

# ONECOM LIMITED

## Business Solutions

### Terms & Conditions

#### 1 Contract structure and contracting entity

- 1.1 These are the terms and conditions on which Onecom will supply Goods and Services to the Customer.
- 1.2 The Customer shall be deemed to have accepted the terms of the Contract on placing an Order.
- 1.3 The **Contract** shall comprise of:
- 1.3.1 the Order;
  - 1.3.2 the Schedules (if any);
  - 1.3.3 these Conditions; and
  - 1.3.4 where applicable, the Price Guide; and
  - 1.3.5 any other document referred to in the Contract.
- 1.4 If there is any conflict between the documents listed in clause 1.3, the document higher in the list shall take precedence.
- 1.5 By entering into the Contract, the Customer confirms that it is contracting as a business and not as a consumer.

#### 2 Interpretation

##### 2.1 Definitions

In the Contract, the following definitions apply:

**Applicable Law** the laws of England and Wales and any other laws and regulations that apply to providing or receiving the Service;

**Authorised Contacts** individuals authorised to act on behalf of the Customer in relation to the Service;

**Broadband Service** a broadband Service provided by Onecom to the Customer to access the internet using the Network;

**Business Day** a day other than a Saturday, Sunday or public holiday (in England);

**Cancellation Charges** a sum equal to all costs incurred by Onecom in order to get ready to provide the Service, including cancellation charges from Onecom's subcontractors or suppliers or other costs payable to a third party and the cost of any Goods which have been delivered or provided to the Customer;

**Charges** the fees and charges payable to Onecom in relation to the Service as set out in the Order, Schedule, these Conditions, the Price Guide and/or Onecom's website;

**Claim** any legal claims, actions or proceedings against a party to this Contract, whether threatened or actual, whether by a third party or the other party to this Contract;

**Conditions** the terms and conditions set out herein;

**Contract** the agreement between Onecom and the Customer as set out in clause 1.3;

**Controller, Processor, Data Subject, Personal Data, Personal Data Breach, processing, and appropriate technical and organisational measures** as defined in the Data Protection Legislation;

**Customer** the party Onecom contracts with to provide the Service;

**Data Protection Legislation** the UK Data Protection Legislation and any other European Union legislation relating to personal data and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications) and the guidance and codes of practice issued by the relevant data protection or supervisory authority and applicable to a party;

**Data Protection Losses** all liabilities, including all:

- (a) costs (including legal costs), claims, demands, actions, settlements, interest, charges, procedures, expenses, losses and damages (including relating to material or non-material damage); and
- (b) to the extent permitted by applicable law:
  - (i) administrative fines, penalties, sanctions, liabilities or other remedies imposed by a Supervisory Authority;
  - (ii) compensation which is ordered by a Supervisory Authority to be paid to a Data Subject; and
  - (iii) the reasonable costs of compliance with investigations by a Supervisory Authority;

**Effective Date** except where Onecom specifies otherwise, the date the Customer accepts Onecom's offer to enter into the Contract, as may be further described in an order confirmation email;

**Estimated Go-Live Date** the date Onecom estimates that delivery of the Service is due to start;

**Force Majeure Event** an event or circumstance beyond a party's reasonable control;

**Go-Live Date** the date upon which the Service is first made available to the Customer;

**Goods** the equipment detailed in an Order and/or Schedule which is intended for use with the Service and/or Third Party Software;

**Incident** a support or maintenance requirement or event relating to the IT System

logged with Onecom by the Customer pursuant to the terms of the Contract;

**Intellectual Property Rights** patents, rights to inventions, copyright and related rights, trade marks and service marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;

**IT Managed Service** a Service provided by Onecom for the support and/or maintenance of the Customer's IT System at one or more Sites, the scope of which may be detailed in an Order or Schedule;

**IT System** the Customer's computers, network, software, server instances and such other items, which Onecom agrees to support and/or maintain, as may be further detailed in an Order or Schedule;

**Large Business Customer** a Customer who has ten or more employees at the Effective Date;

**Minimum Term** the period of months or years beginning on the Go-Live Date, as set out in the Order, Schedule and/or Price Guide;

**Network** the telecommunication network used to provide the Service, which consists of network elements provided by Third Party Operators;

**Not-for-profit Customer** a Customer which is a body for which (as at the Effective Date) no more than 10 individuals work (whether as employees or otherwise but excluding volunteers) and which applies the whole of its income for charitable or public purposes and is prohibited from directly or indirectly distributing among its members any part of its assets;

**Notice** any notice given by one party to the other under the Contract in accordance with clause 21.7;

**Onecom** Onecom Limited (Company No. 04031272) whose registered office is Onecom House, 4400 Parkway, Whiteley, Fareham, Hampshire, PO15 7FJ;

**Order** any order or part of an Order from the Customer for the Service that is accepted by Onecom;

**Porting Fee** the porting fee for the Services as detailed within the Price Guide;

**Price Guide** the price guide relating to the Service (as amended from time to time) at <https://onecom.co.uk/pricing/> (or any other online address that Onecom advises the Customer of);

**Privacy Policy** Onecom's privacy policy (as amended from time to time) at <https://onecom.co.uk/privacy-policy/> (or any other online address that Onecom advises the Customer of);

**Schedule** any document supplied by Onecom that sets out the specific terms that apply to a Service and which is clearly marked as forming part of the Contract, excluding any proposal or other marketing material;

**Service** each service provided by Onecom under the Contract, which may include part of a Service, provision of a Service to a Site, and/or Goods;

**Site** a place at or to which the Service is to be supplied, as identified in an Order;

**Small Business Customer** a Customer who has fewer than ten employees at the Effective Date;

**Software** any software and related documentation that Onecom provides to the Customer as part of the Service, including any embedded software but excluding software licensed under an open source licence;

**Standard Support Hours** has the meaning given in clause 9.3.1;

**Sub-Processor** has the meaning given in clause 19.7;

**Supervisory Authority** means any local, national or multinational agency, department, official, parliament, public or statutory person or any government or professional body, regulatory or supervisory authority, board or other body responsible for administering Data Protection Legislation;

**Telephone Service** a Service provided by Onecom to enable the Customer to make and receive calls over the Network;

**Termination Charges** the aggregate of:

- (a) the charges for any Service (or part thereof) supplied but for which no invoice has yet been submitted;
- (b) the fixed monthly charges due to the end of the Minimum Term;
- (c) if the Customer has paid a reduced charge, or no charge, for certain Goods or installation/connection services and the relevant Service ends before the end of the Minimum Period, the full price for the Goods and installation/connection services, excluding any discounts; and
- (d) the Porting Fee (if any);

**Third Party Operator** the operator of any Network or provider of any electronic communications services over or through which Onecom may provide a Service;

