

# River Technologies Ltd

## Conditions for Business Mobile Services

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

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

Where there may be any conflict between the above Conditions, then these Conditions shall prevail.

### THE SERVICES AND USE OF THE SERVICES

#### 1 Provision of the Services

1.1 We are providing you with mobile Services using approved phones, SIMs and network resources provided by our Network Provider using their Mobile Network Operator (MNO).

1.2 These Conditions only cover the terms on which you may use the Services, Equipment and Software.

1.3 Services will be provided within our network provider, or its MNO's network area in the UK and by roaming on to other networks but it's always possible under such circumstances that the quality or coverage may be affected at times.

1.4 You agree that we, our network provider, our MNO and our hardware supplier can process your organisation's information and End Users personal data, which we collect or which you submit to us during any sales or registration process, for a number of purposes, including to open and manage an account for Services, to deliver products and services ordered by you, for security and emergency service support, for credit checking and fraud prevention, and for product analysis and direct marketing (subject to your preferences) as set out in our 'Privacy Notice'.

1.5 This Agreement and your obligations under this Agreement will commence on the date you sign the order form. Our obligations under this agreement will commence on the Connection date.

1.6 Where River Technologies supplies Mobile Equipment and/or Services to you that are not expressly covered by the Customer Order Form, such supply shall be deemed to be governed by the terms and conditions of this Agreement.

#### 2 Phone number and SIM

2.1 SIM Cards shall remain the property of River Technologies at all times and you shall be entitled to use the SIM Cards provided (including any Software they contain) for use with the Services only. Lost or unreturned SIM cards will be charged at £5.00 + vat each.

2.2 You warrant that SIM Cards are only used with your authorisation and you will inform us as soon as is reasonably practicable after you become aware that a SIM Card is lost, stolen or damaged. Subject to Clause 7.1 you shall be liable for any loss or damage suffered by you as a result of unauthorised use of SIM Cards (including due to loss or theft), up to the time that you have notified us that such SIM Card is being used without your authorisation. For the avoidance of doubt, in the event of a lost or stolen SIM card your liability will

cease once you have advised us verbally (we may also ask you to confirm this in writing). Following such notification the SIM card will be barred for all usage but we are unable to bar the equipment itself. You will be liable for all costs until such time you verbally request the bar to be placed.

2.3 We shall allocate telephone numbers to you which you shall only use to access the Services. We may reallocate or change such telephone numbers as a result of changes in applicable law or instructions from the Regulatory Authorities, but will exercise all reasonable endeavours to minimise any disruption to you. We may withdraw telephone numbers that have been allocated to you as a result of your failure to comply with this Agreement.

2.4 If you decide to Port a mobile telephone number allocated to you by River Technologies, we shall, subject to Clause 18, allow the transfer of your mobile telephone numbers to your nominated mobile network operator for your use in accordance with OFCOM regulations. River Technologies will charge an administration fee of £25.00 + vat per telephone number for this service.

2.5 Each SIM may only be used in handsets which are enabled for Services and are authorised by us for Connection to our network. Any attempt to use the SIM in other handsets may result in serious damage to the handset and may prevent you from being able to use it, including the making of emergency Calls. In these instances, we, our network provider, or its MNO, are not responsible for any such damage or usage problems.

#### 3 Services and Coverage

3.1 Once you are Connected and Activated, we shall use reasonable endeavours to provide you with the Services and to ensure the security of your communications at all times. However, due to the nature of mobile technology, it is impossible to provide a fault-free service.

3.2 We shall use reasonable endeavours to give you access to Overseas Networks; however, we shall not be responsible for the performance of Overseas Networks or any part of the network not controlled by us. Overseas Networks may be limited in quality and coverage and access and service availability depends on the arrangements between the MNO and overseas operators. We will notify you of any terms of access (if any) that you need to comply with to use the Overseas Network.

3.3 You will also be able to upload and send your own content using the Services. You grant us, our network provider, or its MNO, a royalty free, perpetual and worldwide licence to store, transmit or otherwise deal with any content you upload on the Services.

3.4 We may:

- (a) change or withdraw some, or part, of the Services from time to time. This may be because of changing technologies, obsolescence, new or different product features, changing content providers or the need to remove, replace or modify content; and
- (b) also determine how Services are presented and delivered to the handset or are otherwise made available to you. We can change the way they are presented, delivered or otherwise made available to you at any time.

#### 4 Limitation of Services

4.1 We will always try to make Services available to you. However, Services are only available within our coverage area (which comprises a video service area and a voice &

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picture area within the UK). Within this, there may be areas where you do not have access to all Services or where coverage is otherwise limited or unavailable. For more information about coverage, please contact us.

