

Cloud Voice service

Version 1

About the way we'll work together

This document tells you about our Cloud Voice service (Hosted Centrex). These special terms, along with our standard terms and conditions and our service level agreement, explain exactly how we'll work with you. We've done our best to cover everything, but if there's anything you'd like to check, just call our Customer Services team on 0800 052 0800.

1. Definitions and interpreting this document

- 1.1 In these **special terms**, words and terms have the same meaning as they have in our **standard terms and conditions**, unless these **special terms** give a different meaning.
- 1.2 Where the following words are printed in bold in these **special terms**, they have the meanings set out below.

add-on means a chargeable **service feature** as set out in the **order form** which is attributed to a **user, site**, or you.

agreement means collectively these **special terms**, the **standard terms and conditions**, the relevant **order form** and the **service level agreement**.

authorised equipment list means the list of **cpe** that is compatible with the **service** communicated by us to you from time to time.

call means a signal, message or communication which can be silent, visual or spoken, excluding text messages.

cpe means customer premises equipment (including but not limited to telephone handsets) used in connection with the **service** and which may be **service equipment** or **purchased equipment** (as defined in the **standard terms and conditions**).

customer delivery date means, for supplying **purchased equipment**, the date the **purchased equipment** is delivered to you.

data protection legislation means collectively the Directive 95/46/EC or any subsequent legislation in relation to the Directive and applicable local legislation enacting the Directive, which includes in respect of personal data originating in the UK, the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003, the Computer Misuse Act 1990 and the Regulation of Investigatory Powers Act 2000.

emergency call means a call to 999 or 112, or an equivalent number for calling the **emergency services**.

emergency call service means the service conveying emergency calls as described in clause 10.

emergency services organisation means the relevant local public police, fire, ambulance and coastguard services and other similar organisations providing assistance to the public in emergencies.

fair usage policy means our fair use policy provided to you with the **order form** (as updated and communicated to you from time to time).

Internet connectivity means an internet access service.

licence means the non-exclusive revocable right granted by us for a **user** to use the **service** in conjunction with an agreed telephone number [we make available to you for use with the licence] during the **licence term** on and in accordance with the terms of the **agreement**.

licence start date means the date on which we confirm the **service** is available to you or a **user**.

licence term means, in respect of each **licence** ordered, the **minimum licence term** and any extension of it in accordance with clause 3.2 of these **special terms**.

licensor means the party who has granted us the rights we need to provide the **service**. We may change our **licensor** from time to time without reference to you.

minimum licence term means the minimum licence period for a service as set out in the **order form** starting from the **licence start date**.

nuisance calls means an unwanted call that causes annoyance 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 including

unauthorised or 'spam' calls and 'silent' calls as defined by Ofcom in its 'Statement of policy on the persistent misuse of an electronic communications service' published 1 March 2006, and any subsequent update.

planned engineering works means scheduled maintenance activity which we or our **licensor** undertake from time to time to maintain and/or upgrade the **service** which may affect the availability of the **service**.

purchased equipment charges means the charges you have to pay us to buy the **purchased equipment** as set out in the **order form**.

regulatory body means any government, quasi-government, statutory or regulatory, administrative, fiscal or judicial body, department, commission or any other competent authority or entity in any part of the world having responsibility for the regulation or governance of the **service** (or any part of the **service**) and/or any services related to or impacted by the **service** and /or having jurisdiction over us or our **licensor** (as the case may be).

rental means the rental (including licence fees) for the **service**, as set out in the **order form** and **price guide** (as amended and updated from time to time in accordance with these special terms).

scheduled downtime means the unavailability of the **service** (or any part of the **service**) which is pre-planned (including any **planned engineering works**) and in respect of which we have given you at least 3 **working days**' prior notice including an explanation of the purpose of such **scheduled downtime**.

service means the Cloud Voice service as set out on the **order form** and **service literature**.

service features means features of the **service** as set out in the **order form** and **service literature**.

site means either a home **site** or an office **site** being the location where a **user** is predominantly located or a grouping of **users** for the purposes of receipt of the **services**.

software means the software used by us to provide the **service**.

special terms means these extra **service** terms and conditions specific to the **service**.

standard terms and conditions means our standard terms and conditions, as set out in the **order form**, that apply to the **service**.

unauthorised equipment means equipment that is not on the **authorised equipment list**.

user any person who uses the **service** at your company or one of your group companies.

unplanned downtime means any unavailability of the **service** (or any part of the **service**) which is not **scheduled downtime**, (including unforeseen circumstances like a major service outage on our **licensor's** network or because of a state of emergency declared by a governmental authority)

working day means 09:00 to 17:30 Monday to Friday, excluding public and bank holidays in the applicable part of the United Kingdom.

