

**ECHO CLOUD LIMITED**  
**TERMS AND CONDITIONS FOR TELEPHONE**  
**CALLS & LINE RENTAL**

Please read these terms in conjunction with our Privacy Notice, which can be found on our website.

**1. DEFINITIONS AND INTERPRETATION**

1.1. In these terms and conditions (**Terms**) the following words shall have the following meanings:

<b>Agreement</b>	the agreement between you and Echo Cloud Limited for the supply of the Services in accordance with the Order and these Terms;
<b>GDPR</b>	means <ul style="list-style-type: none"><li>(i) To the extent the UK GDPR applies, the law of the United Kingdom or a part of the United Kingdom which relates to the protection of personal data.</li><li>(ii) To the extent the EU GDPR applies, the law of the European Union or any member state of the European Union to which the Supplier is subject, which relates to the protection of personal data</li></ul>
<b>BT</b>	British Telecommunications plc and its associated companies;
<b>Call Charges the System</b>	Echo Cloud Limited 's charges for calls made on  (including reverse charge calls) as set out in the Order or as otherwise notified to the Customer by Echo Cloud Limited from time to time;
<b>Call Recording Service</b>	any call recording service offered to the Customer by Echo Cloud Limited Ltd;
<b>Calls &amp; Lines Services</b>	the services for calls & lines that Echo Cloud Limited provides to the Customer (as set out in the Order) by means of the System;
<b>Charges</b>	the charges as notified to the Customer from time to time and payable by the Customer to Echo Cloud Limited (Bristol) Ltd for the Services;
<b>CLI</b>	the calling line identity of a calling party;
<b>Commencement Date</b>	the date of the Agreement;
<b>Company, We, Us, Our</b>	Echo Cloud Limited (Company Number: 16686237) whose Registered Office is Raleigh House, 9A Wellsway, Keynsham, Bristol, BS31 1HS
<b>Confidential Information</b>	any and all information whether disclosed in written or oral or machine-readable form or otherwise including without limitation information relating to Echo Cloud Limited ' services, equipment, operations, know-how, trade secrets and information of commercial value;
<b>Connection Charge</b>	the non-refundable charge (if any) payable by the Customer for installation and connection to the System as set out in the Order or as otherwise notified by Echo Cloud Limited ;
<b>Connection Point</b>	includes a terminal block, a socket for a removable plug, a distribution frame, or any other device which Echo Cloud Limited fixes at any of the Sites to connect the Customer's equipment to an Exchange Line;

<b>Customer, you</b>	the individual, company, entity, organisation or business that purchases the Services from Echo Cloud Limited ;
<b>Data Protection Legislation</b>	Up to but excluding 25 May 2018, the Data Protection Act 1998 and thereafter (i) unless and until the GDPR is no longer directly applicable in the UK, the GDPR and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998
<b>Early Termination Fee</b>	means: <ul style="list-style-type: none"> <li>(i) all Charges that are accrued up to and including the date of termination; plus</li> <li>(ii) an average per day value of the Call Charges accrued by the Customer in the three months prior to the date of termination chargeable each day from the date of termination until the date of expiry of the Minimum Term, Renewed Minimum Term or Subsequent Term (as the case may be); plus</li> <li>(iii) the total amounts of all Exchange Line Rental Charges still remaining on the Minimum Term, Renewed Term or Subsequent Term (as the case may be) from the date of termination until the date of expiry of the Minimum Term, Renewed Minimum Term or Subsequent Term (as the case may be);</li> </ul>
<b>Equipment</b> (Bristol) Ltd or its	includes any equipment owned by Echo Cloud Limited licensors that we use to provide the Services;
<b>ESTN</b>	Ethernet Services Telephone Network.
<b>Exchange Line</b>	any apparatus forming part of the System used by Echo Cloud Limited to connect the Site to a telephone exchange in order to provide the Services;
<b>EU GDPR</b>	General Data Protection Regulation (EU) 2016/679
<b>IPR</b>	patents, rights to inventions, copyright and related rights, trade marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off, rights in designs, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how), 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;
<b>ISDN Services</b> provides to	the telephone services that Echo Cloud Limited  the Customer (as specified in the Order) by means of the System;
<b>Fraud Protection Service</b>	the services as set out in Clauses 4.16 to 4.18 (inclusive) that we may agree in writing to provide to the Customer;

**Minimum Term** means twelve (12) months (or such other minimum period as is set out in the Order) from the date the Order is signed by the Customer;

<b>Network</b>	the fixed line telecommunications network operated by a Network Operator;
<b>Network Operator</b>	a network operator who operates a Network to which a line is connected in accordance with an agreement between the Network Operator and Echo Cloud Limited ;
<b>OFCOM</b>	the Office of Communications or other replacement authority;
<b>Openreach</b>	means BT Openreach a BT Group business;
<b>Order</b>	the Customer's order for the Services;
<b>Personal Data</b>	personal data, as defined in the DPA;
<b>Recording</b>	any recording of the Customer's calls resulting from the Call Recording Services;
<b>Renewed Term</b> Ltd in writing in	the renewed term agreed with Echo Cloud Limited (Bristol) accordance with Clause 3.3;
<b>Rental</b>	the monthly fee (including line rental, equipment rental, and other rental) payable by the Customer for the Services, as set out in the Order or as otherwise notified by Echo Cloud Limited (Bristol) Ltd ;
<b>Services</b>	the ISDN Services and/or the Calls & Lines Services, Voice Safe Services, ESTN and other call services as set out in the Order that Echo Cloud Limited agrees to supply to the Customer;
<b>SIP</b>	means Session Initiation Protocol.
<b>SIP Trunk</b>	a voice over IP (VoIP) subscription and streaming media service based on the SIP by which We will deliver the Calls & Lines Services to the Customer.
<b>Site</b>	the site(s) at which we shall provide the Services;
<b>Subsequent Term</b>	a minimum of twelve (12) months (or such other period set out in the Order);
<b>System</b>	the Network that we use to provide the Services;
<b>Voice Safe Service</b>	the services as set out in Clause 4.12 that we may agree in writing to provide to the Customer;
<b>Working Day</b>	08:00 to 17:00 Monday to Friday but excluding public holidays in the United Kingdom.

**1.2. Construction.** In these Terms, the following rules apply:

- 1.2.1. a **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.2.2. a reference to **writing** or **written** includes emails and faxes.
- 1.2.3. a reference in these Terms to any provision of a statute shall be construed as a reference to that provision as amended, re-enacted or extended at the relevant time.
- 1.2.4. headings in the Agreement shall not affect interpretation.

## **2. ORDERS**

2.1. The Order constitutes an offer by the Customer to purchase the Services in accordance

with these Terms.