**Third Party Software** third party software licensed under and subject to the terms of any end user license agreement (including shrink-wrap or click-through software licenses) or open source license provided with it, as detailed in an Order or Schedule, which may include software which is (i) embedded in any item of equipment supplied by Onecom, or (ii) provided by Onecom and downloaded to any item of Customer equipment;

**UK Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended; and

**User** any person the Customer allows to use the Service.

## 2.2 Construction

In the Contract, the following rules apply:

- 2.2.1 a **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality);
- 2.2.2 a reference to a party includes its personal representatives, successors or permitted assigns;
- 2.2.3 a reference to a statute or statutory provision is a reference to such statute or statutory provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted;
- 2.2.4 unless stated otherwise, references to clauses in any document forming part of the Contract are to clauses in that document;
- 2.2.5 clause headings shall not affect the interpretation of the Contract;
- 2.2.6 any phrase introduced by the terms **including**, **include**, or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms;
- 2.2.7 a reference to **writing** or **written** includes reference to any communication effected by electronic transmission or similar means; and
- 2.2.8 a **party** or the **parties** refer to the parties to the Contract.

## 3 Onecom obligations

### 3.1 Onecom will:

- 3.1.1 provide the Estimated Go-Live Date and use reasonable endeavours to meet such date. Activation on a specific date is not guaranteed and Onecom will have no liability in respect of any failure to commence the supply of a Service by any given date. Where Onecom has agreed to other dates, levels or standards in respect of the performance of a Service, such criteria must be detailed in writing in an Order. Onecom shall use reasonable endeavours to meet such performance criteria, but failure to do so shall not constitute a breach of Contract;
- 3.1.2 provide the Service in all material respects in accordance with the relevant Schedule (if any) and with the care and skill that would reasonably be expected in the circumstances. Onecom shall take steps to ensure the Service is reasonably fault-free and reasonably uninterrupted, but it is not a condition of the Contract, nor does Onecom warrant or guarantee, that the Service will be uninterrupted, secure or error-free;
- 3.1.3 comply with Applicable Law;
- 3.1.4 provide information relating to the Customer's use of the Service, to authorities, regulators and law enforcement agencies, if it is legally required to; and
- 3.1.5 if applicable to the Service, take reasonable steps to stop anyone getting unauthorised access to any part of the Network.

### 3.2 Onecom may change the Service (including the introduction or removal of features or replacement of the Service with an equivalent Service) at any time:

- 3.2.1 to comply with Applicable Law or other safety requirement;
- 3.2.2 for any other reason provided the change does not materially adversely affect the nature or quality of the Service; and/or
- 3.2.3 in the event Onecom's subcontractors or suppliers make a change to the Service.

## 4 Customer obligations and warranties

### 4.1 The Customer will:

- 4.1.1 co-operate with Onecom in all matters relating to the Service;
- 4.1.2 follow all reasonable instructions from Onecom or any of Onecom's subcontractors or suppliers from time to time in connection with the Service, including preparation activities that may be required to enable the Customer to receive the Service promptly or otherwise in accordance with the Contract;
- 4.1.3 ensure that its Order is complete and accurate and provide Onecom with such information and materials as Onecom may reasonably require to supply the Service, and ensure that such information is complete and accurate;
- 4.1.4 provide the names and contact details of Authorised Contacts, but Onecom may also accept instructions from a person who Onecom reasonably believes is acting with Customer authority;
- 4.1.5 authorise Onecom to act on its behalf in all dealings with third parties in connection with any matter that enables Onecom to provide or continue to provide the Customer with the Service;
- 4.1.6 not resell the Service (unless expressly authorised to do so elsewhere in the Contract);
- 4.1.7 comply with, and procure that all Users comply with, Applicable Law and all terms of the Contract;
- 4.1.8 ensure that any hardware and software used by the Customer (and not provided by Onecom as part of the Service) is properly installed, fit for purpose, properly licensed and compatible with the Service;

- 4.1.9 keep all usernames, passwords and other security information secure (and change these and comply with such other directions as Onecom considers necessary or desirable for security purposes);
  - 4.1.10 notify Onecom as soon as possible of any unauthorised access to its account or security details;
  - 4.1.11 where applicable to the Service, and where the Customer is moving from another service provider, obtain and supply to Onecom a migration authorisation code;
  - 4.1.12 where applicable to the Service, get and maintain all consents, licences, permissions and authorisations required for Onecom to provide the Service to a Site, including for:
    - (a) making alterations to buildings;
    - (b) getting into property;
    - (c) dealing with local authorities, landlords or owners;
    - (d) installing Goods; and
    - (e) using the Service over the Customer's network or at a Site;
  - 4.1.13 not use the Service:
    - (a) for any purpose that may be offensive, abusive, a nuisance, illegal, or fraudulent; or
    - (b) for the transmission of material that contains software viruses or any other disabling or damaging programs;
  - 4.1.14 not do anything that causes the Network to be impaired or damaged or which may interfere with other users' use of the Network or of any part of the Service; and
  - 4.1.15 not use the Service in a way which is inconsistent with good faith commercial practice to Onecom's detriment.
- 4.2 The Customer warrants that:
- 4.2.1 it has the authority to enter into the Contract; and
  - 4.2.2 it is a business and in contracting with Onecom in accordance with the Contract it is not acting for a purpose which could be regarded as outside its trade or profession.

## 5 Suspension of Service

### 5.1 Onecom may restrict or suspend any Service:

- 5.1.1 for any maintenance, modification, or technical failure of the Network or Service;
- 5.1.2 to implement a change under clause 3.2;
- 5.1.3 to safeguard the security and integrity of the Network;
- 5.1.4 for any breach of the Customer's obligations under this Contract, including clauses 4 and 6, or any failure to pay Onecom pursuant to the terms of any other contract between the Customer and Onecom; or
- 5.1.5 if the Customer becomes subject to any of the events listed in clauses 14.5.2(b) to 14.5.2(k), or if the Customer fails to pay any amount due under the Contract on the due date for payment.

### 5.2 Onecom shall keep all suspensions to a minimum and shall give the Customer prior notice of such suspensions where reasonably practicable.

### 5.3 If Onecom restricts or suspends the Service pursuant to clauses 5.1.4 or 5.1.5:

- 5.3.1 the Customer will continue to be liable to pay the Charges for the Service until the Service ends; and
- 5.3.2 Onecom may charge the Customer to start the Service again.

