelled without incurring any penalty.
- 5.4. In the absence of ECC, the order will advance, and the option to cancel without charge will cease.
- 5.5. Submitting an Order through the Reseller Control Panel constitutes the Client's intent to purchase the Services, contingent upon (i) confirmation of service feasibility and (ii) if relevant, written agreement to the excess construction charges as mentioned in clause 3.
- 5.6. An Order is not considered binding on ICUK until formally accepted by the ICUK Provisioning Team and communicated to the Client.
- 5.7. Following acceptance by ICUK, the Services will be delivered in accordance with the terms of this Agreement.
- 5.8. Requests to upgrade or downgrade an existing Service are not treated as new service requests under this clause. However, upon ICUK's acceptance, they will be considered as modifications to the existing Order under which the Services are provided.
- 5.9. By placing an order for a leased line, you acknowledge that the service may become active at any time in the future, including immediately. ICUK cannot be held liable if a carrier activates the service before the required date, and billing will commence and must be honoured. Please refrain from ordering a leased line circuit if you are not prepared for it to go live immediately.

6. Support Services

6.1. Help Desk Support

ICUK will operate a client service and administration telephone help desk ("Help Desk") to assist the Client during the service hours detailed in Clause 6.2. This Help Desk will provide English language telephone support related to Orders and Faults within these specified service hours.

6.2. Hours of Service

- 6.2.1. The Help Desk is accessible 24/7, including Bank and Public Holidays, for reporting any Faults by telephone. Contact numbers for out-of-hours support will be made available. During standard business hours, all reports and faults must be channelled through the official support phone number listed on our website. Clients are expected to adhere to our standard procedures and gather all necessary information before contacting the support desk.
- 6.2.2. The support team will provide proactive updates through email or phone, depending on which is more appropriate.

6.3. Scheduled and Emergency Maintenance

- 6.3.1. Occasionally, ICUK may need to suspend the Service for maintenance, updates, or improvements to software, equipment, or other Service components and/or the ICUK Network ("Maintenance Events"). ICUK will endeavour to notify the Client at least 2 Business Days in advance of such events and will schedule Maintenance Events to minimise service disruption. However, immediate service interruptions may be necessary to address Incidents without prior notice.
- 6.3.2. ICUK may also conduct emergency maintenance on the ICUK Network to ensure service quality, striving to minimise the Service impact.
- 6.3.3. The Client is expected to provide reasonable cooperation to facilitate the timely start and efficient completion of Maintenance Events.
- 6.3.4. Maintenance Events occurring during Normal Business Hours, not initiated by the Client, will be considered as downtime for the purpose of calculating service availability as outlined in clause 8.

7. Service Management

7.1. Incident Reporting

- 7.1.1. ICUK provides 24/7 monitoring and management of Internet Leased Line Services, including proactive Incident reporting to the Client where feasible. If the Client encounters an Incident not already identified by ICUK, it must report the Incident to our support team by phone or email.
- 7.1.2. For Point to Point and Unmanaged Leased Line Services, the responsibility for Incident reporting lies with the Client, and clause 7.1.1 does not apply.
- 7.1.3. All Incident Reports from the Client should include a detailed description of the Incident and any information ICUK requests.
- 7.1.4. The Client may need to perform first-level diagnostics with its Users, as outlined in the Support Lounge on the Reseller Control Panel.
- 7.1.5. For urgent Incidents outside Normal Business Hours, the Client must call the out-of-hours number to ensure the ICUK engineer is informed.
- 7.1.6. Faults must be logged through the ICUK portal, where the Client should navigate to the relevant circuit and follow the process to report a fault.

7.2. Incident Response Timescales

- 7.2.1. ICUK aims to assign an Incident to a suitable engineer within 30 minutes of receiving a fault report in at least 95% of cases, in line with Clause 7.1.
- 7.2.2. Updates on Incidents will be communicated to the Client via email within the response times detailed in Clause 7.4.1.

7.3. Incident Resolution Targets

ICUK strives to resolve Incidents within the timeframes specified in the Incident classification matrix in Clause 7.4.1.