### 5 Disruption to Services

5.1 There may be situations when Services are not continuously available or the quality is affected and so we cannot guarantee continuous fault-free service. For instance (a) when we, our network provider, or its MNO need to perform upgrading, maintenance or other work on the network or Services; (b) when you move outside our service area whilst you are on a Call (in this case Calls may not be maintained); (c) when you are in areas not covered by our network. In these cases Services rely on other operators' networks where we have no control; (d) during any technical failure of the network; (e) when it is necessary to safeguard the security and integrity of the network or to reduce the incidence of fraud; (f) where Artificially Inflated Traffic has been identified; (g) due to Emergency Planning Measures; or (h) because of other factors outside our control, such as the features or functionality of your handset, regulatory requirements, lack of capacity, interruptions to services from other suppliers, faults in other communication networks, the weather or radio interference caused by hills, tunnels or other physical obstructions.

5.2 We shall endeavour to keep all such disruptions to a minimum and shall give you notice of such disruptions where reasonably practicable.

### 6 Suspension of Services

6.1 We may Suspend any or all of the Services you use immediately and without notice, compensation or liability to you if:

- (a) we reasonably believe you have provided us with false or misleading details about yourself;
- (b) we advise you that your excessive use of Services (as may be defined within these Conditions or within fair usage policies as may be published from time to time) is causing problems for other users, and you are continuing to use Services excessively;
- (c) we believe your handset or SIM has been lost or stolen;
- (d) we reasonably believe that you have used Services, the SIM(s) or a phone number for illegal or improper purposes or to make Nuisance Calls in contravention of our responsible use requirements within these Conditions;
- (e) we receive a serious complaint against you which we believe to be genuine (for example, if we receive a complaint that you are using Services in any of the ways prohibited). If this happens, we will deal with the complaint in the manner set out in Clause 18;
- (f) we are required to Suspend your Services by the emergency services or other government authorities; or
- (g) if we have provided you with a locked handset and we reasonably believe you have permitted your handset to be unlocked via any unauthorised manner and/or have not paid any relevant Charges due in contravention of these Conditions;

- (h) we reasonably believe you are using the Service for a voice over internet protocol service, or similar service, that has been provided by a network service provider or than River Technologies Ltd;
- (i) where a SIM has been inactive for two consecutive quarters;
- (j) we reasonably suspect you are using a GSM Gateway;
- (k) your usage is adversely affecting the operation of the mobile network or provision of the mobile services; (l) your usage is or may adversely affect the operation of the mobile network or any third party network or provision of the mobile services or the provision of services by us to any other person;
- (m) we suspect fraudulent, criminal or illegal activities are being carried out, or are likely to be carried out.

6.2 We may turn off your Messaging Services if they are inactive for an extended period of time - we will let you know before this happens. If we do turn off your Messaging Services we will have no obligation to maintain any of the content in your Messaging Services, or to forward any unopened or unsent messages to you, or anyone else.

6.3 If we Suspend any or all of your Services, you will still be able to make emergency Calls (unless they have been Suspended at the request of the emergency services).

6.4 If your Services are Suspended, we may agree to reconnect you if you ask us to do so and there may be a reconnection Charge for this.

### 7. Equipment

7.1 We shall bear the risk of loss or damage to Equipment and SIM Cards until the point of delivery to you. Subject to clause 7.2, you shall bear the risk of loss or damage to Equipment and SIM Cards from the time the delivery is made and the delivery note or system is signed. You do not have the right to return any Equipment unless there is a proven fault with the Equipment. We are unable to exchange Equipment once delivery has been accepted.

7.2 You shall notify us in writing within 24 hours of receipt if Equipment or SIM Cards arrive having been damaged, or if the order has been incorrectly fulfilled. You shall notify us in writing within 10 working days of confirmation of our order acceptance if you do not receive the Equipment or SIM Card and following such notification, we shall replace damaged new Equipment or SIM Cards, Equipment lost or stolen in transit free of charge. In the case of damaged used Equipment we shall (at its option) replace or repair the Equipment. You shall notify us in writing within 28 days of receipt if Equipment does not operate (dead on arrival) and following such notification, we shall replace the dead on arrival Equipment as soon as reasonably practicable.

7.3 Subject to clause 2.1, title to Equipment shall pass to you as soon as we have received payment for it in full. Where Equipment is provided free of charge, title shall remain with River Technologies Ltd. For the avoidance of doubt, title in SIM's shall always remain with us.