2. Using the service

In addition to clause 11 of our **standard terms and conditions**, the following also apply.

- 2.1 You agree not to use the **service**:
 - 2.1.1 to make **nuisance calls**;
 - 2.1.2 to send, knowingly receive, upload, download, use or re-use material which is offensive, indecent, defamatory, obscene or menacing;
 - 2.1.3 contrary to any instructions provided under clause 4.1 (below);
 - 2.1.4 in a way that does not comply with the terms of any legislation or any licence applicable to you or us or **users**;
 - 2.1.5 in a manner that is in any way unlawful, fraudulent or in bad faith or which has any unlawful, fraudulent or bad faith purpose or effect; or
 - 2.1.6 in a manner that in our reasonable opinion (or the reasonable opinion of our **licensor**) could materially affect the quality of any telecommunications service, including the **service**, provided by us; or
 - 2.1.7 in a manner that conflicts with clause 11; or
 - 2.1.8 In a manner which could reasonably be believed to have a detrimental effect on our brand or reputation (or those of our **licensor**)
- 2.2 You will test any **software** used with or in conjunction with the **service** with the latest commercially available virus detection software to ensure that any such **software** is not infected by viruses and/or logic bombs,

- worms, Trojan horses and any other type of disruptive, destructive or nuisance programs;
- 2.3 We may monitor the profile of **calls** made through use of the **service** by **users** for potential fraudulent or bad faith use and take reasonable steps (with which you must comply) to prevent such use.
- 2.4 You must adhere to the **fair usage policy** and any other restrictions of use contained in the **service literature**. You acknowledge that the **service** is not designed to be a carrier interconnect and the platform for this **service** will not support diallers of any description
- 2.5 If you have purchased a **service** which includes a call tariff with inclusive minutes or call spend, use of the service will be subject to the **fair usage policy**. The inclusive minutes will be detailed in the relevant tariff sheet provided with your **order form**, which forms part of your **agreement**. If in any billing month the number of call minutes used (as evidenced by our records) exceeds the number of inclusive minutes set out in the tariff sheet, we may invoice you for any additional minutes used up to three months after the end of the month in which the calls were made. The tariffs applicable to such excess of call minutes shall be as detailed in the applicable individual destination tariff tables provided in your tariff sheet.
- 2.6 You must ensure that a sufficient number of **licences** have been purchased to cover the number of **users**.
- 2.7 You may vary the number of **licences** ordered under the **agreement**. Any reduction in the number of **licences** during the **minimum licence term** may result in cancellation charges.
- 2.8 You must provide all required information requested within the **agreement** to ensure a smooth and effective order process.
- 2.9 All porting requests must contain clear and accurate information. Failure to do so may lead to a delay in delivery and additional charges. We will perform number porting using the information supplied by you and in accordance with all relevant legislation and regulations (including codes of practice).
- 2.10 If we fail to provision the **service** correctly or the provisioning of the **service** is defective, we shall (on becoming aware of the issue), take all reasonable steps to rectify the deficiency promptly.
- 2.11 You acknowledge that you will require access to a physical or wireless IP service and access to an IP Phone (listed in the **authorised cpe list**) or Softphone for the **service** to work.
- 2.12 If You use **cpe** not purchased from us, You will need to load configuration onto the **cpe** to enable the **service**.
- 2.13 A **user's licence** will inherit all **service features** from the **site** to which it belongs. More information on **site** and **user service features** can be found in our **service literature**.
- 2.14 For an **add-on** to function, it must be associated with either a **user**, **site** or you.
- 3. Period of the agreement**
- 3.1** Clause 3.2 of our **standard terms and conditions** are amended so that either party must give the other party 120 days' notice to terminate the **agreement**, such notice to expire no earlier than the expiry of the **minimum period**.
- Period of individual licenses**
- 3.2** Each **licence** granted to you is for the fixed **minimum licence term** set out in the **order form**. On expiry of the **minimum licence term**, subject to you paying the then applicable **licence** fees, we shall continue to make the **service** available to **users** until either party serves 45 days' written notice to terminate the **licence** on the other.
- 4. Service management**
- 4.1** We may from time to time provide you with instructions which we believe are necessary for reasons of health, safety or the quality of the **service** or other services provided by us or our supplier. You must comply and ensure any user complies with such instructions and pass on any instructions we give you to **users** promptly.
- 4.2** We may, without liability to you, take action to block or restrict your or any **user's cpe** from accessing the **service** if you or any **user** use the **service** in a way that is damaging to the **service**.
- 5. Charges**
- 5.1** **Charges** will be invoiced to you monthly in arrears from the **service start date**. If you make any changes to your **agreement** e.g. applying **add-on's** etc. in accordance with the terms of the contract, we will endeavour to include the charges in respect of such changes in your next invoice and which may be pro-rated depending on when the change takes effect.
- 5.2** If we cannot provide the **service** as a result of:
- 5.2.1 you failing to meet your obligations under our standard