7.4. Incident Classification Matrix

7.4.1. The Incident classification matrix set out below outlines the description, and target resolution times associated fault types:

		Complete Outage	Fibre Break	Severe Packet Loss > 5%	Small Packet Loss
BT Wholesale	Fibre	5 Hours	5 Hours	12 Hours	24 Hours
	EFM	7 Hours	7 Hours	12 Hours	24 Hours
	GEA	7 Hours	7 Hours	12 Hours	24 Hours
	Wireless	10 Hours	N/A	12 Hours	24 Hours
TalkTalk Business	Fibre	5 Hours	5 Hours	12 Hours	24 Hours
	EFM	6 Hours	6 Hours	12 Hours	24 Hours
	EoFTTC	7 Hours	7 Hours	12 Hours	24 Hours
Sky	Fibre	5 Hours	5 Hours	12 Hours	24 Hours
Virgin Media	Fibre	5 hours	15 Hours	12 Hours	24 Hours
CityFibre	Fibre	6 Hours	6 Hours	12 Hours	24 Hours
	GPON	9 Hours	9 Hours	12 Hours	24 Hours
Colt	Unprotected	8 Hours	8 Hours	12 Hours	24 Hours
	Protected	4 Hours	4 Hours	12 Hours	24 Hours
Openreach	Fibre	5 Hours	5 Hours	12 Hours	24 Hours

7.4.2. Timescales for Incident resolution may need extension based on the Incident's complexity or reliance on third parties. ICUK will endeavour to mitigate Service impact by providing temporary solutions, with a permanent fix to follow.

7.4.3. The Service Level Agreement (SLA) begins once a fault is reported in line with 7.1.6 and acknowledged by the carrier.

7.4.4. SLA timing pauses if the Client cannot provide continuous site access or further information is needed for fault diagnosis.

7.5. Clearance of Incidents

An Incident is considered cleared by ICUK when:

7.5.1. It is resolved by ICUK, including temporary fixes, or

7.5.2. After investigation, ICUK deems the Incident non-existent or not its responsibility, confirmed to the Client after initial diagnostics.

7.6. Escalation Process

ICUK provides an escalation process to seek higher-level technical or management support for clearing an Incident. Either party may initiate escalation if the Incident resolution is unsatisfactory or projected repair timelines are unlikely to be met.

8. Service Availability and Credits

8.1. Overall Service Availability

- 8.1.1. ICUK aims to provide the Service with a target of 100% availability at all times, subject to the terms of this Agreement.
- 8.1.2. If there is an Outage, based on ICUK's data, ICUK will apply a reduction to the Customer's rental charge for the Service as follows, provided the Customer reports the Outage and claims for a reduction to the rental charge in accordance with 8.1:
 - a) where the Outage Period is greater than the limits set in 7.4.1, ICUK will apply a credit equivalent to one (1) day's rental charge per hour of downtime for that Service in excess of the target. For the purpose of calculating the Outage Period, a fraction of one (1) hour will be rounded-up to the nearest hour;
 - b) where the Customer has taken a ICUK Resilient option and experiences an Outage, ICUK, in accordance with this paragraph, will apply a reduction to the rental charges of both the primary and secondary links.
- 8.1.3. For the purposes of this clause 8.1, overall service availability excludes:
 - a) scheduled Maintenance Events as described in clause 6.3;
 - b) Client-caused or third party-caused outages or disruptions (except to the extent that such outages or disruptions are caused by those duly authorised third parties sub-contracted by ICUK to provide the Service); or
 - c) outages or disruptions attributable in whole or in part to force majeure events;
 - d) outages caused by Denial of Service (DoS) attacks;

8.2. Limit on compensation

- 8.2.1. Any Service Credits due to the Client shall be the Client's sole and exclusive remedy with respect to such failures and shall be in lieu of any other remedy which the Client may have at law.
- 8.2.2. The maximum compensation for Unavailable Time the Client can receive in any month is an amount equal to 100% of the Rental due in respect of that Service for the month in which the failure(s) occur and the maximum compensation in aggregate the Client can receive is an amount equal to 25% of the annual rental for the period covered by a 12 months cycle, the first such cycle starting on the Go Live Date.

8.3. How ICUK will pay Service Credits

- 8.3.1. Any compensation payable under 7.4.1 above will be credited on the Client's invoice for Rental for the following Billing Period.
- 8.3.2. An SLA claim should be raised through the ICUK portal using the Billing Queries tool within 14 days of fault closing. A fault must be closed before a claim can be raised. You will need to select the fault as part of your application for compensation.