7.4 Where Equipment supplied to you by us becomes faulty, within the manufacturer's warranty period, for reasons other than through your acts, omissions or

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misuse, you shall return such Equipment to us at your cost and we shall repair or replace the Equipment in accordance with our returns policy as applicable at the time. Any out-of-warranty repairs shall be at our Tariff applicable at the time. Prior to us arranging for your handset to be repaired, you must ensure that you back-up or otherwise store separately any of your information or other data on the handset which you may require, as this may be lost during the repair process. We are not responsible for any information or any other data which may be lost during the repair process. Any out of warranty repairs shall be charged to you at our standard tariff applicable at the time.

7.5 We do not manufacture Equipment and save for where Clause 7.4 above excludes, we will, to the fullest extent permissible at law, whether implied by law or otherwise, pass on the benefit of any warranties that we obtain from the manufacturer in relation to the Equipment supplied to you by us. However, on expiry of this Agreement, any commitment that we have to liaise with the manufacturer in respect of any warranty shall cease.

7.6 You shall not remove or obscure any logo or writing on Equipment that we have supplied to you and which you do not own. You shall replace all batteries and other consumable parts of the Equipment. You shall not, and shall ensure that End Users do not tamper with or attempt to repair or service the Equipment or allow any party other than us to do so. Any attempt to do this may invalidate the manufacturer's warranty. You shall keep all Equipment that we have supplied and which you do not own, in your possession and shall not sell it, place a charge on it or otherwise dispose of it.

7.7 Our supply of Equipment shall be subject to availability.

7.8 Handsets which can be used to access Services may be locked to the network. The software in the Handset and all intellectual property rights in that software is owned by the handset manufacturer and you are being allowed to use the software on a limited licence from the handset manufacturer. During the term of your Agreement for the supply of Services, you must not permit your Handset to be unlocked in any unauthorised manner (i.e. by anyone other than us or the handset manufacturer). You must contact us if you want your handset to be unlocked from our network. If you contact us to request that your handset be unlocked from our network, we will arrange for your handset to be unlocked in an authorised manner (which may include replacing your handset with an unlocked handset, which is the same or similar specification to your handset) and you must pay an unlocking administration charge. In addition, you must ensure that there are no outstanding amounts owing on your account. Prior to us arranging for your handset to be unlocked, you must ensure that you back-up or otherwise store separately any of your information or other data on the handset which you may require, as this may be lost during the handset unlocking process. We are not responsible for any information or any other data which may be lost during the handset unlocking process. This clause will not apply to you if you have purchased your SIM on a SIM-only basis.

7.9 Should you take a SIM-only tariff from us to use with your existing handset(s) then the unlocking of your handsets will be your responsibility and you agree that we shall not be liable for any direct or indirect costs as a

result of you unlocking your handsets to use with our SIM's.

7.10 All replacement Equipment shall be subject to stock availability and we reserve the right to supply replacement Equipment of a similar specification where necessary.

7.11 If you will be using your existing BlackBerry Enterprise Server (BES) or BlackBerry Enterprise Express Server (BESX). It should be noted that the River Technologies BlackBerry service does not extend to the following:

(a) Management of existing BlackBerry server software such as BlackBerry Enterprise Server (BES) and BlackBerry Enterprise Server Express (BESX) including but not limited to:

- (i) Mail synchronisation i.e. if email synchronisation is partial or inconsistent
- (ii) Calendar i.e. if calendar synchronisation does not work both ways / duplicates
- (iii) Contacts i.e. duplicates or not transferred between PC and device
- (iv) Server Routing Protocol Connection i.e. server SRP dropped so server does not talk to BlackBerry Network
- (v) Connection to database i.e. server having issues with MAPI/CDO or talking to mail server
- (vi) Permissions i.e. BES/BESX admin account permissions may cause issues
- (vii) Mail server issues i.e. any issues on your mail server effecting mail flow
- (viii) Enterprise activation i.e. setting up and helping users with enterprise activations
- (ix) Device password i.e. setting and deploying device passwords
- (x) Add/remove and managing users that are on the server at any given time
- (xi) Re-Load User i.e. re-loading accounts if required to help fix certain issues
- (xii) Separate messaging agent i.e. put user on their own agent to analyse logs for a individual user
- (xiii) Delete i.e. remove user and all database settings
- (xiv) Nuke i.e. kill device, erase all data and disable Sim remotely if device lost/stolen
- (xv) Service books i.e. remove and resend service books required to fix some issues
- (xvi) User information pull i.e. pull details from the server on user if required
- (xvii) IT Policy i.e. setting up specific control policies for security and usage
- (xviii) Software Configuration i.e. setting up configurations for user's devices forcing apps
- (xix) Log investigation, Investigate issues in Log files to pinpoint Causes and find resolutions

(b) Diagnosis and rectification of any fault or issue that may arise on your BES or BESX software (c) Configuration of supplied BlackBerry devices over and above required network settings for use with our offering

(d) BlackBerry devices not supplied through River Technologies

(e) 3<sup>rd</sup> applications downloaded by the user on any device

(f) Attachment and management of additional accessories used, unless supplied through River Technologies

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By signing this agreement, you are confirming that you understand and accept the extent of the River Technologies BlackBerry offering and what we will not cover.