- terms and conditions and/or these **special terms**; or
- 5.2.2 the **service** ending or being suspended as a result of your contract for **internet connectivity** ending, or your **internet connectivity** service failing or being suspended;
- you will still be liable for paying the **charges** under the **agreement** (including early cancellation charges if the **service** ends before the expiry of the **licence term**).
- 5.3 Clause 9.3.2 and 9.3.3(a) of the **standard terms and conditions** shall be deleted and replaced with the following:
- 9.3.2 We can increase the **rental** and increase or introduce other recurring charges at any time during the term of the contract by giving you 21 days' notice in writing.
- 9.3.3(a) We can increase **call charges** by giving you five days' notice in writing or publishing the revised **call charges** on our website at least five days in advance;
- 5.4 Clause 9.3.3(b) and clause 9.4 of our **standard terms and conditions** shall be deleted and the remaining sub-clauses of clause 9 shall remain in full force and effect but shall be renumbered accordingly.
- 5.5 Unless we have agreed otherwise with you in writing, we (or our **group company** acting on our behalf) will invoice you for **purchased equipment charges** on or after the **customer delivery date**.
- 5.6 If you cancel or terminate a licence prior to expiry of its **minimum licence term**, you must pay us an amount equal to the **licence fee** for the **service** for the **minimum licence term** less any licence fees you have already paid in addition to any other **cancellation charges** payable under clause 9.17 of our **standard terms** and clause 5.6 below.
- 5.7 If you cancel an order or **service** which includes **purchased equipment** on or after the **customer delivery date**, you must pay 100% of the **equipment charges** that have not yet been paid or invoiced on the date you cancel the order or **service**.

6. Connection of equipment to the service

- 6.1 Any equipment connected (directly or indirectly) to or used with the **service** must be compatible with the **service** and where applicable be on the **authorised equipment list**. Any equipment not listed as **authorised equipment**, where applicable, will not be

supported by the **service** and will be **unauthorised equipment**.

- 6.2 If we become aware that **unauthorised equipment** is being connected to the **service** we will serve notice on you to remove the **unauthorised equipment**. Failure to remove the **unauthorised equipment** on receipt of a notice from us to do so may result in the termination or suspension of the **service**.

7. Access and site regulations

- 7.1 You will provide our employees and anyone acting on our behalf, who produces a valid identity card, with access to any **site**. Access will normally only be required during the **working day** but we may, on giving you reasonable notice, require you to provide access at other times. We may agree to work outside the **working day** but you may have to pay additional charges if we do so as a result of any act of yours (or your employees, agent, officers, directors, contractors or persons within your reasonable control) or your non-availability.
- 7.2 You will provide, or procure the provision of, a suitable and safe working environment for our employees and anyone acting on our behalf at the **site**.
- 7.3 We will use reasonable endeavours to observe, and procure that anyone acting on our behalf, observes your reasonable **site** regulations as previously advised in writing to us and will comply with the reasonable instructions of supervising personnel at the **site**.

8. Limitation of liability

- 8.1 Sub-clauses 15.4.1 and 15.4.2 of our **standard terms and conditions** shall be deleted and replaced with the following:-
- 15.4.1 100% of the total charges you have paid us in that agreement year; or
- 15.4.2 £25,000
- Whichever is more.