- 2.2. No order placed by the Customer shall be accepted by Echo Cloud Limited until the Order is accepted by Echo Cloud Limited or (if earlier) Echo Cloud Limited provides the Services to the Customer.
- 2.3. Once an Order has been accepted by Echo Cloud Limited, the Customer may not cancel an Order.
- 2.4. We may accept or reject an Order at our sole discretion.
- 2.5. The Agreement constitutes the entire agreement between the parties. The Customer acknowledges that it has not relied on any statement, representation, promise, assurance or warranty made or given by or on behalf of Echo Cloud Limited which is not set out in the Agreement.
- 2.6. These Terms apply to the Agreement 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.

### **3. MINIMUM TERM, SUBSEQUENT TERM, RENEWED TERM AND EARLY TERMINATION FEE**

- 3.1. The Agreement shall commence on the Commencement Date and will continue for the Minimum Term and any Renewed Term or Subsequent Term.
- 3.2. The Customer acknowledges that it has limited rights to terminate the Agreement during the Minimum Term, Renewed Term or Subsequent Term (as the case may be). These rights are set out in Clause 10.1.
- 3.3. If upon the expiry of the Minimum Term, Renewed Term or Subsequent Term (as the case may be) the Customer has not;
  - 3.3.1. agreed a Renewed Term; or
  - 3.3.2. given notice to Echo Cloud Limited in accordance with Clause 10.1

We will continue to supply the Services to the Customer for the Subsequent Term unless the Customer terminates the Agreement as set out in Clause 10.1.

- 3.4. If a Renewed Term has been agreed we will continue to supply the Services to the Customer for the Renewed Term unless the Customer terminates the Agreement as set out in Clause 10.1.
- 3.5. If the Customer terminates the Agreement before the expiry of the Minimum Term, Renewed Term or Subsequent Term, the Customer shall pay the Early Termination Fee.

### **4. CONNECTION OF THE CUSTOMER'S EQUIPMENT**

#### **CALLS AND LINES SERVICES ONLY**

- 4.1. The Calls & Lines Services are available only if the Customer has a valid contract for the use of an analogue Exchange Line (in the case of the wholesale access Service) or digital Exchange Line capable of supporting an existing ISDN30 service (in the case of wholesale ISDN30 Service) direct Exchange Line (for each Exchange Line being ordered) which terminates on a Connection Point or SIP Trunk based exchange on any type of data circuit. If such contract does not exist, the Customer must request Echo Cloud Limited to have an Exchange Line, Connection Point and/or ISDN30 bearer installed, as appropriate.
- 4.2. The Customer acknowledges that certain technical constraints relate to the Services and that certain services are incompatible with the Calls & Lines Services available from BT or other

Network Provider, and such incompatible services are excluded from the Services. The Customer also acknowledges that some technical limitations within the System may

not become apparent until after the Services have been working for some time. In such circumstances, with the agreement of the Customer, the Services may need to be withdrawn in which case the Customer shall be entitled to a pro rata rebate of any relevant Charges paid in advance by the Customer. Where the Customer insists the Service is to remain, we shall have no liability in relation to such Service.

4.3. There may be geographical and technical limitations that may affect or prevent installation of a specific Service. Accordingly, the Customer accepts that the provision of a Service is subject to a Site survey. Where Echo Cloud Limited is aware of any limitations following the survey that may impact provisioning or where the Service cannot be provided, we will contact the Customer within two Working Days and cancel the impacted Service without charge.

4.4. The Customer agrees to route all of their calls to Echo Cloud Limited for the duration of the Agreement. Should the customer fail to comply with this Clause 4.4, the charges as stated in Clause 8.5 will be applicable.

#### **CALLS & LINES SERVICE AND ISDN SERVICE**

4.5. The Customer understands and accepts that we may rely upon BT's or other Network Operator's co-operation in providing the Services or that the provision of the Services are governed by BT or other Network Operator and Echo Cloud Limited relies upon such Network Operator's co-operation. Accordingly:

4.5.1. Echo Cloud Limited gives no warranty, representation or undertaking as to the speed, quality or validity of the Services. No liability shall accrue to or be incurred by Echo Cloud Limited arising from any failure of or delay suffered by the Customer; and

4.5.2. the provision of the Services requires that BT or other Network Operator undertakes programming at exchange level. Accordingly, it is agreed that any act, default or delay by BT or other Network Operator in carrying out such programming or otherwise relating to or affecting the Services shall not be the responsibility of Echo Cloud Limited .

4.6. The Customer hereby agrees to the termination of its existing contract for equivalent services with the applicable communications service provider. The Customer shall provide Echo Cloud Limited with any relevant account and calling line identification numbers that may be required by BT or other Network Operator. The Customer acknowledges that Echo Cloud Limited cannot process the provisions of the Services until such information is provided by the Customer.

4.7. The Customer's equipment to be connected with the Services shall be connected by means of Connection Points and ancillary wiring both as installed and maintained by Echo Cloud Limited . If the Customer wishes a Connection Point to be moved to another place within the Site, We may agree, subject to payment of Echo Cloud Limited ' applicable charges. Unless otherwise agreed in an Order, the Customer will be responsible for the supply, maintenance and upgrade of necessary telephony equipment.

#### **4.8. Call Recording Provisioning**

4.8.1. In order to provide any Call Recording Service, each call to be recorded must be routed over the Network.

4.8.2. The Customer warrants to Echo Cloud Limited that it has authorised Echo Cloud Limited to act on their behalf in respect of their Recordings.

4.8.3. Subject to any applicable legislation (for example any data protection legislation) the Recordings and any data contained within the Recordings are the property of the Customer.

4.8.4. The Customer acknowledges and is aware, that the Customer is responsible for all



content within each Recording and shall ensure that all necessary steps are taken to ensure such content complies with the requirements of any legislation.