### 8. Orders and Charges

8.1 Orders are binding on both parties from the date of acceptance by us. If acceptance is not expressed, it shall be deemed to have occurred on dispatch of Equipment or our activation of your Service. For the avoidance of doubt, if you do not ask us to activate your service then we will activate your service within 10 working days of receipt of your order, unless we agree otherwise with you in writing, from which point you will become liable for all charges.

8.2 Where you choose to take a Bundle as your Tariff all Call types not included in the Bundle and Calls included in the Bundle that exceed the allowance will be chargeable at our standard pricing, or as otherwise agreed in writing.

8.3 All Bundles, metered and unmetered tariffs are subject to our fair use policy which will be as detailed in our tariff documentation.

8.4 Unless otherwise specified in the Tariff, Bolt On's must be added at the point of connection and shall apply for the duration of the contract and cannot be removed mid-term.

8.5 Downward Tariff migrations (where a change in Tariff results in a lower line rental) are permitted once during a contract in conjunction with a mid-term renewal and you may only migrate down 1 step.

8.6 Charges for international and national roaming Services shall be made available to you after such charges have been received by us. Due to the nature of these Call types they may be invoiced to you several months in arrears and there shall be no time restriction on the invoicing of these Calls and standard payment terms shall apply to these charges.

8.7 Notwithstanding clause 8.6, charges for other mobile Calls may be invoiced up to 12 months in arrears and standard payment terms shall apply to these charges.

8.8 Where you are offered a Hardware Fund as part of your tariff, such fund shall only be available for the duration of the Minimum Term. Your Hardware Fund may only be used to purchase mobile Equipment from River Technologies however you may take some or all of your allocated Hardware Fund as a credit against your account only if agreed with you in writing in advance. Should you fail to use your Hardware Fund within the Minimum Term any remaining balance will not be carried forward.

8.9 If you reasonably and in good faith dispute an invoice or part of it, you shall notify us of such dispute within 14 days of receipt of the invoice, providing details of why you believe the invoiced amount is incorrect and, if possible, how much you consider is due. All charges not in dispute shall be paid by the Due Date.

### 9. Software Licence

9.1 Equipment and Services provided under this Agreement may contain or use Software. This Software is generally not owned by us. Any Software that is used by Equipment or Services shall be governed by the terms of the relevant Software licence set out in such Services Schedule or any shrink wrap or click through Software licence provided with the relevant Equipment or Service. In all other cases, where Software is provided we grant

you a non-exclusive, royalty free licence to use any such Software for the duration of this Agreement.

9.2 Your licence shall be a single user licence. You may make one copy of the Software for back up purposes. If you do not accept the terms of the relevant click through or shrink wrap Software licence, you shall be prohibited from using the relevant feature of the Service to which the Software relates and we shall not be bound to deliver the relevant Service. You shall be responsible for any Software upgrades (including charges) specified by the licensor or us.

### 10 Services – Areas where we have no responsibility

10.1 We will try to ensure the accuracy, quality and timely delivery of Services. However:

(a) we, our network operator and its MNO, accept no responsibility for any use of, or reliance on, Services or their content, or for any disruptions to, or any failures or delays in, Services. This includes, without limitation, any alert Services or virus detection Services; and

(b) subject to these Conditions and our Conditions of Communication Services, we, our network operator and its MNO, do not make any representations as to the accuracy, comprehensiveness, completeness, quality, currency, error-free nature, compatibility, security or fitness for purpose of Services or their content. They are provided to you on an 'as is' basis; and

10.2 We, our network operator and its MNO, will not be liable:

(a) for any loss you may incur as a result of someone using your PINs or passwords, with, or without, your knowledge; or

(b) if we or they cannot carry out our duties, or provide Services, because of something beyond our control,

(c) for any direct or indirect costs or losses as a result of errors in programming where you use our Fixed Dialing Number SIM functionality.

10.3 This Section will apply even after this agreement has ended.

### 11 Others' content and services – Areas where we have no responsibility.

11.1 You may be able to use Services: (a) to upload, email or transmit content using Services; and (b) to access content which is branded or provided by others and to acquire goods and services from others.

Where we provide you with such access, all we do is transmit the content to you and we do not prepare or exercise control over the content, goods or services. We, our network operator or its MNO are not responsible or liable in any way for, and do not endorse, any of this content, goods or services.