9. Transfer of Undertakings (Protection of Employment) Regulations 2006

- 9.1 You must indemnify us, and keep us indemnified against:
- 9.1.1 any loss, cost, damage or expense, including legal expenses on an indemnity basis (a basis for assessing costs, as covered in Part 44 of the Civil Procedure Rules), we suffer or have to pay (including as a result of any claim made by our **licensors**) in connection with any

- employee of yours transferring (or allegedly transferring) to us; and
- 9.1.2 any liability in connection with any employee of yours transferring (or allegedly transferring) to us under the Transfer of Undertakings (Protection of Employment) Regulations 2006, arising directly or indirectly as a result of you and us entering into the **agreement** or the employee's employment ending (including compensation for unfair dismissal, notice pay or statutory redundancy pay, or under regulations 12 or 15 of the Transfer of Undertakings (Protection of Employment) Regulations 2006).
- 9.2** The indemnity at special term 9.1 above shall be unlimited and included in clause 15.1 of our **standard terms and conditions**.
- 9.3 This special term 9 will continue to apply after the **agreement** ends.
- 10. Emergency calls**
- 10.1 You agree and acknowledge that in relation to **emergency calls** made using the **service**:
- 10.1.1 the **user's** equipment used to access the **service** requires mains power to make **emergency calls**; if power is lost, service (and access to emergency services) will be lost
- 10.1.2 the **user** is required to confirm or provide their location when making an **emergency call** to enable the relevant **emergency services organisation** to respond; and
- 10.2 an **emergency call** made using the **service** may not receive the same network priority as an **emergency call** made on a mobile network or on a circuit-switched fixed line.
- 10.3 The **emergency call service** will only be available where the **emergency call** originates from a calling party located in the UK having a telephone number conforming to the national telephone numbering plan, as set out on the Ofcom website, and being either from a geographic number range or from non-geographic number ranges with a prefix of: 055, 056, 03 or 08.
- 10.4 We will give you not less than 30 days' written notice of any material changes to the **emergency call service**.
- 10.5 You must notify us without delay if you change the installation address (or for nomadic applications, the address where the number is most commonly used) to enable us to update the emergency services database.
- 10.6 You will, in a timely manner, handle, process and reply to all enquiries and complaints we may receive in relation to **emergency calls**.
- 11. Intellectual Property Rights**
- 11.1 Clause 12.10 of our **standard terms and conditions** shall be deleted and replaced with the following clause 12.10:
- 12.10 You must indemnify us against any damages (including costs) awarded against us and any liabilities and costs which we suffer or incur in connection with any claim or action against us or our **licensors** as a result of the **service** infringing the intellectual property rights of a third party (an intellectual property rights claim against us) if that claim or action arose from:
- 12.10.1 work we carried out in line with instructions or specifications you gave us; or
- 12.10.2 you or a **user** connecting or using your own apparatus (except **purchased equipment**) with the **service**.
- 12.10.3 Any of the circumstances set out in clause 12.7.1 – 12.7.6 of our standard terms
- 12. CPE**
- 12.1 You will be liable for loss of or damage to **cpe** from the time it is delivered, except for loss or damage caused by our intentional actions or negligence.
- 12.2 Ownership of purchased equipment** (excluding **software**) will pass to you on the date of our invoice for the **purchased equipment**.
- 12.3 If you order a **service** where **cpe** is included as part of a bundle (e.g. as part of a **service/handset** package), the charges for the **cpe** will form part of the **licence fee** and title to the **cpe** will pass to you on the expiry of the **minimum licence term** of the **service** included in the bundle or earlier termination of the **licence**.
- 12.4 Unless agreed in writing otherwise, **cpe** shall be delivered on a **Working Day**.
- 12.5 **Cpe** will only be delivered to locations within the United Kingdom.