## 6 Charges and payment

- 6.1 The Customer will pay and is responsible for the Charges, whether the Service is used by the Customer or someone else. This includes all Charges resulting from unauthorised or fraudulent use. The Customer will not be entitled to any reduction in Charges if it does not use all or any part of the Service.
- 6.2 Fixed charges (such as line rental) are invoiced in advance and variable charges (such as usage) are invoiced in arrears. The billing period (such as monthly, quarterly or annually) is set out in the Order.
- 6.3 Onecom will invoice, and the Customer will pay, in pounds sterling.
- 6.4 Onecom will work out the Charges based on details that Onecom records or that are recorded for Onecom.
- 6.5 Onecom may invoice the Customer for any administration charges incurred as a result of the Customer providing a materially inaccurate or incomplete Order.
- 6.6 If Onecom issues an invoice online, it will notify the Customer by email.
- 6.7 Unless the Customer is disputing an invoice under clause 6.15, the Customer will pay each invoice from Onecom within the number of days set out in the Schedule or Order (of if no such number is so set out then within 14 days) from the date on it. The Customer will pay the full amount in cleared funds into Onecom's bank account, without any set-off, counterclaim, deduction or withholding (except as required by law).
- 6.8 Onecom may, without limiting its other rights and remedies, set-off any amount owing to it by the Customer against any amount payable by Onecom to the Customer.
- 6.9 The Customer will pay all Charges by direct debit, unless Onecom agrees otherwise.
- 6.10 Where the Customer does not pay by direct debit, unless Onecom agrees otherwise, Onecom will:

- 6.10.1 charge a payment processing fee as set out in the Price List; and
- 6.10.2 deduct the payment processing fee from any money received before any payment is allocated against the Charges for the Service.
- 6.11 Onecom may credit assess the Customer from time to time to determine the credit limit on the Customer's account. The Customer will provide Onecom with any information it reasonably requires for this. If Onecom is not satisfied as to the creditworthiness of the Customer, it may:
- 6.11.1 notify the Customer that no further credit will be allowed;
- 6.11.2 require all Charges owing by the Customer to Onecom to be paid immediately in cash;
- 6.11.3 require the Customer to pay Charges in advance;
- 6.11.4 require the Customer to provide a guarantee as security for payment of future invoices; and/or
- 6.11.5 require the Customer to pay a deposit.
- 6.12 Unless stated otherwise in an Order, the Charges are exclusive of any applicable value added tax, excise, sales taxes or levies of a similar nature and all other taxes and charges in respect of the Service, which shall be payable by the Customer in addition.
- 6.13 If the Customer does not pay an invoice by the date it is due and is not disputing the invoice in accordance with clause 6.15, Onecom may:
- 6.13.1 charge a late payment charge, as described in the Schedule or the Price List; or
- 6.13.2 charge interest on the unpaid amount at the highest rate permitted by Applicable Law from the date payment was due until the date of actual payment, whether before or after judgment;
- 6.13.3 restrict or suspend the Service as set out in clause 5;
- 6.13.4 cancel any outstanding Order; and
- 6.13.5 deduct monies up to the value of the overdue amount from any sum standing to the credit of the Customer's account with Onecom (if any).
- 6.14 The Customer will pay any reasonable costs that Onecom incurs when recovering any amount the Customer owes to Onecom, including debt collection agency and legal costs.
- 6.15 In the event that the Customer disputes the amount of an invoice:
- 6.15.1 the Customer shall pay any undisputed portion of the invoice in accordance with clause 6.7;
- 6.15.2 the Customer shall write to Onecom within 10 Business Days of the date of the invoice providing details of:
- (a) the nature and reason for the dispute;
- (b) the amount in dispute; and
- (c) any evidence to support the disputed amount;
- 6.15.3 if Onecom can demonstrate that the invoice is correct Onecom shall be entitled to charge in accordance with clause 6.13; and
- 6.15.4 if Onecom determines that the disputed invoice is incorrect Onecom shall issue a corrected invoice and/or apply the relevant credit to the Customer's account.
- 6.16 Any invoice which is not disputed in accordance with clause 6.15 shall be deemed to be fully accepted by the Customer and Onecom shall have no liability in respect of any invoice which is otherwise disputed.
- 7 Specific provisions – Broadband Service**
- 7.1 Upon activation of a Broadband Service, the Customer accepts it may experience a temporary loss of its existing line.
- 7.2 Onecom cannot guarantee that any Broadband Service connection will operate at data transfer speeds set out in an Order, Schedule, Price Guide or otherwise.
- 7.3 To prevent spam from entering and affecting the operation of the Network and Broadband Service, Onecom or a Third Party Operator may:
- 7.3.1 take any reasonable measures or actions necessary to block access to or delivery of any e-mail which appears to be of an unsolicited nature or part of a bulk e-mail transmission; and
- 7.3.2 use within its systems virus screening technology that may result in the deletion or alteration of e-mail and or e-mail attachments,
- but Onecom does not warrant that such technology will be effective against all virus attacks or unsolicited e-mails.
- 8 Specific provisions – Telephone Service**
- 8.1 Subject to Applicable Law, the Customer shall have no title to or interest in any telephone number or IP address provided by Onecom, and Onecom may modify or withdraw any telephone number or IP address at any time.
- 8.2 The Customer must notify Onecom at least five Business Days before any significant increase in traffic across the Network will arise as a result of the use of the Telephone Service. For the purposes of this clause, a significant increase will mean more than 5,000 calls in a 15-minute period to one phone number (or the aggregate of non-geographic numbers if they point to one number).
- 8.3 The Customer will not divert calls from travelling across the Network.
- 8.4 Onecom cannot guarantee the correct function of any service not provided by Onecom but which operates across a Telephone Service.
- 8.5 The Customer acknowledges that the Telephone Service is not immune to fraudulent or unauthorised intrusion or use (including interconnection to long distance networks, computer viruses and other malicious code) and, without prejudice to the provisions of clause 13, Onecom will not be liable for any costs or losses arising from such intrusion or use.
- 9 Specific provisions – IT Managed Service**
- 9.1 Audit**
- 9.1.1 The Customer accepts responsibility, and will remain liable, for the status and condition of the IT System immediately before the Go-Live Date.
- 9.1.2 On, or at Onecom's sole discretion prior to, the Go-Live Date, Onecom will perform an audit of the IT System. Following completion of the audit, Onecom will supply the Customer with an audit report containing recommendations for improvements to the IT System (**Recommendations**) and Onecom's proposed charges for carrying out such Recommendations.
- 9.1.3 If the Customer does not wish to adopt Recommendations or if there are omissions in the information provided by the Customer during the audit, Onecom may make additional charges or impose reasonable limits on the support provided for the IT System.
- 9.1.4 The Customer will provide confirmation and evidence of all software licensing applicable to the IT System promptly upon Onecom's request.
- 9.2 Delivery**
- 9.2.1 Onecom may install Third Party Software on the IT System to facilitate the remote connection and delivery of support to the Customer. In accordance with this right:
- (a) if at any time the Customer refuses to allow Onecom to install or use Third Party Software for this purpose, Onecom may revise agreed charges or, without prejudice to its rights set out elsewhere in the Contract, terminate the Contract;
- (b) Onecom warrants that all Third Party Software installed on the IT System by Onecom for this purpose will be licensed accordingly by Onecom;
- (c) the ownership of Third Party Software installed upon the IT System for this purpose will remain vested in Onecom (or its licensors) and
- (d) the Customer can request that Onecom demonstrates and explains what Third Party Software it intends to install on the IT System and for what purpose it is intended.
- 9.2.2 Onecom gives no guarantee that it will resolve any Incident within any particular timescale. Onecom's failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer, save to the extent that any service credits that have been agreed in an Order or Schedule may apply, in which case such service credits will be the only remedy available to the Customer.
- 9.2.3 The Customer accepts that whilst Onecom may advise on software licensing matters, the Customer will be solely liable for acquiring and maintaining licenses for all software used on the IT System and paying all fees, fines or other costs associated with such software licenses, except for Third Party Software installed by Onecom pursuant to clause 9.2.1.
- 9.2.4 The Customer will provide Onecom and its subcontractors and suppliers with unrestricted access to the IT System and such further facilities and assistance may be required in order to supply the IT Managed Service. Onecom will require administrator-level access to the IT System at all times.
- 9.3 Availability**
- 9.3.1 Standard Support Hours**
- (a) Unless expressly stated otherwise in an Order or Schedule, Onecom's standard support hours for the provision of on-site support services are 8.30 am to 5.30 pm (less one hour for lunch) on Business Days.
- (b) Engineers will work on varying shift patterns within the hours stated above. This means that individual engineers do not necessarily work from 8.30 am to 5.30 pm on a daily basis.
- 9.3.2 Out of Hours**
- Subject to agreement in advance (including as to additional charges), Onecom can provide remote and/or on-site support outside of Standard Support Hours.
- 9.3.3** The Customer is responsible for giving Onecom authority to deal with its third party suppliers on behalf of the Customer. When such authority has not been provided, the support that can be provided by Onecom may be limited.
- 9.3.4** When remote support cannot resolve an Incident and on-site support is required, the on-site visit will take place during Standard Support Hours within any agreed response times.
- 9.3.5** When a Customer has an Incident that is being worked on but remains unresolved at close of Standard Support Hours, support will resume when Standard Support Hours re-open.
- 9.3.6** Where unlimited Out of Hours support is not agreed as part of the IT Managed Service, the Customer can opt to pay for Out of Hours support at the hourly rates set out in an Order of Schedule. Periods of less than an hour will be subject to the charge for a full hour.
- 9.4 Scheduled Maintenance**
- 9.4.1 Where agreed in an Order or Schedule, Onecom will provide regular scheduled maintenance visits of agreed duration and at agreed intervals.
- 9.4.2 During a maintenance visit, an engineer will attend the Site to provide maintenance services on the IT System, which may include checking