8.4. Exclusions from service availability and service credits

The service levels, service guarantees and any Service Credits will not apply if:

- 8.4.1. the failure by ICUK is due to the Client's own network or equipment or any other network or equipment outside the ICUK Network; or
- 8.4.2. the Client is in breach of any part of this Agreement or ICUK suspends the Service or any part of it in accordance with this Agreement; or
- 8.4.3. through no fault of its own or because of circumstances beyond its reasonable control, ICUK is unable to carry out any necessary work at, or gain access to the Client's Site and/or an End User's Site or the Client fails to agree an appointment date or work is aborted; or
- 8.4.4. the Client and ICUK agree a different timescale for performance of the Service, but will apply to any new Target Go Live Date agreed, provided that the new date is after any previous Target Go Live Date(s); or
- 8.4.5. reasonable assistance is required or information is reasonably requested by ICUK or a Service Provider from the Client, End User or a third party and such assistance or information is not provided; or
- 8.4.6. through no fault of its own, ICUK is unable to obtain any necessary permissions or consents required in connection with the performance of a particular service level; or
- 8.4.7. the failure is due to a Force Majeure event; or
- 8.4.8. the failure is due to a scheduled or emergency Service outage; or
- 8.4.9. the failure is due to an inaccurate Order being submitted by the Client; or
- 8.4.10. the fault is not reported in accordance with clause 8.1 for Point to Point and Unmanaged Leased Line Services.
- 8.4.11. if a circuit is deemed to Dead on Arrival (DOA) and the circuit fails to work, standard SLA terms do not apply. ICUK will credit, on a per day basis, where service has not been delivered after the original go live date where it is deemed ICUK or the carrier is at fault.

8.5. Network Performance

8.5.1. ICUK Packet Success Service Level Guarantee

ICUK's packet success goal is based on the successful delivery of packets through the ICUK IP network. Unsuccessful packets are deemed to be those dropped due to transmission errors or router overload.

a) ICUK's packet success Service Level Guarantee ("Guarantee") is successful delivery of packets will meet or exceed 99% between ICUK-designated IP backbone paths for Leased Line Services.

b) The measurement consists of 50 100-byte pings sent every 15 minutes. A daily average will be calculated using these 96 samples. The daily measurements will be averaged to calculate a monthly average.

c) Should ICUK fail to meet the Guarantee in two consecutive calendar months, the Client is entitled to a one (1) day prorated credit of the Rental for the second month and an additional one (1) day prorated credit for any consecutive month in which the Guarantee is not met. To receive the credit the Client must contact ICUK's customer service group within 30 days of the end of the month for which credit is requested. Credits will be paid to the Client in terms of clause 9.4.2.

8.5.2. ICUK Latency Service Level Guarantee

ICUK's Latency Service Level Guarantee ("Guarantee") is based on an average round-trip transmission between ICUK-designated backbone POPs for ICUK services. Latency shall be measured by ICUK averaging sample measurements taken during a calendar month between such backbone POPs.

- Latency of 50ms or less - The measurement consists of 50 100-byte pings sent every 15 minutes. A daily average will be calculated using these 96 samples. The daily measurements will be averaged to calculate a monthly average.

9. Charges Mandated By Service Provider

ICUK reserves the right to pass on to Clients on a cost-plus basis (adding 10%) any charges levied by the Service Provider to which it is exposed as a result of the Client and/or its Users' actions.

10. Equipment

10.1. All Services Equipment remains the property of ICUK at all times.

10.2. The Client agrees to:

- 10.2.1. prepare the Site and provide a suitable place, conditions, connection points and electricity for ICUK or carrier Equipment at the Site in accordance with ICUK's reasonable instructions, if any; and
- 10.2.2. obtain all necessary consents, including for example, consents for any necessary alterations to buildings, permission to cross other people's land or permission to put ICUK/carrier Equipment on their property.
- 10.2.3. The Client is responsible for ICUK equipment and agrees to take reasonable steps to ensure that nobody (other than someone authorised by ICUK) adds to, modifies or in any way interferes with it. The Client will be liable to ICUK for any loss of or damage to ICUK Equipment, except where such loss or damage is due to fair wear and tear or is caused by ICUK, or anyone acting on ICUK's behalf.
- 10.2.4. In the event that a circuit ceases, ICUK reserves the right to request that supplied hardware is returned. Carrier supplied equipment should be retained for a minimum of 30 days should a request be made for it to be returned.
- 10.2.5. Equipment supplied by ICUK, including routers for leased lines, remains the property of ICUK until ICUK waives its rights to the equipment, as stated in section 6 of the Master Service Agreement.