- 4.8.5. The Customer shall notify Echo Cloud Limited of all numbers that it requires to be recorded by any Call Recording Service and the Customer is solely responsible for notifying Echo Cloud Limited of any changes, deletions or amendments to any such numbers.
- 4.8.6. Unless otherwise agreed in writing by Echo Cloud Limited, We shall commence recording of calls automatically on call answer and shall terminate recording on call release.
- 4.8.7. Subject to Clause 4.8.12, the Customer acknowledges that save with the Customer's prior written consent, We shall not, and has no obligation to, review or edit any of the Recordings and that the extent to which the Customer reviews, edits or deletes Recordings is entirely the responsibility of the Customer.
- 4.8.8. We shall only allow access to the Recordings to a party who has the correct access details.
- 4.8.9. Without prejudice to the obligations placed upon the Customer pursuant to this Clause 4.8 Echo Cloud Limited reserves the right to refuse access to any Recordings subject to being provided with such evidence as it may require that the relevant requestee has authority to access such Recordings.
- 4.8.10. Immediately following termination of any Call Recording Service Echo Cloud Limited reserves the right to delete all Recordings relating to such Call Recording Service unless expressly agreed otherwise in writing with the Customer in advance.
- 4.8.11. Echo Cloud Limited reserves the right to access, retain and disclose the Recordings or copies of them for the purposes of:
- 4.8.11.1. complying with its obligations under any agreement between Echo Cloud Limited and a Network Operator;
  - 4.8.11.2. observing the performance of any Call Recording Service including for service level monitoring;
  - 4.8.11.3. retaining a record of activity on Echo Cloud Limited equipment or systems;
  - 4.8.11.4. performing emergency maintenance or resolving any faults within any Recording;
  - 4.8.11.5. compliance with legislation or with any instruction from a court of competent jurisdiction or other regulatory authority; or
  - 4.8.11.6. complying with a written request from the Customer for information about or disclosure of its Recordings.
- 4.8.12. Due to the nature of the Services, it is technically impossible to provide the Services fault free and Echo Cloud Limited does not undertake to do so. Accordingly:
- 4.8.12.1. it is the Customer's responsibility to report to Echo Cloud Limited as soon as reasonably practicable any faults or suspected faults with the Call Recording Service;
  - 4.8.12.2. subject to the provisions of these Terms We will use reasonable endeavors to provide continuous access to the Recordings but cannot guarantee all calls are recorded at all times and cannot be liable for any lost, corrupted or failed Recordings; and

4.8.12.3. the Customer shall promptly download any Recordings which it deems important.

4.9. The Customer shall, at Echo Cloud Limited 's request, arrange for the Customer's equipment to be reprogrammed by its designated maintainer in accordance with instructions provided by Echo Cloud Limited , to enable any indirect or other access. We will have no responsibility in respect of such reprogramming.

4.10. Following termination of the Agreement, if there is any programming on the Customer's equipment to route calls via the System the Customer shall be responsible for arranging for such programming to be removed and may be subject to payment of Echo Cloud Limited ' applicable charges. If the new supplier fails to successfully transfer the Services then the Customer shall remain liable for the Charges after the date of termination until transfer is complete.

4.11. The Customer shall:

4.11.1. provide a suitable and safe working environment for Echo Cloud Limited , BT or Network Operator and anyone acting on their behalf, at the Site; and

4.11.2. ensure that any Site where Echo Cloud Limited , BT or Network Operator and anyone acting on their behalf shall be carrying out work in relation the Services shall comply with all applicable laws.

#### **FRAUD PROTECTION SERVICES**

4.12. Subject to payment of the applicable Charges, We will provide a Fraud Protection Service to the Customer whereby:

4.12.1. We shall use Our reasonable endeavours to ensure that the Customer does not experience call fraud in relation to numbers registered on the Customer's account; and

4.12.2. any outbound calls to numbers that Echo Cloud Limited is aware of that:

4.12.2.1. could be used in a fraudulent way; or

4.12.2.2. are being used in a fraudulent way

will be barred from being called at the carrier level and, where Echo Cloud Limited maintains the customer equipment, at equipment level. This bar may be removed at Echo Cloud Limited ' sole discretion.

4.13. The Charges for the Fraud Protection service will be £2.00 per line per month and payment will be due in accordance with Clause 8. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number where the line rental may or may not be billed by Echo Cloud Limited .

4.14. Subject to Clause 4.15 and Clause 11, if the Customer experiences call fraud in relation to numbers registered on the Customer's account, We will pay compensation to the Customer of up to a maximum amount of £5,000.00 to cover this fraud for call fraud instances in excess of £500.00.

4.15. The Customer acknowledges and agrees that:

4.15.1. payment of the Fraud Protection compensation pursuant to Clause 4.14 will require a valid Crime Reference Number for the fraud incidence in question and will not be payable should the outbound fraud calls be generated to numbers belonging to the Customer; and

4.15.2. We will only provide the Fraud Protection service to the Customer on numbers capable of making outbound calls on one or more of the Networks that the Company has registered the Customer to have access to, but only where Echo Cloud Limited receives the call traffic costs. Where fraud calls are made on a network not supplied and billed by Echo Cloud Limited then the Fraud Protection service cannot be provided

and no compensation will become payable in the event that fraud calls are billed directly to the Customer by other call providers.

## **LINE SAFE SERVICES**

- 4.16. Subject to payment of the applicable Charges, We may provide a Line Safe Service to the Customer whereby if the Customer experiences a line fault in relation to numbers registered on their account and provided that Echo Cloud Limited bill the line rental, We will:
- 4.16.1. log each call received by Echo Cloud Limited from the Customer with Openreach; and
  - 4.16.2. cover the cost of call out charges generated by the attendance of an Openreach engineer to the Customer's Site when it becomes evident that the fault is not related to Openreach's network or infrastructure where most commonly in this instance the fault relates to Customer own wiring or equipment.
- 4.17. The Charges for the Line Safe Service will be in accordance with Clause 8. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number where the line rental is billed by Echo Cloud Limited (Bristol) Ltd .
- 4.18. The Customer acknowledges and agrees that the Line Safe Service will not cover the following costs and charges:
- 4.18.1. Charges for missed appointments where an Openreach engineer has attended site and has not been able to gain access for any reason and this may relate to a line fault or provision of new and additional service; or
  - 4.18.2. any Openreach engineering call out charges in relation to the provision or re-arrangement of new or existing services; or
  - 4.18.3. any charges in relation to broadband faults and broadband SFI engineering visits; or
  - 4.18.4. any call out charges related to line faults and will not cover call out charges related to telephone systems and / or telephony equipment; or
  - 4.18.5. any Openreach engineering charges in relation to malicious or accidental damage caused to Openreach's network or infrastructure by the Customer or any third party, and the Customer will be responsible for all such costs and charges.