successful operation of backup procedures, disk management and server updating/patching and other general servicing procedures.

## 9.5 Additional services

9.5.1 Any requests from the Customer for changes to the IT System or other services that Onecom does not deem as being included within the agreed scope of the IT Managed Service will be chargeable in addition to the Charges. Onecom will assess each such request and confirm the scope of additional services, the applicable charges for such additional services and any resulting increase to the Charges in a proposal. The Customer's acceptance of Onecom's proposal will constitute an Order.

9.5.2 If the IT System grows in numbers of devices, users, workstations or server instances by 25% or more over any given period, Onecom may increase the Charges by notifying the Customer (including by email).

## 9.6 Exclusions

9.6.1 Onecom may exclude any Software not supplied by it from the scope of IT Managed Service.

9.6.2 If Onecom does agree to provide support in relation to such Software:

- (a) support will only be provided to Users that have a reasonable level of competency and once the User has used help files and other resources available from the vendor/developer;
- (b) Onecom will not guarantee to resolve any Incidents relating to such Software, in accordance with any service levels or at all; and
- (c) no training on such Software will be provided.

9.6.3 Onecom cannot guarantee that any Third Party Software intended for such purpose, whether or not recommended by Onecom, will keep the IT System (or any part of it) free of errors, viruses, worms, trojans, email spam, spy ware, hacking or any other unauthorised access.

9.6.4 When an issue exists with the IT System, Onecom may recommend a solution requiring a capital cost outlay by the Customer. For the avoidance of doubt, such costs are not included in any Charges for the IT Managed Service.

9.6.5 If the Customer chooses not to adopt the solution recommended by Onecom and the issue continues unresolved, Onecom may:

- (a) refuse or limit support in respect of that issue or the relevant part of the IT System, in which case the Customer will remain liable for the full Charges; and/or
- (b) increase the Charges to reflect the additional effort and risk associated with supporting the IT System with that issue unresolved.

9.6.6 Onecom cannot be held responsible for failure to provide the IT Managed Service due to:

- (a) a lack of remote access to the IT System resulting from a problem with connectivity that is beyond Onecom's control;
- (b) the Customer's failure to provide Users with sufficient training;
- (c) improper use, care of or accident to the IT System, or any failure of or change in electricity, air conditioning, humidity control or other environmental or operating conditions not recommended or approved by Onecom or the relevant manufacturer;
- (d) any element of the IT System being installed, uninstalled, moved, repaired or tampered with by any person other than Onecom, its subcontractors or suppliers.

## 10 Goods – ordering and delivery

10.1 The Customer is responsible for ensuring that the Goods are correct and appropriate for the Customer's intended use and requirements.

10.2 Onecom reserves the right to amend the specification or model of any of the Goods if required by any applicable statutory or regulatory requirements, if the manufacturer changes such specification or discontinues such model, or if stock of such model becomes otherwise unavailable, between the date of the Order and the time of despatch. Onecom will endeavour to ensure that any such substituted Goods will be of equal or better quality.

10.3 Any lead times or dates quoted for delivery of the Goods are approximate only, and time of delivery is not of the essence. The Goods may be delivered by Onecom in advance of any dates quoted for delivery of the Goods.

10.4 Delivery of the Goods shall be completed on the arrival of the Goods at the relevant Site or other address agreed by Onecom.

10.5 The Customer is under a duty to inspect the Goods on delivery.

10.6 Delays in the delivery of Goods shall not entitle the Customer to:

- 10.6.1 refuse to take delivery of the Goods; or
- 10.6.2 claim damages; or
- 10.6.3 terminate all or part of the Contract, subject always to clause 21.1.