11. Connection of Equipment

11.1. Any equipment connected to the Service must be:

- 11.1.1. technically compatible with the Service and not harm the ICUK Network, the Service or ICUK Equipment or another party's network or equipment;
- 11.1.2. connected and used in line with any relevant instructions or laws; and
- 11.1.3. connected and used in line with any relevant standards including, in the order of precedence set out below:
 - (i) Any legal requirements imposed upon the parties including requirements arising from General Condition 2 set under section 45 of the Communications Act 2003;
 - (ii) any relevant specification notified by Ofcom in implementation of the recommendations of the Network Interoperability Consultative Committee;
 - (iii) any recommendations by the European Telecommunications Standards Institute; and
 - (iv) any recommendations by the Telecommunications Standards Bureau (formerly the International Telegraph and Telephone Consultative Committee) of the International Telecommunication Union.
- 11.1.4. The Client agrees to connect equipment to the Service only by using the NTE provided by ICUK with the Service.
- 11.1.5. ICUK will not be liable for failure to meet any service level or other obligations under this Agreement if any equipment is found to be connected otherwise than in accordance with this clause.
- 11.1.6. ICUK reserves the right to disconnect any Client equipment if the Client does not fulfil its obligations under this Clause 12 or if in the reasonable opinion of ICUK Client Provided Apparatus is liable to cause the death of, or personal injury to any person.

12. Access and Site Regulations

- 12.1. The Client agrees to take reasonable steps to provide access to the Client's Site and to ensure that the End User provides ICUK with access to the End User's Site including for the purpose of installation and use of the ICUK Equipment at the Client's Site and/or at the End User's Site.
- 12.2. ICUK agrees to observe the Client's and the End User's reasonable Site safety and security requirements.
- 12.3. The Client agrees to provide and agrees to take reasonable steps to ensure that the End User provides a suitable and safe working environment for ICUK at the Client's Site and/or the End User's Site. The Client agrees to indemnify ICUK

against all loss, damages, liabilities, costs and expenses arising or incurred in respect of any actions, claims or legal proceedings which are brought or threatened against ICUK if the Client is in breach of this sub-clause. The limitation of liability provisions of this Agreement do not apply to this indemnity.

- 12.4. It is the responsibility of the Client or End User to carry out any making good or decorator's work required but ICUK accepts responsibility for any property damage caused by ICUK's negligence subject to the limitation of liability provisions of this Agreement.

13. Charges

- 13.1. The Client shall pay to ICUK the Installation Charges and Rental and any other charges due under this Agreement. Such charges shall be invoiced monthly in advance. The first Billing Period shall commence on the Go Live Date.
- 13.2. All Charges payable hereunder by the Client shall be payable to ICUK in British Pounds Sterling in immediately available funds within agreed credit terms after the date of ICUK's invoice.
- 13.3. Where any Go Live Date is delayed at the Client's request or by virtue of the Client's act, neglect or failure to fulfil its obligations hereunder, the Rental for the first Billing Period and Installation Charges for that Service shall be payable no later than the Target Go Live Date for that Service unless otherwise agreed in writing between the Parties.
- 13.4. ICUK shall have the right to change the Charges payable under this Order or any another Order for Access Circuits placed under this Order, including where the Carrier has notified ICUK of such change, and ICUK has given to the Customer not less than 30 calendar of notice, prior to the change taking effect.
- 13.5. The Charges are exclusive of all applicable taxes, including Value Added Tax, sales taxes and duties of levies imposed by any authority, government department, all of which, if any, shall be assumed and paid promptly when due by the Client.
- 13.6. Without prejudice to ICUK's right to treat non-payment or late payment as a repudiatory breach of this Agreement, in the event of non-payment of any invoice which is not the subject of a bona fide dispute ICUK reserves the right to charge daily interest on any outstanding amounts until payment is received in full at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998 as current from time to time whether before or after judgment until the date actual payment is received together with all external costs reasonably and necessarily incurred by ICUK in securing such payment and/or obtaining such judgment, as the case may be.
- 13.7. All sums due to ICUK under this Agreement shall be payable by the Client in full (without any set-off, deductions or withholding whatsoever) by Bank Transfer, Direct Debit or Credit / Debit Card.
- 13.8. ICUK reserves the right at any time to require the Client to issue a deposit, irrevocable letter of credit or other form of security acceptable to ICUK if the Client's financial circumstances or payment history is or becomes unacceptable to ICUK.