## **5. ECHO CLOUD LIMITED 'S GENERAL OBLIGATIONS**

- 5.1. We shall supply the Services to the Customer from the Commencement Date for the term of the Agreement in accordance with these Terms.
- 5.2. We shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the Services, and We shall notify the Customer in any such event.
- 5.3. The provision of the Services is subject to all relevant licences, infrastructure (or interconnect arrangements) and consents being in place. The Customer shall obtain any consent or facility that is necessary or desirable for Echo Cloud Limited to provide the Services at the Site.
- 5.4. We may:
- 5.4.1. 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

- 5.4.2. determine how the Services are presented and delivered or are otherwise made available to the Customer. Echo Cloud Limited can change the way they are presented, delivered or otherwise made available to the Customer at any time.
- 5.5. The Services will be provided within Echo Cloud Limited 's Network Operator's network area but it's always possible that the quality or coverage may be affected at times.
- 5.6. We shall exercise the reasonable care and skill of a competent telecommunications operator. The Customer acknowledges that:
- 5.6.1. Echo Cloud Limited cannot guarantee that the Services will be available without interruption or will be free from error;
- 5.6.2. the Services have not been developed to meet their individual requirements and that it is therefore the Customer's responsibility to ensure that the facilities and functions of the Services meets their requirements;
- 5.6.3. the operability, quality and availability of the Services may sometimes be affected by factors outside Echo Cloud Limited 's, BT's or the Network Operator's control such as physical obstructions, atmospheric conditions and other causes of radio interference, faults in other telecommunication networks or other events;
- 5.6.4. the existence of any minor errors in the Services shall not constitute a breach of the Agreement; and
- 5.6.5. Echo Cloud Limited , BT or other Network Operator may at any time and without liability modify, expand, improve, maintain or repair the Services and this may require suspension of the operation or provision of the Services
- and We shall have no liability to the Customer in connection with any such adverse effect on the quality and availability of the Services.
- 5.7. We shall use reasonable endeavours to meet any agreed dates but shall not be liable for failure to meet them. Time shall not be of the essence of the Agreement.
- 5.8. The Customer shall report any fault in the Services to Echo Cloud Limited 's Customer Services Department as soon as reasonably practicable, where it will be dealt with in accordance with the agreed fault repair service or any applicable service level agreement. We shall not be obliged to fix any fault if:
- 5.8.1. the defect arises because the Customer failed to follow any user manual or other documentation available from the manufacturer or Echo Cloud Limited (Bristol) Ltd 's oral or written instructions as to the use or maintenance of the Services or (if there are none) good trade practice;
- 5.8.2. the defect is caused by improper use of the Services or use outside its normal application;
- If Echo Cloud Limited agrees to fix a fault:
- 5.8.3. caused by the circumstances set out in this Clause 5.8; or
- 5.8.4. caused by the Customer; or
- 5.8.5. that otherwise falls outside the responsibility of Echo Cloud Limited ; or

where no fault is subsequently found we may charge the Customer for such work at our applicable man-hour rate.

5.9. We shall not be liable for any fault whether under Clause 5.8 or otherwise unless the Customer gives written notice of the defect to Echo Cloud Limited within seven (7) days of the time when the Customer discovers or ought to have discovered the defect.

#### **5.10. Service Levels**

5.10.1. In fulfilling Our obligations under these Terms We shall provide support to the Customer for the Services as follows:

5.10.1.1. **Level 1:** Cover is provided Mon-Fri 0800-1800 and the expected repair time from the point the fault is logged is end of Next Working Day plus 1.

5.10.1.2. **Level 2:** Cover is provided Mon-Fri 0800-1800 and the expected repair time from the point the fault is logged is end of Next Working Day.

5.10.2. The technical specification of each Service and manner in which Echo Cloud Limited discharges its obligations under these Terms is at the sole discretion of the Company.

5.10.3. If the Customer instructs Echo Cloud Limited to dispatch a representative of Echo Cloud Limited to any site to investigate a possible fault, Echo Cloud Limited reserves the right to invoice the Customer for the visit should the fault be found to be with the Customer's network.

5.10.4. Where at the Customer's request Echo Cloud Limited spends time investigating any fault which is repeatedly or continuously reported by the Customer and Echo Cloud Limited concludes each time that there has been no service failure, Echo Cloud Limited reserves the right to charge the Customer for all reasonable costs and expenses incurred in investigating the alleged Service Failure and the Customer agrees to pay such charges in accordance with Clause 8.

5.10.5. The Customer shall be responsible for claiming any service credit in accordance with the applicable service level agreement. Where a valid claim is made and the Customer becomes entitled to a service credit, we will issue a credit note to the Customer for an amount equal to the applicable service credit.

5.10.6. In order to receive an available service credit, the Customer must give notice to Echo Cloud Limited, within 15 days of the end of the calendar month for which the service credit is claimed. If the Customer fails to claim the service credit to which it is entitled, the Customer shall be deemed to have waived its right to claim the service credit.

5.10.7. Service credits will not be available to the Customer to the extent that Echo Cloud Limited fails to meet any service levels as a result of:

5.10.7.1. an act, fault or omission by the Customer, or any of its representatives, employees, agents or sub-contractors;

5.10.7.2. any equipment not supplied by Echo Cloud Limited or a Network Operator;

5.10.7.3. any circumstances beyond Echo Cloud Limited's control;

5.10.7.4. any failure by the Customer to act on Echo Cloud Limited's reasonable instructions;

5.10.7.5. any suspension of the Services under Clause 9; or

5.10.7.6. any other event specified in the applicable service level agreement.

5.10.8. The duration of any Service fault, for the purposes of calculating service credits, will be measured from the time the fault report is logged by Our Customer Services Department to the time Echo Cloud Limited can demonstrate that the Service has been restored to the standards set out in the applicable service level agreement.

5.10.9. Where the Customer suffers a fault or interruption in respect of any Service, Echo Cloud Limited acknowledges that, in relation to such Service, the Customer is entitled to arrange for traffic to be redirected to another operator and the Customer agrees that, subject to compliance with any obligations in each applicable service level agreement, it is not Echo Cloud Limited's responsibility to arrange for the provision of alternative services in such circumstances.

## **6. THE CUSTOMER'S OBLIGATIONS**

6.1. The Customer may only use Services:

6.1.1. as laid out in the Agreement; and

6.1.2. for their own use. The Customer may not resell or commercially exploit any of the Services or content without the prior written consent of Echo Cloud Limited (Bristol) Ltd .

6.2. The Customer shall not utilise and shall ensure that no other person uses the Services or the telephone number(s) allocated to the Customer:

6.2.1. for purposes other than the genuine conveyance of calls;

6.2.2. for storing, reproducing, transmitting, communicating or receiving any material in breach of any law, regulation, code of practice or in breach of Echo Cloud Limited 's acceptable use policy; or

6.2.3. fraudulently or for any illegal or criminal purpose or in a manner that is contrary to any regulatory or legal requirement; or

6.2.4. to make, offensive, obscene, indecent, menacing, abusive, defamatory, nuisance or hoax calls; or

6.2.5. to cause annoyance, inconvenience or needless anxiety to any person; or

6.2.6. contrary to instructions that we may give to the Customer from time to time; or

6.2.7. to copy, store, modify, publish or distribute services or content (including ringtones), except where Echo Cloud Limited gives the Customer prior permission in writing; or

6.2.8. to download, send or upload content of an excessive size, quantity or frequency. We will contact the Customer if the Customers use is excessive; or

6.2.9. in violation of any applicable local, national, or international law or regulation;