10.7 Onecom shall have no liability for any failure to deliver, or delay in delivering, the Goods to the extent that any failure is caused by a Force Majeure Event, the Customer's failure to provide Onecom with adequate delivery instructions for the Goods or the Customer's failure to comply with any reasonable instruction related to the delivery of the Goods.

10.8 If the Customer fails to take delivery of the Goods within 3 Business Days of Onecom notifying the Customer that the Goods are ready and/or fails to provide any instructions, documents, licences, consents or authorisations required to enable the Goods to be delivered on the date quoted for delivery:

10.8.1 delivery of the Goods shall be deemed to have been completed at 9.00am on the fourth Business Day following the day on which Onecom notified the Customer that the Goods were ready; and

10.8.2 Onecom shall store the Goods until actual delivery takes place, and charge the Customer for all related costs and expenses (including insurance).

10.9 If 5 Business Days after Onecom notified the Customer that the Goods were ready for delivery the Customer has not taken delivery of them, Onecom may resell or otherwise dispose of part or all of the Goods.

## 11 Goods – warranties, replacements and returns

11.1 The Goods, where new, are provided with the benefit of and subject to the manufacturer's warranty and guarantee (**Manufacturer's Warranty**). Details of the manufacturer's Warranty are set out on the relevant manufacturer's website or in the user guide or license relating to the Goods (including the duration of any warranty period).

11.2 Except as provided in this clause 11, Onecom shall have no liability to the Customer in respect of the failure of Goods to comply with the applicable Manufacturer's Warranty.

11.3 Subject to clause 11.4 and any additional terms set out in a Schedule, Onecom shall not be under any obligation to exchange, repair or replace Goods or provide any refunds.

11.4 Where Goods supplied to the Customer are or become faulty during the Manufacturer's Warranty period and for a reason covered by the Manufacturer's Warranty (which excludes the Customer's acts, omissions or misuse):

11.4.1 The Customer should report the fault to the Onecom Support Team on 03300 888999 or by email to the relevant address at <https://onecom.co.uk/contact/>.

11.4.2 The Customer must re-package the faulty Goods and ensure that such Goods and all original accessories are returned to Onecom at the Customer's cost and risk by such post or courier service as shall ensure proof of delivery and sufficient insurance to cover the value of the Goods to Onecom Limited, Onecom House 4400 Parkway, Whiteley, Fareham, Hampshire, PO15 7FJ (or as otherwise directed by Onecom).

11.4.3 Onecom shall inspect the returned Goods and may return them to the manufacturer.

11.4.4 Onecom may, at its sole discretion and subject to inspection of the faulty Goods, elect to either:

- (a) provide replacement Goods (subject to clause 11.5); or
- (b) refund such sum as Onecom reasonably considers to be the current market value of the faulty Goods.

11.5 The Customer acknowledges that, where it is determined (either by Onecom acting reasonably, or by the manufacturer) that the fault is not covered by the Manufacturer's Warranty the Customer remains liable for any sums outstanding in respect of such Goods and:

11.5.1 where the faulty Goods can be repaired:

- (a) the Customer shall return to Onecom any replacement Goods supplied pursuant to clause 11.4.4(a) (at the Customer's cost and risk) or pay Onecom the full cost of such replacement Goods; and
- (b) at the Customer's option, Onecom shall either (i) repair the faulty Goods and the Customer shall pay the costs of repair or (ii) return the faulty Goods to the Customer at the Customer's cost and risk;

11.5.2 where the faulty Goods cannot be repaired, the Customer shall pay Onecom the full cost of any replacement Goods supplied pursuant to clause 11.4.4(a).

11.6 The Customer acknowledges and accepts that it is solely responsible for ensuring the backup of any important or confidential data stored on the Goods prior to their return to Onecom and the Customer agrees that Onecom will not be liable if any such data is lost or corrupted during any process set out in clauses 11.4 and 11.5.

11.7 Notwithstanding the foregoing provisions of this clause 11, no liability will be accepted under any Goods warranty or guarantee where any Customer invoice is overdue.

## 12 Goods – risk and title

12.1 The risk in the Goods shall pass to the Customer on completion of delivery.

12.2 Notwithstanding delivery and the passing of risk in the Goods, or any other provision of the Contract, legal and beneficial title to the Goods shall not pass to the Customer until:

12.2.1 in respect of Goods for which Onecom has invoiced the Customer, Onecom has received payment in full (in cash or cleared funds) for those Goods; or

12.2.2 in respect of Goods which Onecom has discounted (in full or in part), Onecom has received payment in full (in cash or cleared funds) of all sums due from the Customer for the Minimum Term.

12.3 Until title to the Goods has passed to the Customer, the Customer shall:

- 12.3.1 keep accurate records of the location or keeper of the Goods;
- 12.3.2 maintain the Goods in satisfactory condition and in accordance with the relevant manufacturer's warranty, guarantee and user guide;
- 12.3.3 keep them insured against all risks for their full replacement value from the date of delivery;
- 12.3.4 notify Onecom immediately if it becomes subject to any of the events listed in clauses 14.5.2(b) to 14.5.2(k); and
- 12.3.5 give Onecom such information relating to the Goods as Onecom may require from time to time.

12.4 If, before title to the Goods passes to the Customer, the Customer becomes subject to any of the events listed in clauses 14.5.2(b) to 14.5.2(k), or Onecom reasonably