14. Use of the Service

- 14.1. The Client shall use the Services strictly in accordance with any reasonable operating instructions issued by ICUK from time to time.
- 14.2. The Client shall not itself or knowingly permit any User to use the ICUK Network or Services to do any of the following:
- 14.2.1. publish, post, distribute or disseminate defamatory, infringing, obscene, indecent or other unlawful material or information;
 - 14.2.2. threaten, harass, stalk, abuse, disrupt or otherwise violate the rights (including rights of privacy and publicity) of others;
 - 14.2.3. engage in illegal or unlawful activities through the ICUK Network;
 - 14.2.4. knowingly make available or upload files that contain software or other material, data or information not owned by or licensed to the Client, the User or Additional User (as appropriate);
 - 14.2.5. knowingly make available or upload files that contain a virus or corrupt data;
 - 14.2.6. falsify the true ownership of software or other material or information contained in a file that the Client, any User or Additional User makes available via the ICUK Network;
 - 14.2.7. "spam" or otherwise deliberately abuse any part of the ICUK Network;
 - 14.2.8. obtain access, through whatever means, to notified restricted areas of ICUK Network.

- 14.3. If the Client becomes aware that any User or Additional User is using the ICUK Network to perform any of the activities listed in Clause 4.3 it shall enforce the applicable terms in its agreement with its User(s) and shall use all best endeavours to stop such User from doing so. In the event that ICUK becomes aware that a User or any Additional User is performing any of the activities listed in Clause 4.3, ICUK shall bring the breach to the attention of the Client in writing. If ICUK have not received, within one (1) Business Day of dispatch of such a message, a satisfactory response from the Client detailing the actions that have been taken to stop a User or Additional User performing in this way, which actions may include restricting the access of the User or Additional User to the ICUK Network or disconnecting the User or Additional User from the ICUK Network, then ICUK shall have the right to restrict the access of and/or disconnect the User(s) or Additional User(s) in question, and if necessary the entire Service, from the ICUK Network. If ICUK exercises its rights to disconnect a User or Additional it will notify the Client as soon as reasonably practicable in the circumstances.
- 14.4. Each Party shall provide the other with all reasonably necessary co-operation, information and support to prevent and/or stop any misuse of ICUK Network by Users.

15. Limitation of Liability

- 15.1. Nothing in this Agreement shall exclude or restrict either Party's liability for fraud, death or personal injury resulting from that Party's negligence.
- 15.2. Neither Party shall be liable to the other under or in connection with this Agreement, whether in contract, tort (including negligence), misrepresentation (other than where made fraudulently), breach of statutory duty or otherwise for:
- 15.2.1. any loss of business, contracts, profits, anticipated savings, goodwill, or revenue;
 - 15.2.2. any loss or corruption of data; and/or
 - 15.2.3. for any indirect or consequential loss whatsoever incurred by either Party, whether or not the Party relying on this Clause 15.2 was advised in advance of the possibility of any such loss.
- 15.3. Except in relation to Clauses 15.3 and 15.4 and the indemnity in Clause 16.2, the total aggregate liability of either Party to the other under or in connection with this Agreement shall not exceed the lesser of one hundred thousand pounds (£100,000) or the Charges due to ICUK in the previous 12 month period for any one event or series of events.
- 15.4. In relation to Clause 15.3 and 15.4 only, the total aggregate liability of the Client to ICUK shall not exceed two hundred thousand pounds (£200,000) for any one event or series of events.
- 15.5. The Client shall be liable to ICUK for all liabilities, claims and costs arising directly from the acts and omissions of any third parties (including Users) using the Service through the Client, relating to the Client's use of the Services except where such liabilities, claims and costs arise from ICUK's negligence or breach of this Agreement.
- 15.6. The Client agrees to indemnify defend and hold harmless ICUK against all liabilities claims, liabilities, losses and costs (including reasonable and properly incurred legal costs) arising directly in connection with the Client's use of the Service by the Client's Users or any third party using the Service through the Client except where such claims arise from ICUK's negligence or breach of this Agreement.