11.2 This Section will apply even after this agreement has ended.

### YOUR OBLIGATIONS

#### 12 Use

12.1 You may supply the Equipment and Services to your own End Users, but not to any other party. You are responsible for ensuring the compliance of End Users with the terms of this Agreement, all applicable laws and codes of practice which may vary from time to time.

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12.2 You shall only use Equipment authorised for use on the network.

12.3 You shall not:

- (a) use any Equipment or Services for any purpose that we (acting reasonably) believe is abusive, a nuisance, illegal or fraudulent; or
- (b) do anything that causes the network to be impaired or damaged;

12.4 Where a specific End User causes you to be in breach of your obligations of this Agreement, we shall be entitled to Suspend such End User's use of the Services. Before exercising this right, we shall notify you of our intention to do so where this is reasonably practicable, allowing an opportunity to remedy the alleged breach (where it is capable of remedy); otherwise we shall notify you as soon as reasonably practicable after the Suspension. This right of Suspension shall only apply during the period of breach, although re-instatement of the Service may be subject to the payment of a reconnection charge.

12.5 During any period of Suspension, you shall continue to pay all charges due under this Agreement in respect of the Suspended Services.

12.6 You may use the Equipment and/or Services to access the internet and services not provided under this Agreement. We accept no responsibility for these services, including where in accessing the service, you give unauthorised parties access to the Equipment.

### 13 Secure your PIN, Passwords and SIM

13.1 You must ensure that you keep the SIM safe and secure whilst it is in your possession and you must ensure that you are able to return it to us, if required to do so by us at any time, as set out in these terms. There will be a charge for any replacement SIM, unless the original SIM is defective.

13.2 You must keep all PINs and passwords secure and confidential. You are also responsible for the security of your handset and must ensure that you keep it secure (refer to the handset manufacturer's user guide for details of how to keep your handset secure).

13.3 You should immediately change your PIN or password if you become aware that someone is accessing Services on your account without your permission.

### 14 Responsible use of Services

14.1 You may only use Services:

- (a) as laid out in this agreement; and
- (b) for your own personal use. This means you must not resell or commercially exploit any of the Services or content.

14.2 You must not use Services, the SIM or telephone number or allow anyone else to use Services, the SIM or telephone number for illegal or improper uses or to make Nuisance Calls. For example:

- (a) for fraudulent, criminal or other illegal activity;
- (b) in any way which breaches another person's rights, including copyright or other intellectual property rights;
- (c) to copy, store, modify, publish or distribute Services or content (including ringtones), except where we give you permission;
- (d) to download, send or upload content of an excessive size, quantity or frequency. We will contact you if your use is excessive;

- (e) in any way which breaches any security or other safeguards or in any other way which harms or interferes with our network, the networks or systems of others or Services;
- (f) to falsify or delete any author attributions, legal or other proper notices or proprietary designation or labels of the origin or source of software or other content contained in a file that you upload; and
- (g) to use or provide to others any directory or details about customers.

14.3 You must always co-operate with us and follow our reasonable instructions to ensure the proper use and security of the Services and your account. You must only use handsets authorised by us for Connection to our network and also comply with all relevant legislation relating to their use.

14.4 We may publish an acceptable use policy which provides more detail about the rules for use of certain Services in order to ensure that use of Services is not excessive, to combat fraud and where Services we may introduce require certain rules to ensure they can be enjoyed by our customers. If we publish a policy, we will let you know – such a policy may be amended from time to time – for instance, if we discover that the Services are being used fraudulently or for fraudulent purposes, or the excessive use of certain Services is causing problems for us, our network provider, or its MNO, its systems or for other users or if we introduce new services which may require certain rules to ensure that such new services can be enjoyed by our customers, again, we will let you know if this happens.

### 15 Responsible use of Messaging and Storage Services

15.1 While using the Messaging Services, you must not send or upload:

- (a) anything that is copyright protected, unless you have permission;
- (b) unsolicited bulk or commercial communications or other unauthorised communications, or knowingly send any viruses; or
- (c) anything that is obscene, offensive, abusive, defamatory, menacing, harassing, threatening or is unlawful in any other way.

15.2 We may put limits on the use of certain Services, such as Messaging Services or Storage Services. For example, we may limit the size of messages or storage space.

15.3 While we have no obligation to monitor the Messaging Services or Storage Services, if you exceed our use limits set out in our fair use policy, or we are made aware of any issues with your use of these Services, (for example, if we are made aware that you are using Services in any of the ways prohibited) we reserve the right to remove or refuse to send or store content on your behalf.

### 16 Responsible use of Age Restricted Services

16.1 If you are under 18, you are not permitted to access Age Restricted Services (if any). If you are 18 or over and you access the Age Restricted Services, you must not show or send content from the Age Restricted Services to anyone under 18.