- 6.2.10. in a manner which infringes the rights of any person, including intellectual property rights and rights of confidentiality.
- 6.3. 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, or to combat fraud and where Services We may introduce require certain rules to ensure they can be enjoyed by the Customer. If Echo Cloud Limited publishes a policy, we will let the Customer know. Such a policy may be amended from time to time.
- 6.4. The Customer will not use the Services to access any computer, network, or data without authorisation or in a manner which exceeds authorisation including, any attempt to:
- 6.4.1. alter, retrieve or destroy data;
- 6.4.2. probe, scan or test the vulnerability of a system or network; or
- 6.4.3. breach, or defeat system or network security, authentication, authorisation, confidentiality, intrusion detection, monitoring, or other security measures.
- 6.5. The Customer shall co-operate with and comply with at all times:
- 6.5.1. any operating procedures and any other technical requirements of Echo Cloud Limited as may be notified to the Customer from time to time
- 6.5.2. Echo Cloud Limited 's reasonable instructions to ensure the proper use and security of the Services.
- 6.6. The Customer must only use Equipment authorised by Echo Cloud Limited for Connection to the Network and also comply with all relevant legislation relating to their use.
- 6.7. The Customer will provide Echo Cloud Limited with all up to date and accurate information that Echo Cloud Limited needs to provide the Services.
- 6.8. The Customer shall:
- 6.8.1. keep all of Equipment at the Site safe and shall pay for the replacement and/or repair of any of Equipment which is lost, damaged (otherwise than by fair wear and tear) or destroyed by an act or omission of the Customer, its employees, agents or subcontractors;
- 6.8.2. not alter or move any of Equipment, nor do anything that is likely to damage or adversely affect its performance, nor remove or deface any words or signs on it, nor permit anyone else to do so;
- 6.8.3. not modify, move, relocate or in any way interfere with such Service Equipment;
- 6.8.4. not cause the Equipment to be repaired, serviced or otherwise attended to except by an authorised representative of Echo Cloud Limited ;
- 6.8.5. insure and keep insured all Equipment;
- 6.8.6. use Echo Cloud Limited Equipment only for the purpose of receiving the Services and in accordance with such reasonable instructions as may be given by Echo Cloud Limited from time to time; and
- 6.8.7. permit Echo Cloud Limited to inspect or test Echo Cloud Limited Equipment at all reasonable times.
- 6.9. It is the Customer's responsibility to make sure that Equipment is only used to access Services as permitted.

- 6.10. The Customer shall not sell, let, mortgage, charge, pledge, dispose of or do anything that would prejudice Equipment in any way. The Customer will allow Echo Cloud Limited to inspect, test, modify, change, add to, replace or remove any Equipment, either remotely or via a designated maintainer. At the end of the term of the Agreement, the Customer will allow Echo Cloud Limited access at all reasonable times to collect any of Equipment in the Customer's possession.
- 6.11. The Customer shall at its own cost arrange for the required Site specific conditions, as notified by Echo Cloud Limited. This will include, without limitation, mains electricity supply, Connection Points and computer terminals. The Customer shall prepare the Sites in accordance with Echo Cloud Limited's reasonable instructions and reinstate them at the Customer's expense after Echo Cloud Limited has completed any work necessary for Echo Cloud Limited to be able to provide the Services.
- 6.12. The Customer shall ensure that any equipment (excluding Equipment) that it uses in connection with the Services meets any legal or regulatory requirements and is approved for connection to the System. If not, the Customer must immediately disconnect it or allow Echo Cloud Limited to do so at the Customer's expense.
- 6.13. The Customer shall indemnify Echo Cloud Limited against all costs, damages, expenses and losses and reasonable professional costs and expenses suffered or incurred by Echo Cloud Limited arising out of or in connection with breach by or other act or omission of the Customer under or in relation to the Agreement.
- 6.14. Where Echo Cloud Limited is providing Calls & Lines Service:
- 6.14.1. the Customer shall comply with any requirements notified by Echo Cloud Ltd relating to number portability; and
- 6.14.2. where the Customer's existing account with BT includes BT equipment which is not required for the provision of the Services, the Customer shall contact BT in order to remove the BT equipment or move such equipment to another BT account.

## **7. TELEPHONE NUMBERS, CODES AND DIRECTORIES**

- 7.1. We will allocate a telephone number to the Customer in respect of the Exchange Line and, unless the Customer requests otherwise, will arrange for a free standard entry to be made in a telephone directory published by BT or any other operator (as appropriate). If the Company agrees to arrange a special entry (for which a charge would be made), this will be subject to additional terms and conditions.
- 7.2. We may alter the name or number of a telephone exchange serving the Exchange Line, the telephone number, or any other name, code or number whatsoever that Echo Cloud Limited allocates to the Customer in instances where such alterations are required as a result of necessary operational or technical changes to the Network or changes in legal or regulatory requirements.
- 7.3. Where Echo Cloud Limited allocates telephone numbers to the Customer, the Customer will not (subject to any statutory or licence provisions relating to number portability) acquire any rights whatsoever in such telephone numbers. The Customer will not apply for registration of the telephone numbers as part of a trademark.
- 7.4. The Customer acknowledges and agrees that allocated phone number(s) may have been listed in a directory and/or on a website(s) or other publications at the request of a previous subscriber; this is beyond Echo Cloud Limited's control and We shall not be held liable for any resulting harm or loss. If phone calls are received from a previous subscriber's callers,

please contact Echo Cloud Limited immediately to cancel the phone number(s) and select replacement phone number(s). Please note that no credit(s) will be applied to the Customer for any such calls.

7.5. We will not reimburse the Customer, in any way, for any cost(s) associated with the publication of allocated Echo Cloud Limited phone number(s). The Customer shall be solely responsible for any costs, fees, damages and/or losses related to the publication of the phone number(s) provided by Echo Cloud Limited .

7.6. If Echo Cloud Limited has an agreement with the Customer's existing telecommunications service provider, Echo Cloud Limited can, at the Customer's request, provide the Customer with a telephone line using the Customer's existing number subject to the following:

7.6.1. there are no technical reasons preventing the use of the number;

7.6.2. the existing telecommunications service provider agrees to release the relevant telephone number(s);

7.6.3. the Customer agrees to cease service on the existing telecommunications service provider's telephone line using the telephone number and authorises Echo Cloud Limited to arrange such cessation to take place;

7.6.4. the Customer provides Echo Cloud Limited with full details including (but not limited to) the account name, account number, service address and billing address;

7.6.5. the Customer paying Echo Cloud Limited 's charges (if any) for number portability; and

7.6.6. number portability being available at the Site.

7.7. We do not accept any liability for claims relating to the Customer's ability to use or continue use of a particular telephone number.