16. Termination

- 16.1. This Agreement may be terminated without penalty:
- 16.1.1. by ICUK providing notice via the control panel provided that such notice shall not expire before the end of the Minimum Period; or
 - 16.1.2. by the Client providing notice in writing no later than the minimum lead times set in 16.1.3 prior to the expiry of the Minimum Period or any subsequent renewal.
 - 16.1.3. Minimum cease lead times are details as follows:

		Lead Time
BT Wholesale	Fibre	30 Working Days
	EFM	30 Working Days
	GEA	30 Working Days
	Wireless	30 Working Days
TalkTalk Business	Fibre	30 Working Days
	EFM	30 Working Days
	EoFTTC	30 Working Days
Sky	Fibre	30 Working Days
Virgin Media	Fibre	30 Working Days
CityFibre	Fibre	35 Working Days
	GPON	35 Working Days
Colt	Fibre	30 Working Days (effective month end)
Openreach	Fibre	30 Working Days

16.2. Notwithstanding the termination of this Agreement the terms of this Agreement shall remain in force in respect of any Order until the expiry of the Minimum Period for the provision of Services in that Order. For the avoidance of doubt, the termination of this Agreement shall not be effective until the Minimum Period for any existing Order has expired.

16.3. Notwithstanding any other rights under this Agreement, either Party may terminate this Agreement immediately in the event that:

16.3.1. the other Party holds any meeting with or proposes to enter into or has proposed to it any arrangement or composition with its creditors (including any voluntary arrangement as described in the Insolvency Act 1986); has a receiver, administrator, or other encumbrancer take possession of or appointed over or has any distress, execution or other process levied or enforced (and not discharged within 7 days) upon the whole or substantially all of its assets; ceases or threatens to cease to carry on business or becomes unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986; or

16.3.2. if either Party commits a material breach or other persistent breach of this Agreement which in the case of a breach capable of being remedied, is not remedied within thirty (30) days of a written request by the other Party to remedy the same.

16.4. ICUK may immediately terminate or suspend all or any part of this Agreement or the Services if:

16.4.1. Ofcom or Phoneyplus determine, or ICUK reasonably considers, that use of the Services by the Client or any User or Additional User (i) does not constitute Appropriate Use (ii) is in breach or may be in breach of the Code or any other relevant statutory or regulatory act, regulation, code or similar (iii) is fraudulent or illegal or may be fraudulent or illegal; or

16.4.2. if Ofcom or any other authority of competent jurisdiction revokes the supplier's authorisation as Public Electronic Communications Network under the Act and as a result ICUK can no longer legally comply with its material obligations under this Agreement and the Service Agreements.

17. Consequences of Termination

- 17.1. Except as provided for in clause 16.2, in the event of the termination of this Agreement for whatever reason the Client shall:
- 17.1.1. cease to use any of the Services, and;
 - 17.1.2. permit ICUK or any nominated representative of ICUK to enter the Sites during any Business Day for the purpose of removing any or all of the Services Equipment;
- 17.2. where ICUK is entitled to terminate this Agreement as a result of a default by the Client provided for in clause 16.3.1 or 16.3.2 or failure to pay any Charges or other amount due in terms of this Agreement; ICUK shall be entitled to continue to provide the Services to any person or entity making use of the Services or any facility of the Services at the time ICUK's right of termination arises. The Client shall provide any permission or authorisations required enabling ICUK to continue the uninterrupted provision of the Services and ICUK shall be entitled to contract directly with and receive payment directly from such users including any Charges due by the Client to ICUK in terms of this Agreement.
- 17.3. In the event of a customer terminating their service prior to the contractual period purchased, the customer agrees to pay any remaining rental charges from the date of cancellation to the date the contractual period finishes. ICUK reserve the right to levy a charge on the remaining period. For example, should three months remain on the contractual period and the service ceases prior to this final date, ICUK reserve the right to levy a single charge of three months collectively.
- 17.4. In the event of you or the customer cancelling the order once it has been placed, you agree to pay any charges levied by our carriers to us.