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16.2 You must also ensure that you have deactivated any access to Age Restricted Services if you let anyone under 18 use your Handset.

### **17 Responsible use of Services outside the UK**

17.1 If you use Services from or in a country outside the UK, your use of the Services may be subject to laws and regulations that apply in that other country. We are not liable for your failure to comply with those laws or regulations.

### **18 Ending this agreement and Disconnection of Services**

18.1. You may end this agreement in the following ways:

(a) You can end the agreement during your Minimum Term by giving notice at least 30 days before the date you want to end the agreement. However, you must pay us all the Charges you owe up to the end of the Minimum Term, plus any Cancellation Fees. The Minimum Term is twenty-four months for each connection, unless agreed otherwise, in writing, at the point of each order.

(b) On 30 days' notice, outside the Minimum Term. You can end the agreement if your agreement does not contain a Minimum Term, or if you want to end the agreement at the end of your Minimum Term or any time after your Minimum Term has expired, provided you give us notice at least 30 days before the date you want to end the agreement.

18.2 We may end this agreement in the following ways: (a) On 30 days' notice, outside the Minimum Term. If your agreement does not have a Minimum Term, or the Minimum Term has expired, we can end this agreement by giving at least 30 days' notice of ending the agreement.

(b) Because of your conduct.

In the following cases, we may end your agreement immediately and you have to pay all the Charges you owe up until we Disconnect you:

(i) if we have the right to Suspend your Services and we believe that the grounds are serious and have not been, or are unlikely to be, rectified;

(ii) if we believe that your use of our Services, is jeopardizing the operation of our, our network provider's, or its MNO's network, or is of an unacceptable nature; or (iii) in the event of your bankruptcy, insolvency or death.

(c) No network access or Services. We may end your agreement if we no longer have access to other operators' networks which we need to provide Services, or if we are no longer able to provide Services due to factors beyond our control or because we cease business.

(d) You have failed to pay for the equipment and/or services in accordance with our payment terms.

18.3 Once you are Connected, you can only end this agreement in the ways set out in this Section. However, if you are a consumer, any statutory rights which you may have, which cannot be excluded or limited, will not be affected by this section. For more information on your statutory rights, contact your local authority Trading Standards Department or Citizen's Advice Bureau.

18.4 If a request is received to port a mobile telephone number to another provider, we will not be obliged to provide a porting authorisation code ("PAC") to you unless: (a) the minimum contract term (if applicable) has

expired; and (b) there are no outstanding amounts due from you to us in relation to this Agreement. River Technologies will charge an administration fee of £25.00 + vat per telephone number for this service.

18.5 River Technologies does not allow Mobile Services to be ported or transferred to the wholesale provider of the services being transferred.

### **19 Effect of this agreement ending**

19.1. If this agreement ends, we will close your account and Disconnect you and you will not be able to use Services or make emergency Calls.

19.2 You must immediately pay all Charges you owe up to the date the agreement ends. If we end the agreement due to your conduct or if you end your agreement within the Minimum Term, the Charges will include a Cancellation Fee which will include (amongst other charges) an amount equal to the sum of the remaining monthly rentals due up to the end of the minimum term as well as an amount equal to the average monthly call spend multiplied by the number of full calendar months remaining in the minimum term. The average monthly call-spend to be calculated using the last three months billing prior to the termination.

19.3 You will not be entitled to any remaining Hardware Fund following termination of this agreement.

### **20 Variations to your agreement or prices**

20.1 We may vary any of the terms of your agreement on the following basis:

We will make best endeavors to let you know at least 30 days in advance if we decide to:

- (a) discontinue the Services; or
- (b) make any variations to your agreement which are likely to be of detriment to you; or
- (c) increase the fixed periodic charges for the Services (if applicable) by an amount which is more than the percentage increase in the Retail Prices Index Figure (or any future equivalent) or 5%, whichever is the greater, in any twelve month period.

20.2 You can end the agreement for such variations as explained in Clause 20.1. Subject to the above, you will not be able to end the agreement if such variation or increase:

- (a) is due to changes to the law, government regulation or licence which affects us; or
- (b) relates solely to Additional Services;

20.3 If you carry on using Services after the variation commences, you will be deemed to have accepted the variation and such variation does not require the signature of either party.

20.4 The following are agreed to be short notice price variable services: Equipment, premium rate services, roaming services, international services, personal number services, special numbers, short codes, directory assistance numbers and any other Service which we determine is a short notice price variable service, such service being subject to price changes that we cannot reasonably avoid. For short notice price variable services we will pass on the burden of any cost increase by giving you 30 days notice where possible, or such lesser notice given to us by a relevant third party.