- believes that any such event is about to happen and notifies the Customer accordingly, then, without limiting any other right or remedy Onecom may have, Onecom may at any time:
- 12.4.1 require the Customer at the Customer's own cost and expense to deliver up the Goods in its possession; or
- 12.4.2 without further notice enter any premises of the Customer or of any third party where the Goods may be kept or stored in order to recover them.
- 12.5 The Customer shall at all times ensure that any and all parties that seek to assert any right or claim against the Customer are made fully aware that the Goods are subject to reservation of title by Onecom and that the Goods are not the property of the Customer.
- 12.6 If, for whatever reason, any party seeks to assert any right or claim against the Customer or the Goods, the Customer shall at its own cost and expense defend any such right or claim such as to preserve the reservation of title of the Goods and/or at Onecom's request join any proceedings brought by Onecom in relation to the Goods.
- 13 Liability**
- 13.1 Onecom will not be liable if it fails to do something under the Contract (including not carrying out any of its obligations, carrying them out late or not meeting any service levels), whether or not there is a Force Majeure Event (in which case, clause 21.1 applies), to the extent that Onecom's failure is due to:
- 13.1.1 the Customer's failure to carry out, or delay in carrying out, any of its obligations under the Contract, in which case the Customer will pay Onecom for any costs and losses sustained or incurred as a result of such failure or delay;
- 13.1.2 anyone other than Onecom or Onecom's subcontractors or suppliers doing something, or not doing something, they need to do; or
- 13.1.3 any restriction or prevention by Applicable Law, a court order, an application for interlocutory relief or injunction.
- 13.2 Subject to clause 13.5:
- 13.2.1 neither party shall be liable under any circumstances to the other, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract for:
- (a) any loss of profits, sales, business, or revenue;
- (b) loss or corruption of data, information or software;
- (c) loss of business opportunity;
- (d) loss of anticipated savings;
- (e) loss of or damage to goodwill; or
- (f) any indirect or consequential loss; and
- 13.2.2 each party's total liability to the other arising in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the greater of:
- (a) the amount paid by the Customer to Onecom under the Contract in the 12 months prior to the date the loss arose; and
- (b) £100,000.
- 13.3 The Customer's obligations to make payments to Onecom pursuant to the Contract are in addition to and will not be counted towards the limitations set out in clause 13.2.2.
- 13.4 Any warranties, conditions or other terms implied by common law or statute are, to the fullest extent permitted by law, excluded from the Contract.
- 13.5 Nothing in these Conditions excludes or limits the liability of a party for:
- 13.5.1 death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;
- 13.5.2 fraud or fraudulent misrepresentation; or
- 13.5.3 any other matter for which it would be unenforceable or invalid to seek to limit or exclude liability.
- 13.6 This clause 13 shall survive termination of the Contract.
- 14 Term and termination**
- 14.1 The Contract shall commence on the Effective Date and shall continue until:
- 14.1.1 it is terminated in accordance with its terms; or
- 14.1.2 Onecom is no longer providing any Services to the Customer and there are no outstanding Orders.
- 14.2 The Customer can cancel an Order by giving Onecom Notice, provided such Notice is received (or deemed received) by Onecom before the Go-Live Date.
- 14.3 If the Customer cancels an Order in accordance with clause 14.2:
- 14.3.1 if the cancellation has any impact on volume commitments or otherwise affects the agreed Charges, Onecom may amend the Charges to reflect this; and
- 14.3.2 the Customer will pay Onecom the Cancellation Charges in accordance with clause 6.7.
- 14.4 Either party can terminate the Contract at any time by giving:
- 14.4.1 at least 90 days' Notice in respect of any Service based on ethernet, DIA, EFM or EFTTC; and
- 14.4.2 at least 30 days' Notice for any other Service.
- 14.5 Without limiting its other rights or remedies:
- 14.5.1 Onecom may terminate the Contract in whole or part with immediate effect by giving Notice to the Customer where the Customer fails to pay any amount due under the Contract (and which has not been disputed in accordance with clause 6.15.2) on the due date for payment and remains in default no less than 30 days after being notified in writing to make such payment;
- 14.5.2 a party may terminate the Contract in whole or in part with immediate effect by giving Notice to the other party if:
- (a) the other party commits a material breach of its obligations under the Contract and (if such breach is remediable) fails to remedy that breach within 30 days after being notified in writing to do so;
- (b) the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or (being a company or limited liability partnership) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or (being an individual) is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986 or (being a partnership) has any partner to whom any of the foregoing apply;
- (c) the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with its creditors other than (where a company) for the sole purpose of a scheme for a solvent amalgamation of that other party with one or more other companies or the solvent reconstruction of that other party;
- (d) a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of the other party (being a company) other than for the sole purpose of a scheme for a solvent amalgamation of the other party with one or more other companies or the solvent reconstruction of that other party;
- (e) the other party (being an individual) is the subject of a bankruptcy petition or order;
- (f) a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of its assets and such attachment or process is not discharged within 14 days;
- (g) an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the other party (being a company);
- (h) the holder of a qualifying charge over the assets of the other party (being a company) has become entitled to appoint or has appointed an administrative receiver;
- (i) a floating charge holder over the assets of the other party has become entitled to appoint or has appointed an administrative receiver;
- (j) a person becomes entitled to appoint a receiver over the assets of the other party or a receiver is appointed over the assets of the other party;
- (k) any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clauses (b) to (j) (inclusive);
- (l) the other party suspends, threatens to suspend, ceases or threatens to cease to carry on, all or substantially the whole of its business; or
- (m) the other party's financial position deteriorates to such an extent that in Onecom's opinion the Customer's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- 14.6 Where more than one Service is provided under the Contract and the Contract is not terminated in whole, the Contract shall only terminate in respect of the terminated Service, and shall continue in respect of any continuing Service.
- 15 Consequences of termination**
- 15.1 If the Customer terminates the Contract, the Service or any Order using its rights set out in clause 14.4, the Customer will pay Onecom:
- 15.1.1 the Termination Charges; and
- 15.1.2 all Charges for Services that are or would have been performed during the Notice period set out in clause 14.4.
- 15.2 If Onecom terminates the Contract, the Service or any Order using its rights set out in clause 14.5, the Customer will pay Onecom the Termination Charges.
- 15.3 If the Contract, any Service or any Order is cancelled, terminated or expires, for any reason:
- 15.3.1 the Customer will immediately pay Onecom any money and interest that is due up to the date of termination;
- 15.3.2 where any Goods are to be returned to Onecom, the Customer shall upon request promptly (and in any case within 14 days of Onecom's written request) pay to Onecom a handling fee in respect of each unit of Goods;
- 15.3.3 the accrued rights and remedies of the parties as at termination shall not be affected, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry; and
- 15.3.4 the following clauses shall continue in force: clause 2 (Interpretation), clause 13 (Liability), clause 15 (Consequences of termination), clause 18 (Intellectual property), clause 19 (Data protection), clause 21.3 (Confidentiality), clause 21.4 (Entire agreement), clause 21.5 (Waiver), and clause 21.10 (Governing law and jurisdiction).