- 12.6 The delivery of the **cpe** will be attempted once. If the recipient is not available, a card will be left and the item returned to a local depot. If you do not make arrangements for the item to be re-delivered or collected within a pre-determined timeframe as set out on the card left by the delivery agent, the **cpe** will be returned to us and we may charge you an aborted delivery charge.
- 12.7 Where you have purchased **cpe** or where **cpe** is included in a **service** bundle as set out in special term 12.3 (above) You will be considered to have accepted the **cpe**:
- 12.7.1 on the date you confirm in writing that you accept the **equipment**;
or
- 12.7.2 five working days after the **customer delivery date**;
- whichever is earlier.
- 12.8 You must only use **cpe** on the **authorised equipment list**. We may amend the **authorised equipment list** from time to time on not less than 25 days' notice. Any notice will state what is being removed from the **authorised equipment list**, when it will be removed and what **cpe** will replace it. If you are using **service** equipment or purchased equipment which is removed from the **authorised equipment list** we will continue to support such **cpe** for 90 days after the date our notice stated it was to be removed from the **authorised equipment list** (unless it is considered to be a security risk in which case a shorter period will apply).
- 12.9 If a change to the **authorised equipment list** means that you or a **user** would have to make material changes to your (or their) systems (including any software, hardware, equipment, networks or infrastructure) or incur material costs you must provide us with written evidence of those costs or changes without delay if you want us to consider what options may exist to continue supporting such **cpe**. If we agree that such costs or changes are material we may (in our absolute discretion) agree to continue to support such **cpe** until the expiry of the **minimum licence term** for the last **licence** affected by such change that you (or the relevant **user**) had entered into prior to such change to the **authorised equipment list**.
- 12.10 You will properly keep and maintain each piece of **cpe** and only use it in accordance with the manufacturer's or our instructions. You must take reasonable steps to ensure any **service equipment** or **purchased equipment** is configured to prevent it being used in the commission of criminal offences (including making bad faith or fraudulent calls).
- 12.11 You must report any fault with any **cpe** that is **service equipment** to us immediately.
- 12.12 Following the reporting of the fault with any **cpe** that is **service equipment**, it is deemed that **cpe** must be returned, you must comply with this within 28 days.
- 12.13 If we provide **software** to you through the **service** we do not guarantee that it will be error free, but we will procure to have any errors corrected within a reasonable time if they impair the performance of the **cpe**.
- 12.14 Where a **cpe** which is **service equipment** sustains damage as a result of your actions you will indemnify us for the fix or replacement of the **cpe**.
- 12.15 All warranties, guarantees, conditions, representations, undertakings, terms and promises relating to the purchased **equipment** are excluded to the extent allowed by law. The manufacturer's warranty documents for the **purchased equipment** will be included with the **purchased equipment** when it is delivered, and you are responsible for keeping these documents in a secure place. None of our employees are authorised to make any warranty representation or promise relating to the **purchased equipment** unless it is in writing and signed by one of our authorised officers.
- 12.16 You are only entitled to the guarantee or warranty offered by the **purchased equipment's** manufacturer to the extent we are able to pass it on to you. The manufacturer's standard product warranty is the only support available for any **purchased equipment** under the agreement unless you buy the support service from us for the **purchased equipment**.
- WEEE Directive**
- 12.17 You will be responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("**weee directive**") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of **cpe** that has become waste electrical and electronic equipment ("**weee**").
- 12.18 Each of us acknowledge that for the purposes of Article 13 of the **weee directive**, the obligations and terms set out in clauses 12.6 – 12.10 of these special terms constitute an agreement stipulating other financing arrangements for the collection, treatment, recovery, recycling and environmentally sound disposal of **weee**.
- 12.19 You will be responsible for any information recording or reporting obligations imposed by the **weee directive**.
- 12.20 You will indemnify us against any claims or legal proceedings that are brought or

threatened against us by a third party which would not have been caused or made had you fulfilled your express or implied obligations under clauses 12.6 – 12.10 of these special terms or in connection with the **weee directive**.

- 12.21 We will notify you of any such claims or proceedings and keep you informed as to the progress of such claims or proceedings.
- 12.22 **cpe** purchased from us will only be available for delivery to the UK.

13. Calls and numbering

- 13.1 For each **user** you will provide us with:
- 13.1.1 an available telephone number that may be used to **call** each **user** (unless we are providing a new telephone number to the **user** within the **agreement**); and
- 13.1.2 the name and installation address (including the post code) of each **user**;
- 13.1.3 for **users** with nomadic applications that use more than one network termination point or equivalent, the address where the number is normally used.
- 13.2 You do not own any number nor have any right to sell or transfer a number.
- 13.3 You acknowledge that there may be some restrictions to Number porting.