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## Conditions for Business Mobile Services

### 21 Our Rights – Intellectual Property

21.1 All rights, including copyright in Services and their content, belong to us, our network provider, its MNO, or our licensed source, such as a content provider. We and they reserve all our and their rights. By supplying you with Services, Software and Equipment, we are not transferring or assigning ownership of any intellectual property rights in or relating to them to you.

21.2 Where we create intellectual property rights during or as a result of the supply by us of Services, Software and Equipment to you, we shall own all such intellectual property rights.

21.3 You must not do anything to jeopardise us or our licensor's intellectual property rights.

### 22 Limits on our liability

22.1 All of our obligations to you relating to Services are set out in your agreement. If you wish to make any variations to this agreement or rely on any other term, you must obtain our agreement to the variation or term in writing.

22.2 Except as set out in 22.3:

(a) all other terms, conditions and warranties relating to Services are excluded;

(b) our, our network operator's and its MNO's, entire liability to you for something we do or don't do will be limited to £1,000 for one claim or a series of related claims; and

(c) we, our network operator and its MNO, are not liable for any loss of income, business or profits, or for any loss or corruption of data in connection with the use of Services. We, our network operator and its MNO, are not liable for any loss or damage that was not reasonably foreseeable when you entered into the agreement.

22.3 Nothing in this agreement removes or limits our liability for fraud, for death or personal injury caused by our negligence or for any liability which can't be limited or excluded by applicable law. If you are a consumer, the terms of this agreement will not affect your statutory rights which you have, which cannot be excluded by this agreement. For more information on your statutory rights, contact your local authority Trading Standards Department or Citizen's Advice Bureau.

22.4 This Section will apply even after this agreement has ended.

### 23 Privacy Notice and Your Information

23.1 We may pass and share your organisation's information and End User's personal information to our network provider, the MNO, other communications service providers and network operators for the detection and prevention of theft and fraud, and to carry out any activities or disclosures to comply with any regulatory, government or legal requirement.

23.2 If you use Services from a country outside the UK it may be necessary to transfer your information to that country. If that country is outside of the EEA, the treatment of your personal information may be subject to laws and regulations applying in that country and which may not protect your information to the same standards applying in the UK and the EEA.

### 24 Third Party Rights

24.1 This agreement is entered into by us for the benefit of us, our network provider, and its MNO.

24.2 For the purposes of the Contracts (Rights of Third Parties) Act 1999 it is intended that our network provider and its MNO will have the right to enforce any rights conferred on it under this agreement and to that extent our Network Provider and its MNO will have the same rights against you as would be available if they were a party to this agreement.

### 25 Subscriber Terms

SIMs will be supplied marked as follows:

Property of River Technologies Ltd. \*

\*subject to Mobile Subscriber Service terms which will be these Conditions.

### 26 Customer Complaint Procedure

Our Customer Complaints Procedure can be viewed on our Web site [www.rivertechnologies.co.uk](http://www.rivertechnologies.co.uk) by clicking on 'terms' at the foot of our home page. Alternatively, you can request a copy by writing to us the address detailed at the head of these terms and conditions, or by emailing [support@rivertechnologies.co.uk](mailto:support@rivertechnologies.co.uk)

### 27 Definitions

"**Activation**" means when you call us to activate your SIM card to enable you to access the Service.

"**Additional Services**" means additional or supplemental services for which a charge is made in addition to the fixed periodic charges for the Services (if applicable).

"**Age Restricted Services**" means any Services for use only by customers aged 18 or over.

"**Artificial Inflation of Traffic**" or "**AIT**" shall have the meaning given to it in the BT standard interconnect agreement as amended from time to time and for the avoidance of doubt includes any situation where Calls other than Calls to geographic number ranges commencing with the digits 01, 02 or 03: (a) are made, generated, stimulated, and/or prolonged for the direct or indirect benefit of any entity (including a natural person) operating, hosting or otherwise connected with a telecommunication service as a result of any activity by or on behalf of such entity; and (b) result in a calling pattern which is disproportionate to the overall amount, duration and/or extent of Calls which would be expected from a good faith usage or an acceptable and reasonable commercial practice relating to the operation of Telecommunications Systems;

"**Bolt On**" means a package for inclusive usage that is added to a Bundle or Tariff. Bolt On usage may be shared or per user as specified in the Tariff.

"**Bundle**" means any monthly subscription which includes an inclusive usage allowance of predefined Call, text or data types.

"**Call**" means a signal, message or communication which is silent, spoken or visual on each Line that we agree to provide to you under this Agreement. "**Cancellation Fee**" means, a fee charged if we end the agreement due to your conduct or if you end your agreement within the Minimum Term. This fee may cover (without limitation) your fixed periodic Charges for the Minimum Term, our administrative costs, costs incurred by us in Connecting and Disconnecting the Services, cost of handsets, accessories or devices provided free of charge and our

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payments to operators, network providers, stores or agents.