## **8. CHARGES AND PAYMENT**

8.1. The Customer shall pay the Charges.

8.2. We shall be entitled to send an invoice to the Customer for:

8.2.1. the Connection Charge when the Services are made available to the Customer;

8.2.2. the Rental monthly in advance and:

8.2.3. the Call Charges after the end of the month in which the relevant calls were made.

8.3. The Call Charges will be calculated using the details recorded or logged at Echo Cloud Limited 's telephone exchange and not details recorded by the Customer.

8.4. The Customer shall pay all Rental and Call Charges whether the Customer or someone else uses the Services. We shall not and shall not be under any obligation (express or implied) to monitor the Customer's calls, call usage and/or patterns of usage.

8.5. Where Echo Cloud Limited is providing Calls & Lines Services the Customer shall pay any cancellation charges, abortive visit charges, engineering visit or site survey charges, or maintenance service charges imposed on Echo Cloud Ltd by Openreach and relating to the Calls & Lines Service, save where such abortive visit or service maintenance charges arise through Echo Cloud Limited 's default.

8.6. Where the Charges have been based upon Calls & Lines Service being provided as part of the Services or independently of other services the Customer acknowledges that:

8.6.1. if the majority of Exchange Line rental or SIP Trunk Rental or cloud based CLI ceases to be provided, we shall be entitled to amend our Call Charges to our then higher

standard charges. For the purposes of this clause 8.6.1, majority shall mean 50% or more of Service as provided at the Commencement date ceases to be provided;

8.6.2. if the majority of Call Charges ceases to be provided, We shall be entitled to amend Our Exchange Line rental, SIP Trunk rental, or Cloud CLI charges to our then higher standard charges. For the purposes of the clause 8.6.2, majority shall mean 50% or more of calls based on previous 3 months typical call volume cease to be provided.

8.6.3. if the majority of Exchange Line Rental or SIP Trunk Rental, cloud based CLI, or call charges cease to be provided (including but not limited to if you port such services) the agreement shall terminate and the Early Termination Fee will apply unless the business returns within 30 working days. For the purposes of this clause 8.6.3, majority shall mean:

8.6.3.1 50% or more of service as provided at the commencement date cease to be provided; and

8.6.3.2 50% or more of calls bases on previous 3 months typical call volume cease to be provided.

8.7. The Rental shall continue to be payable during any period of suspension or restriction requested by the Customer in addition to any Charges for such suspension or restriction.

8.8. The Customer shall pay the full amount invoiced by Echo Cloud Limited by direct debit within fourteen (14) days of the date of invoice. If the Customer's credit rating decreases at any time, we will be entitled to revise the credit terms to require payment upon invoice or in less than fourteen (14) days.

8.9. The Customer shall pay the Charges in pounds sterling without set-off or deduction.

8.10. The Charges are exclusive of Value Added Tax, which shall be payable by the Customer in addition to the Charges at the rate applicable from time to time.

8.11. Time for payment of the Charges shall be of the essence of the Agreement.

8.12. If the Customer fails to make payment in full by the due date, in addition to Echo Cloud Limited's right to suspend the Services as set out in Clause 9.1, We may charge interest at the rate of 4% per annum above the base rate of the Bank of England on any amounts outstanding from the due date for payment until payment is made in full.

8.13. We will give the customer as much prior notice as practicable of any alteration to the charges and in any event not less than 1 month's prior notice of such change. This notice may be included in an invoice to the Customer. If Echo Cloud Limited increases the Charges by more than the Retail Price Index during the Minimum Term, the Customer may terminate the Agreement on written notice to Echo Cloud Limited within ten (10) days of receipt of the notice of increase, without the obligation to pay the Early Termination Fee.

8.14. We may also change the level of our Charges during or after the Minimum Term as a result of:

8.14.1. any OFCOM direction, determination, order or similar decision; or

8.14.2. any notice issued by BT or other Network Operator correcting an error in the amount or application of a charge or payment under its interconnect agreement with Echo Cloud Limited .

In both cases, we shall only be entitled to change the level of our Charges where the foregoing impacts upon the basis upon which the Charges were calculated.

8.15. If the Customer disputes any invoice (including the calculation of any amounts payable) they must notify Echo Cloud Limited within 6 months of the date of the invoice. The Customer

shall not be entitled to any credit or refund relating to disputes raised after expiry of this period.

- 8.16. The Customer shall pay any charges raised to cover time spent dealing with matters (such as repairing faults) where this work is not covered under any of the terms of the Agreement. Such Charges could involve the provision or rearrangement of equipment, wiring, network or services.
- 8.17. If Echo Cloud Limited becomes liable to pay any additional fees, charges or costs to the Government, a regulatory authority or self-regulatory authority and such fees, costs or charges are directly attributable to the provision of Services to the Customer under the Agreement, we will be entitled to pass through such fees, costs and charges to the Customer with immediate effect.
- 8.18. Where Echo Cloud Limited agrees to do work outside a Working Day at the request of the Customer, we may charge the Customer in accordance with Echo Cloud Limited's applicable man- hour rate.

## **9. SUSPENSION AND VARIATION OF THE SERVICES**

- 9.1. Echo Cloud Limited reserves the right (at its option) to terminate the Agreement or suspend or vary the Services without notice:
- 9.1.1. if Echo Cloud Limited is obliged or requested to comply with an order or instruction of, or a recommendation or request to take such action received from the Government, OFCOM, Radio Communications Agency, Phone Paid services, an emergency services organisation or a competent administrative authority;
  - 9.1.2. if Echo Cloud Limited reasonably believe the Customer has provided false or misleading details about the Customer;
  - 9.1.3. if Echo Cloud Limited needs to modify, expand, improve, maintain or repair the Services or vary Network capacity;
  - 9.1.4. if Echo Cloud Limited needs to vary the technical specification of the Services in order to comply with any relevant law or regulation or direction from a competent authority;
  - 9.1.5. if Echo Cloud Limited advises the Customer that the Customers excessive use of Services is causing problems for other users, and the Customer is continuing to use the Services excessively;
  - 9.1.6. if Echo Cloud Limited receives a serious complaint against the Customer which Echo Cloud Limited believes to be genuine;
  - 9.1.7. if Echo Cloud Limited reasonably believes that the Customer has used the Services or a telephone number for illegal or improper purposes in contravention of Echo Cloud Limited's acceptable use policy, requirements or instructions;
  - 9.1.8. if Echo Cloud Limited reasonably suspects or believes that the Customer is in breach of Clause 8;
  - 9.1.9. if the Customer fails to comply with its obligations under the Agreement including the obligation to pay the Charges;
  - 9.1.10. if the Customer's credit rating decreases at any time, and the Customer fails to

supply reasonable security in response to a request from Echo Cloud Limited (Bristol) Ltd ; or

9.1.11. if Echo Cloud Limited 's contract with BT or other Network Operator relating to the Calls & Lines Services is suspended, varied or terminated.