14. Data protection

- 14.1 You agree to comply with your obligations under applicable **data protection legislation**, and maintain all relevant registrations and notifications. You agree to obtain all registrations, notifications and consents that you need to enable us and our sub-processors to process the personal data of **users** for the purposes of performing our obligations under the **agreement**.
- 14.2 You agree to indemnify us against all loss, damages, reasonable costs, liabilities and expenses arising or incurred in respect of any actions, claims or legal proceedings which are brought or threatened against us by a third party because you are in breach of sub-clause 14.1 above.

15. Changing the agreement or service

- 15.1 Clause 20.2 of the standard terms and conditions shall be deleted and replaced with the following clause 20.2:

20.2 Despite clause 20.1, we can propose any changes to the **agreement** (other than in relation to charges (which are governed by clause 5 of these special terms) and **service** changes that are governed by clause 20.4 and 20.5, by giving you 21 days' written notice before the change is due to take effect.. You may terminate the **agreement**, **service** or **licence** where the change is to your material detriment and you give us notice within 60 days of the date of the notice of change.

- 15.2 Clause 20.5 of the standard terms and conditions shall be deleted and replaced with the following new clause 20.5:

20.5 we may also change the **service** at any time (other than for the reasons set out in clause 20.4), including as a result of a change of name, a change in how we provide **services**, a change in technology or an upgrade to or substitution of an alternative **service**, or the introduction of new or improved service levels and/or licences, as long as:

- (a) you will not be charged for the change; and
- (b) the charges, **minimum licence period** and **minimum period** will not be affected by the change.

16. Suspending the service

- 16.1 In addition to our suspension rights at clause 14 of our standard terms and conditions, we may suspend the **service** if:-
- 16.2 all or any part of any contract between us and another telecommunications provider is suspended and this affects the provision of the **service**.
- 16.3 abnormally high Call volumes are conveyed via the **service** for onward termination to a network operated outside the UK, we and/or our supplier may instigate network management control measures including but not limited to call barring.
- 16.4 We may also suspend the **service** for operational reasons, to introduce or withdraw **service** features, provide new installations, update facilities, carry out general maintenance and planned engineering works or change the technical specification of the **service** upon giving not less than 10 days' notice. In such event we will use our reasonable endeavours to minimise disruption to users.

16.5 Occasionally we may need to suspend the **service** (or a part of the **service**) for **unplanned downtime**. We will give you as much notice as possible of any **unplanned downtime**. If we cannot give you prior notice then we will inform you as soon as possible after the **unplanned downtime** commences. We will tell you the reason for such **unplanned downtime** in our notice or as soon as possible afterwards. We will use reasonable endeavours to avoid/ minimise the occurrence and duration of any **unplanned downtime** wherever practicable.

16.6 We shall not be liable to you where we suspend the **service** in accordance with this special term 14.

17. Ending the agreement

17.1 The reference in clause 17.1.2 of the standard terms and conditions is amended to 10 days.

18. Cancelling the service

18.1 17.1 In addition to our rights to terminate the agreement under clause 17.1, or cancel any part of the service under clause 21.1 of the standard terms and conditions, we can terminate the **agreement** or the **service** at any time to comply with a direction from Ofcom or any other regulatory body to suspend or cancel the **service** or any part of it (but this right to terminate will not relieve us of our liabilities under the agreement) in connection with the direction received.

18.2 When the **service** is cancelled:

18.2.1 The cancellation of the **service** to a **site** will result in the deletion of all **users** information at that **site** and all information stored against them; and

18.2.2 The cancellation of **service** to all **sites** (the **service** as a whole) will result in the deletion of all **users** information and information stored against them

19. Events beyond your or our control

The second paragraph of clause 19.1 of the standard terms and conditions is deleted and replaced with the following

“Circumstances beyond your or our control” means matters beyond your or our reasonable control (having taken reasonable precautions or measures) including but not limited to act of God, lightning, flood, exceptionally severe weather, subsidence, fire, explosion, war, civil disorder, national or local emergency, statutory obligation, industrial disputes (including those involving a party’s own employees provided that party has taken all reasonable steps to prevent and /or resolve such industrial disputes from arising), delay or failure of a party’s suppliers due to a matter beyond that supplier’s reasonable control, delay or failure or rationing of energy supplies, unplanned or emergency acts or omissions of local or central government or other competent bodies, acts or omissions of persons for whom a party is not responsible or any other cause whether similar or dissimilar outside its reasonable control.

Thanks for your business – we’re looking forward to working with you. If you have any questions, we’d love to hear from you. Please call our Customer Services team on 0800 052 0800.