**"Charges"** means charges for access to, and use of, Services. These charges may cover (without limitation) fixed periodic charges, usage charges, account administration fees, fees for Connection and re-Connection, a Cancellation Fee (where applicable) and any costs incurred in collecting outstanding payments from you.

**"Conditions"** means these Conditions for Mobile Services and the Conditions for Communication Services.

**"Connection"** means the procedure by which we give you access to Services. 'Connected', 'Connecting', and 'reConnection' have corresponding meanings.

**"Damage"** means any accidental, sudden and unforeseen damage to the handset caused by external means which affects the operational functioning of the handset.

**"Disconnection"** means the procedure by which we stop your access to Services. 'Disconnect', 'Disconnected' and 'Disconnecting' have corresponding meanings.

**"Emergency Planning Measures"** means the measures that may be taken as a result of our, our network provider's or our MNO's obligations under (i) the General Conditions under section 45 of the Communications Act 2003 and (ii) the Civil Contingencies Act 2004; or any similar law.

**"End User"** means a person using Equipment or a Service, who is an employee or contractor of yours.

**"Equipment"** means any handsets, hardware or accessories that is authorised by us for Connection to the network which is used to access Services.

**"Fixed Dialing Number (FDN)"** means a SIM card that allows the user to only dial certain numbers which have previously been added to the FDN list.

**"GSM Gateway"** means any Equipment containing a SIM Card which enables the routing of Calls from fixed apparatus to mobile Equipment by establishing a mobile-to-mobile Call.

**"Hardware Fund"** means any money that we invest in your account including but not limited to fully or partially subsidising the cost of your Equipment, reducing your fixed periodic charges, credits against your usage, connection bonuses, or any other reduction to charges you would pay to us under this Agreement.

**"Messaging Services"** means any email, fax and voicemail Services, text message and multimedia messaging Services, personal information management and other message or communication facilities which let you communicate with others.

**"Minimum Number of Connections"** means the minimum number of active connections you agree to maintain on your account for the Minimum Term.

**"Minimum Term"** means the minimum period of service for each Connection as shown on the Service Agreement, product order form, connection schedule or Tariff, such period to start on the date on which the relevant Service is first made available to you for use. At the end of the Minimum Term, this Agreement will continue on a 30 day rolling basis unless or until terminated by either party. Unless otherwise agreed in writing, the Minimum Term for each Connection will be twenty-four months, commencing on each individual Connection date.

**"MNO"** means the mobile network operator providing the network services.

**"Network Provider"** means the provider we use to provide the Services from the MNO, including the provider of BlackBerry Services.

**"Nuisance Calls"** means an unwanted Call that causes annoyance, inconvenience or anxiety to the receiver of the Call, and/or is a hoax Call, and/or is of an offensive, spiteful, abusive, indecent, defamatory, obscene or menacing nature, and/or Calls which cause the called person to experience silence when the Call is answered in circumstances where the called person has no means of establishing whether there is a person at the other end of the line.

**"Overseas Networks"** means Telecommunication systems outside of the UK Mainland used (but not controlled) by us in providing the Services.

**"Port"** means the transfer of a mobile number under this Agreement to a different network provided by another supplier.

**"Service"** or **"Services"** means all or part of the Services explained in paragraph 1 or identified in the Service Agreement and any related services that we agree to provide to you under this Agreement.

**"Service Agreement"** means (i) where you place an order with us by telephone, the confirmation of order accompanying these Conditions and any related conditions, or (ii) where you place a written order, the document you sign when you become our customer, in each case detailing, amongst other things, the Services you wish to receive, the minimum period you wish to receive the Services for and the Tariff at which you will be charged and which forms part of this Agreement.

**"SIM or SIM Card"** means a card which enables you to access Services.

**"Software"** means a machine executable computer program, software module or software package or any part thereof supplied by us or the Software licensor to you irrespective of how it is stored or executed.

**"Storage Services"** means any Services which offer you storage capacity on the network for storage of content which you access from us.

**"Suspension"** means the procedure by which we temporarily disconnect your access to the Services. 'Suspend' has a corresponding meaning.

**"Tariff"** means our tariff or bundle or hardware price list referred to in the Service Agreement, product order form, connection schedule, proposal or other document and as amended from time to time.

**"we"** and **"us"** means River Technologies Ltd and includes any member of the River Group of companies, whose main place of business is detailed on the Customer Order Form and on our web site at [www.rivertechnologies.co.uk](http://www.rivertechnologies.co.uk).

**"you"** means the customer we make this Agreement with. It includes a person who we reasonably believe is acting with the customer's authority or knowledge. It also includes any End Users.