9.2. The re-instatement of suspended Services shall be at Echo Cloud Limited 's sole discretion and the Customer shall nevertheless be responsible for payment of the Charges during any period where the Services are suspended pursuant to Clause 9.1.2, Clause 9.1.9, and Clause 9.1.10.

9.3. We have the right, without notice, to suspend or deny access to the Network:

9.3.1. by any equipment which will or may adversely affect the operation of the Network or provision of the Services whether or not such equipment has been approved or tested by Echo Cloud Limited ; or

9.3.2. if Echo Cloud Limited suspects criminal or illegal activities are being carried out, or are likely to be carried out, via that equipment or otherwise;

9.3.3. whenever we in our absolute discretion considers it necessary or desirable in order to reduce or monitor any fraudulent activity.

9.4. We will use our reasonable endeavours to notify the Customer promptly of the details of any incident where Echo Cloud Limited has relied on its rights under Clause 9.3.3. The Customer acknowledges and agrees that it shall be liable to pay the Charges in accordance with Clause 8 whether or not the Services have been used by or with the authority of the Customer and irrespective of any fraud by the Customers. The parties shall work together to establish procedures to reduce fraud or the opportunity for fraud in relation to the Service.

9.5. The Customer acknowledges that BT or other Network Operator's may make alterations to the Calls & Lines Services (including, without limitation, conversions, shifts, reconfigurations and rennumbers) which may result in disruption.

9.6. The Customer shall reimburse Echo Cloud Limited for all reasonable costs and expenses incurred as a result of the suspension and any recommencement or variation of the Services where suspension or variation is implemented as a result of any act or omission of the Customer.

## **10. TERMINATION**

10.1. The Customer may:

10.1.1. terminate the Agreement (without incurring any Early Termination Fee) by giving a minimum of three months prior written notice to Echo Cloud Limited such notice to expire on the expiry date of the Minimum Term, the Renewed Term or Subsequent Term (as the case may be); or

10.1.2. terminate the Agreement before the Minimum Term, the Renewed Term or Subsequent Term (as the case may be) has expired by giving a minimum four weeks prior written notice to the Company (or any other such notice period as agreed in writing with the Company) but will have to pay the Early Termination Fee to Echo Cloud Limited .

10.2. Subject to clause 8.6, the customer may port CLI's to the network and may also port CLI's from the network to other third party network operators with whom the company has a porting agreement.

10.3. Either Party may immediately terminate the Agreement by written notice if the other Party: commits a material breach of any of the terms of the Agreement and (if such a breach is remediable) fails to remedy that breach within 14 days of receipt of notice in writing to do so;

- 10.3.1. commits a material breach that is not capable of being remedied; or
- 10.3.2. commits an act of bankruptcy or goes into or is put into liquidation (other than solely for the purposes of a reconstruction or amalgamation) or if a receiver or administrator is appointed over all or part of the other Party's assets or the other Party suffers seizure of any of its property for non-payment of monies owing.
- 10.4. Echo Cloud Limited may, without prejudice to any of its other rights under the Agreement, terminate the Agreement with immediate effect by notice in writing without liability to the Customer in the event that:
  - 10.4.1. Echo Cloud Limited is not, for whatever reason, permitted or authorised to provide the Services;
  - 10.4.2. Echo Cloud Limited reasonably considers that the breach, act, omission or default of the Customer may result in Echo Cloud Limited's failure to comply with any applicable legislation or may place Echo Cloud Limited in breach of its agreement with the Network Operator;
  - 10.4.3. use by the Customer of the Network or the Services is, or is likely to cause damage to, interrupt or otherwise prevent Echo Cloud Limited from supplying the Services to other customers or complying with obligations owed to other customers;
  - 10.4.4. the Customer fails to pay the Charge when due;
  - 10.4.5. such action is required in order to comply with any legislation;
  - 10.4.6. Echo Cloud Limited has reasonable grounds to suspect that the Customer is involved in fraudulent or other unlawful activity.
- 10.5. If the Agreement is signed before Echo Cloud Limited has completed its credit check of the Customer, we will be permitted to terminate the Agreement immediately by written notice if the Customer fails to pass Echo Cloud Limited (Bristol) Ltd's credit policy.
- 10.6. The rights to terminate the Agreement given by this Clause 10 shall be without prejudice to any other right or remedy of either Party in respect of the breach concerned (if any) or any other breach.
- 10.7. Following termination of the Calls & Lines Service:
  - 10.7.1. the telephone service may be disconnected unless the Customer makes alternative arrangements with Echo Cloud Limited or another communications service provider;
  - 10.7.2. the Customer shall pay to Echo Cloud Limited all amounts due to Echo Cloud Limited in accordance with the terms of the Agreement;
  - 10.7.3. any provision of the Agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Agreement shall remain in full force and effect.
- 10.8. Due to the nature of porting, the customer recognizes certain services may not be available on CLIs ported to or CLIs ported away from the Network from time to time.



**11.**

## **LIMITATIONS AND EXCLUSIONS OF LIABILITY**

- 11.1. This Clause 11 sets out Echo Cloud Limited 's entire liability (including any liability for acts or omissions of Echo Cloud Limited 's employees, agents or subcontractors) in respect of any breach of the Agreement and any representation, statement or tortious act or omission arising out of or in connection with the Agreement.
- 11.2. Except as set out in these Terms, Echo Cloud Limited provides no warranties, conditions or guarantees as to the description or quality of the Services, and all warranties, conditions or guarantees implied by or expressly incorporated as a result of custom and practice, statute, common law or otherwise are hereby expressly excluded so far as permitted by law.
- 11.3. Subject to Clause 11.5, Echo Cloud Limited 's aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the Agreement shall not exceed £1,000,000 (one million pounds sterling).
- 11.4. Subject to Clause 11.5, We shall not be liable to the Customer whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation or otherwise the Agreement, for:
  - 11.4.1. loss of profits; or
  - 11.4.2. loss of revenue;
  - 11.4.3. loss of income or business;
  - 11.4.4. depletion or loss of goodwill, reputation or similar losses;
  - 11.4.5. loss of anticipated savings;
  - 11.4.6. loss of use;
  - 11.4.7. loss of contract;
  - 11.4.8. any indirect or consequential or special loss or damage or pure economic loss, costs, damages, charges or expenses whatsoever and howsoever caused.
- 11.5. Nothing in these Terms shall exclude or limit the liability of Echo Cloud Limited for:
  - 11.5.1. death or personal injury resulting from Echo Cloud Limited 's negligence; or
  - 11.5.2. for fraud or fraudulent misrepresentation; or
  - 11.5.3. for any matter which it would be illegal for Echo Cloud Limited to exclude or attempt to exclude its liability.
- 11.6. Subject to clause 11.5, Echo Cloud Limited shall not be liable for any direct or indirect loss or damage (whether physical, financial or otherwise) howsoever arising from the act or default of the Network operator.
- 11.7. The provisions of this Clause 11 shall survive termination or expiry of the Agreement.