**16 Changes to the Contract**

- 16.1 The provisions in this clause 16 are without prejudice to the respective rights of the parties as set out elsewhere in the Contract.
- 16.2 Onecom may amend the Charges in April of each year, by introducing an increase to all or any Charges by a percentage up to or equal to the Office for National Statistics' (or such other body to which the functions of that office may be transferred) UK Consumer Prices Index (CPI) rate for December of the previous year (published in January) plus 3.9%. If the CPI rate is negative, Charges will be increased by 3.9%. If the CPI is not published for the given month, Onecom may use a substituted index published by that office for that month. As an example:
- Based on a) an increase of 9.3% being the CPI rate for December 2021 of 5.4% plus 3.9%, and b) Charges of £50 per month, the Customer's Charges would increase to (£50.00 x 1.093) £54.65 from its first April invoice. Following price increases would be calculated on the relevant CPI rate, but assuming the same rate, the Customer's Charges would increase to (£54.65 x 1.093) £59.73 from its second April invoice.
- 16.3 This clause 16.3 applies to Large Business Customers only. Without prejudice to clause 16.2, Onecom may amend the Contract (including the Charges) at any time by either:
- 16.3.1 publishing the amendment online at <https://onecom.co.uk/pricing> and/or <https://onecom.co.uk/terms-and-conditions/> (or any other online address that Onecom advises the Customer of); and/or
- 16.3.2 by giving Notice to the Customer.
- 16.4 This clause 16.4 applies to Small Business Customers and Not-for-profit Customers only. Without prejudice to clause 16.2, Onecom may amend the Contract (including the Charges) at any time in the event such changes are required by Applicable Law or are administrative in nature by:
- 16.4.1 publishing the amendment online at <https://onecom.co.uk/pricing> and/or <https://onecom.co.uk/terms-and-conditions/> (or any other online address that Onecom advises the Customer of); or
- 16.4.2 giving Notice to the Customer.
- 16.5 No other variation of the Contract shall be effective unless it is in writing and signed by the parties (or their authorised representatives).
- 17 Complaints**
- If the Customer wishes to make a complaint about the Service, the Customer must follow the Onecom Complaints Procedure at <https://onecom.co.uk/complaints-procedure-2/> (or any other online address that Onecom advises the Customer of).
- 18 Intellectual property**
- 18.1 Intellectual Property Rights in or arising out of the Service will be owned by Onecom save to the extent that any of them contain Intellectual Property Rights owned by third parties.
- 18.2 If Onecom provides Software so the Customer can use the Service, Onecom gives the Customer a non-transferable, non-exclusive licence to use the Software only for the purposes and in the manner set out in the Contract, and for the period during which Onecom provides the relevant Service. The Customer will comply with any third party terms that apply to the use of the Software.
- 18.3 The Customer will not and will ensure that its Users do not, copy, decompile, modify or reverse engineer any Software, or allow any third party to do so, except with Onecom's prior written consent.
- 18.4 If the Customer's use of the Service infringes, or allegedly infringes, a third party's Intellectual Property Rights, Onecom will indemnify the Customer for Claims, losses, costs or liabilities brought against it provided the Customer:
- 18.4.1 notifies Onecom promptly about the Claim;
- 18.4.2 allows Onecom to conduct all negotiations and proceedings and to settle the Claim;
- 18.4.3 provides Onecom with its reasonable assistance regarding the Claim; and
- 18.4.4 does not attempt to settle the Claim or make any admission or public statement relating to it, or do anything that may harm Onecom's defence of it.
- 18.5 The indemnity in clause 18.4 will not apply to any part of a Claim that results from or is connected with:
- 18.5.1 the Customer's use of the Service with equipment, software or another service not supplied by Onecom;
- 18.5.2 any modification of the Service, other than by or on behalf of Onecom;
- 18.5.3 any content, designs or specifications that have not been supplied by or on behalf of Onecom; or
- 18.5.4 the Customer using the Service in a way not agreed in writing by Onecom.
- 18.6 The Customer will indemnify Onecom for Claims, losses, costs or liabilities brought against Onecom that result from or are connected with:
- 18.6.1 the Customer's use of the Service with equipment, software or another service not supplied by Onecom;
- 18.6.2 any modification of the Service, other than by or on behalf of Onecom;
- 18.6.3 any content, designs or specifications that have not been supplied by or on behalf of Onecom; or
- 18.6.4 the Customer using the Service in a way not permitted by this Contract.
- 18.7 If using the Service leads, or is likely (in Onecom's reasonable opinion) to lead, to a Claim against the Customer as described in clause 18.4, Onecom may (at its own expense):
- 18.7.1 procure the right to continue the Customer's use of the Service; or

18.7.2 modify or replace the relevant parts of the Service so that using the Service no longer infringes third party Intellectual Property Rights, provided performance of the relevant parts of the Service is not materially affected.

18.8 The indemnity in clause 18.4 and the actions in clause 18.7 are the Customer's only remedies for Claims that use of the Service infringes a third party's Intellectual Property Rights.

**19 Data protection**

19.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 19 is in addition to, and does not relieve, remove or replace, a party's obligations under the Data Protection Legislation.

19.2 The parties acknowledge that for the purposes of the Data Protection Legislation, Onecom is the Controller in limited circumstances, including:

19.2.1 processing traffic data for the purposes of calculating Charges and understanding communication flow through the Network; and

19.2.2 administering and managing the Services and the Contract,

in which case, Onecom shall carry out processing in accordance with its Privacy Policy.

19.3 Subject to clause 19.2, the parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Onecom is the Processor.

19.4 The following table sets out the scope, nature and purpose of processing by Onecom, the types of Personal Data and categories of Data Subject being processed for the purposes of the Contract:

<b>Subject matter</b>	The processing of the Data Subjects' Personal Data in order to provide the Customer (and the Data Subjects) with Goods and/or Services pursuant to the Contract.
<b>Duration</b>	Throughout the term of the Contract.
<b>Categories of data</b>	Any Personal Data transferred by the Customer to Onecom under this Contract, including, but not limited to: <ul style="list-style-type: none"> <li>• title;</li> <li>• full name; and</li> <li>• job title.</li> </ul>
<b>Categories of Data Subjects</b>	Employees of the Customer (or such other persons authorised by the Customer to make use of the Services).
<b>Nature of processing</b>	Storing and using the information to fulfil the Contract.
<b>Purposes of processing</b>	To provide the Customer (and the Data Subjects) with Goods and/or Services pursuant to the Contract.

19.5 Without prejudice to the generality of clause 19.1, the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of any Personal Data to Onecom for the duration and purposes of the Contract, and will transfer to Onecom only the Personal Data that Onecom requires in order to perform its obligations under the Contract.

19.6 Without prejudice to the generality of clause 19.1, Onecom shall, in relation to any Personal Data processed by Onecom in connection with the Contract:

19.6.1 process the Personal Data only in accordance with the Contract unless Onecom is required by Applicable Law to otherwise process that Personal Data;

19.6.2 ensure that it has in place appropriate technical and organisational measures to protect against unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organisational measures adopted by it);

19.6.3 ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;

19.6.4 not transfer any Personal Data outside of the United Kingdom unless the prior written consent of the Customer has been obtained (which shall include the consent obtained from the Customer pursuant to clause 19.7) and the following conditions are fulfilled:

(a) the Customer or Onecom has provided appropriate safeguards in relation to the transfer;

(b) the Data Subject has enforceable rights and effective legal remedies;

(c) Onecom complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and

(d) Onecom complies with reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;

19.6.5 assist the Customer, at the Customer's cost, in responding to any request from a Data Subject and in ensuring compliance with its obligations under the Data Protection Legislation with respect to security, breach notifications, impact assessments and consultations with supervisory authorities or regulators;

- 19.6.6 notify the Customer without undue delay on becoming aware of a Personal Data breach; and
- 19.6.7 at the written direction of the Customer, delete or return Personal Data and copies thereof to the Customer on termination of Contract unless required by Applicable Law to store the Personal Data.
- 19.7 The Customer consents to Onecom appointing third-party processors of Personal Data (**Sub-Processors**) as set out in the Privacy Policy. Onecom confirms that it has entered or (as the case may be) will enter with each Sub-Processor into a written agreement incorporating terms which are substantially similar to those set out in this clause 19. As between the Customer and Onecom, Onecom shall remain fully liable for all acts or omissions of any Sub-Processor appointed by it pursuant to this clause 19.7.
- 19.8 Onecom may, at any time on not less than 30 days' notice (pursuant to clause 16.2), revise this clause 19 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme.
- 19.9 **Data Protection Liability and Indemnity**
- 19.9.1 The Customer shall indemnify and keep indemnified Onecom in respect of all Data Protection Losses suffered or incurred by, awarded against or agreed to be paid by Onecom and any Sub-Processor arising from or in connection with any:
- (a) non-compliance by the Customer with the Data Protection Legislation; or
- (b) breach by the Customer of any of its obligations under clause 19, except to the extent Onecom is liable under clause 19.9.2.
- 19.9.2 Onecom shall be liable for Data Protection Losses (howsoever arising, whether in contract, tort (including negligence) or otherwise) under or in connection with this Contract:
- (a) only to the extent caused by the processing of Personal Data under the Contract and directly resulting from Onecom's breach of clause 19; and
- (b) in no circumstances to the extent that any Data Protection Losses (or the circumstances giving rise to them) are contributed to or caused by any breach of the Contract by the Customer.
- 19.9.3 If a party receives a compensation claim from a person relating to processing of Personal Data, it shall promptly provide the other party with notice and full details of such claim. The party with conduct of the action shall:
- (a) make no admission of liability nor agree to any settlement or compromise of the relevant claim without the prior written consent of the other party (which shall not be unreasonably withheld or delayed); and
- (b) consult fully with the other party in relation to any such action, but the terms of any settlement or compromise of the claim will be exclusively the decision of the party that is responsible under the Contract for paying the compensation.
- 19.9.4 The parties agree that the Customer shall not be entitled to claim back from Onecom any part of any compensation paid by the Customer in respect of such damage to the extent that the Customer is liable to indemnify Onecom in accordance with clause 19.9.1.
- 19.9.5 This clause 19.9 is intended to apply to the allocation of liability for Data Protection Losses as between the parties, including with respect to compensation to Data Subjects, notwithstanding any provisions under Data Protection Legislation to the contrary, except:
- (a) to the extent not permitted by Applicable Law (including Data Protection Legislation); and
- (b) that it does not affect the liability of either party to any Data Subject.
- 20 Anti-bribery**
- Each party will comply in all respects with the Bribery Act 2010 and other relevant Applicable Law, regulations and sanctions relating to anti-bribery and anti-corruption. Each party will maintain adequate procedures designed to prevent bribery and appropriate anti-bribery and corruption policies and procedures.
- 21 General**
- 21.1 Force majeure**
- Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure result from a Force Majeure Event. If the period of delay or non-performance continues for 2 months, the party not affected may terminate the Contract immediately by giving Notice to the affected party.
- 21.2 Assignment and other dealings**
- 21.2.1 Onecom may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of its rights under the Contract and may subcontract or delegate in any manner any or all of its obligations under the Contract to any third party.
- 21.2.2 The Customer shall not, without the prior written consent of Onecom, assign, transfer, charge, subcontract, declare a trust over or deal in any other manner with all or any of its rights or obligations under the Contract.
- 21.3 Confidentiality**
- 21.3.1 Each party undertakes that it shall not at any time during the Contract, and for a period of two years after termination of the Contract, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 21.3.2.
- 21.3.2 Each party may disclose the other party's confidential information:
- (a) to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause 21.3; and
- (b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- 21.3.3 The provisions of this clause 21.3 shall continue in force in accordance with their terms, notwithstanding the termination of the Contract for any reason.
- 21.4 Entire agreement**
- 21.4.1 The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 21.4.2 The Customer acknowledges that it has not relied on, and shall have no remedies in respect of, any statement, promise, representation, assurance or warranty made or given (whether innocently or negligently) by or on behalf of Onecom that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.
- 21.4.3 Any samples, drawings, descriptive matter or advertising issued by Onecom and any illustrations or descriptions of the Service on Onecom's website are issued or published for the sole purpose of giving an approximate idea of the Service described in them. They shall not form part of the Contract or have any contractual force.
- 21.4.4 These Conditions apply to the Contract to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
- 21.4.5 Onecom's employees or agents are not authorised to make any representations concerning the Service unless confirmed by Onecom in writing. In entering into the Contract the Customer acknowledges that it does not rely on, and waives any claim for breach of, any such representations which are not so confirmed.
- 21.4.6 Any typographical, clerical or other accidental errors or omissions in Order and/or any sales literature, quotation, price list, invoice or other document or information issued by Onecom shall be subject to correction without any liability on the part of Onecom.
- 21.5 Waiver**
- A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A delay or failure to exercise, or the single or partial exercise of, any right or remedy shall not:
- 21.5.1 waive that or any other right or remedy; or
- 21.5.2 prevent or restrict the further exercise of that or any other right or remedy.
- 21.6 Severance**
- If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.
- 21.7 Notices**
- 21.7.1 Save where specified otherwise, any notice or other communication required to be given to a party under or in connection with the Contract shall be in writing and shall be:
- (a) delivered to the other party personally; or
- (b) sent by prepaid post, recorded delivery or by commercial courier, at its registered office (where sent by the Customer) or the billing address set out in the Order Form (where sent by Onecom); or
- (c) sent by email to [notices@onecom.co.uk](mailto:notices@onecom.co.uk) (where sent by the Customer) or to the billing email address set out in the Order Form (where sent by Onecom),
- or such other address or email address as a party may have specified to the other party in writing in accordance with this clause.
- 21.7.2 Any notice or other communication shall be deemed to have been duly received if delivered personally when left at such address or, if sent by prepaid post or recorded delivery at 9.00 am on the second Business Day after posting or, if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed. Notices sent by email will be deemed served one Business Day after transmission.
- 21.7.3 The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.
- 21.8 Third party rights**
- No one other than a party to the Contract shall have any right to enforce any of its terms.
- 21.9 Counterparts**
- The Contract may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of the Contract but all the counterparts shall together constitute the same agreement.

21.10 **Governing law and jurisdiction**

The Contract, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be

governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.