## **12. CONFIDENTIALITY AND DATA PROTECTION**

- 12.1. During the term of the Agreement and for three (3) years after termination, the Customer shall keep all Confidential Information in strict confidence. The Customer may disclose Confidential Information only to its employees that need to know it and who agree to use it exclusively for the purposes contemplated by the Agreement. This Clause shall not apply to information that the Customer can prove:

12.1.1. is in the public domain otherwise than by the Customer's breach;

12.1.2. it already had in its possession prior to obtaining the information directly or

indirectly from Echo Cloud Limited ; or

12.1.3. a third party subsequently disclosed to the Customer free of restrictions on disclosure and use.

12.2. Echo Cloud Limited and the Customer shall both comply with all applicable requirements of the Data Protection legislation. This clause 12 is in addition to, and does not replace, remove to relieve a party's obligations under the Data Protection legislation.

12.3. Echo Cloud Limited Privacy Notice sets out the nature and purpose of processing by the company, the duration of the processing and types of personal data the company collects.

12.4. Without prejudice to the generality of Clause 12.1, the customer will ensure it has all necessary consents and notices in place to enable lawful transfer of the Personal Data (as defined in the Data Protection legislation) to the Company for the duration and purposes of the Agreement.

### **13. IPR AND OWNERSHIP**

13.1. All IPR relating to the subject matter of the Agreement shall vest in Echo Cloud Ltd or its licensors, as appropriate and ownership of Equipment and the System (including any works performed by Echo Cloud Limited to connect the Site to the System) shall remain with the Company or its licensors, as appropriate. The Customer:

13.1.1. acknowledges that it shall have no licence, right, title or interest in or to any IPR of Echo Cloud Limited or its licensors or Equipment or the System;

13.1.2. may not include Echo Cloud Limited 's name or any other trade mark, brand name, logo or get-up associated with Echo Cloud Limited without Echo Cloud's prior written consent.

13.2. Risk in any rental equipment shall pass to the Customer on delivery. Ownership of rental equipment remains at all times with Echo Cloud Limited or other third party owner. The Customer has no right, title or interest in the rental equipment except that it is provided to the Customer for the duration of and on the terms of the Agreement.

13.3. This Clause shall survive termination or expiry of the Agreement.

### **14. CIRCUMSTANCES BEYOND REASONABLE CONTROL**

14.1. Neither Party shall be liable for any delay in performing its obligations under the Agreement caused by circumstances beyond its reasonable control. These are circumstances such as, but not limited to, Acts of God, insurrection or civil disorder or military operations, national or local emergency, acts or omissions of government or other competent authority or regulatory authority, fire, flood, lightning or other weather of exceptional severity, subsidence, explosion, strikes, lock-outs or industrial disputes, malicious damage, default of suppliers or subcontractors.

14.2. We will not be liable to the customer for any delay or failure in performing our obligations under the Agreement or supplying services as a result of the above, or if another supplier delays or refuses the supply of an electronic communications service, and no alternative service is required at reasonable cost or if legal or regulatory restrictions are imposed upon Echo Cloud Limited , or any of our suppliers that prevent us from supplying a service.

14.3. If any Force Majeure event prevents any service being provided for more than 12 weeks,

we shall without limiting its other rights or remedies, have the right to terminate the Agreement immediately by giving written notice to the customer.

## 15. NOTICES

- 15.1. Notices must be in writing. The address for service on Echo Cloud Limited (Bristol) Ltd (subject to any change notified by Us) is: Echo Cloud Limited, Raleigh House, Wellsway, Keynsham, Bristol, BS31 1HS
- 15.2. Notices may be delivered by hand, sent by first-class mail, fax or e-mail. Correctly addressed notices if delivered by hand, shall be deemed to have been delivered at the time of delivery, if sent by first-class mail shall be deemed to have been delivered 72 hours after posting, correctly directed faxes shall be deemed to have been received instantaneously on transmission and in proving the service of any notice by e-mail, it will be sufficient to prove that such e-mail was sent to the specified e-mail address of the addressee.

## 16. ENTIRE AGREEMENT

- 16.1. It is acknowledged and agreed that the Agreement (including the documents and instruments referred to herein) (the **Documents**) shall supersede all prior representations arrangements understandings and agreements between the parties relating to the subject matter hereof and shall constitute the entire complete and exclusive agreement and understanding between the parties hereto;
- 16.2. The parties irrevocably and unconditionally waive any right they may have to claim damages for any misrepresentation arrangement understanding or agreement not contained in the Documents or for any breach of any representation not contained in the Documents (unless such misrepresentation or representation was made fraudulently);
- 16.3. It is further acknowledged and agreed that no representations arrangements understandings or agreements (whether written or oral) made by or on behalf of any of the other parties have been relied upon other than those expressly set out or referred to in the Documents.

## 17. GENERAL

### 17.1. Assignment and other dealings.

17.1.1. We may at any time assign, transfer, mortgage, charge, subcontract or deal in any other manner with all or any of our rights under the Agreement and may subcontract or delegate in any manner any or all of Our obligations under the Agreement to any Authorised Party, third party or agent.

17.1.2. The Customer shall not, without the prior written consent of Echo Cloud Ltd, assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any or all of its rights or obligations under the Agreement.

17.2. **Severance.** Each of the clauses of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.

17.3. **Waiver.** Any failure by Echo Cloud Limited to exercise or enforce its right under the Agreement shall not be a waiver of that right, nor prevent Echo Cloud Limited from exercising or enforcing such right at a later time.

17.4. **No partnership or agency.** Nothing in the Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, nor constitute either party the agent of the other for any purpose. Neither party shall have authority to act as agent for, or to bind, the other party in any way.

17.5. **Third parties.** A person who is not a party to the Agreement shall not have any rights to enforce its terms.

**17.6. Variation.**

17.6.1. We will be entitled to reasonably amend the Agreement at any time upon notice to the Customer if there is any amendment to the agreement between Echo Cloud Limited and the network provider which directly or indirectly impacts upon the Agreement.

17.6.2. Except as set out in these Terms, no variation of the Agreement, including the introduction of any additional terms and conditions, shall be effective unless it is agreed in writing and signed by Echo Cloud Limited .

17.7. **Governing law.** The Agreement, and any claim or dispute 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.

17.8. **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with the Agreement or its subject matter or formation (including non-contractual disputes or claims).

Dated 01/07/2022