



## Planet Talk Phone & Broadband Terms and Conditions 18 Month Contract

### 1. Service

In this Agreement "Service" means the "LLU (Local Loop Unbundled)" services as understood by the UK Telecommunication industry, as Planet Talk may agree to provide to the Customer.

1.1 "BT" means British Telecommunications Plc, "Planet Talk" means Planet Talk trading name of New Call Telecommunications Limited whose registered address office is at 6 Snow Hill, London, EC1A 2AY, and "Customer" means the individual entering into this Agreement with Planet Talk for purchase of the Service for use for residential purposes only.

1.2 Customers can order the Service over the telephone, in which case consent to the provisioning of the order for Planet Talk is recorded on an audio tape for audit purposes. Customers can also order via the internet at [www.Planet-talk.co.uk](http://www.Planet-talk.co.uk) using the online signup form, authorised Planet Talk partner websites or field sales representatives. The order is completed and accepted by Planet Talk, and the Customer is sent a welcome e-mail to the e-mail address supplied by the customer, or a letter to the postal address supplied by the Customer. The Customer's order is sent electronically to BT. Planet Talk will send an email or written confirmation to the Customer confirming their request. The Customer will also receive a letter from their existing landline provider confirming this request. The Customer may cancel the Service within 14 days of their order. If the Customer wishes to cancel during this time, the Customer is required to notify Planet Talk by sending an e-mail to [planettalk@primustel.co.uk](mailto:planettalk@primustel.co.uk). The above right to withdraw cannot be exercised after 14 days from the date Customer orders the Service.

1.3 As part of the setup process to activate the Customer's services with Planet Talk, the Customer is required to immediately transfer all current associated network services which it uses to Planet Talk including line rental and telephone calls.

1.4 The Service is subject to availability and may be withdrawn by Planet Talk at any time.

1.5 The Service is only available to Customers who have an existing BT telephone line. The Customer accepts that by receiving the Service, certain BT phone services may no longer be available. The Customer warrants that the information provided by the Customer in respect of the Service is true and accurate.

1.6 The Service excludes non-geographic, premium and internet calls. These are charged at our standard rates which can be obtained by calling Planet Talk Customer Services on 0800 036 3839.

1.7 The Customer acknowledges that the Service is for residential use only and the Customer will not supply or resell or otherwise make the Service available to any person on a commercial or any other basis. The Service is not available to business users and Planet Talk has the absolute right to withdraw such service from those using the Service for business purposes or from those call usage patterns that indicate use of the line for business purposes. Home phone package options can be requested by telephoning Planet Talk' customer services team on 0800 036 3839.

1.8 Planet Talk will bill the Customer for the Service in accordance with the relevant terms, tariffs, rules and charges applying at the time that the Planet Talk service is used.

1.9 If, at any time the Customer's usage of the Service does not accord with that reasonably expected of a residential customer, the customer will:

1.9.1 no longer be considered a residential customer.

1.9.2 will have their access to the Service suspended in accordance with the terms of this Contract and be charged and billed in accordance with our then applicable standard tariff to the extent the Customer's usage of the Service exceeds that reasonably expected of a residential customer.

1.9.3 Planet Talk will inform the Customer before it starts charging the Customer in accordance with our then applicable standard tariff.

### 2. Duration

This Agreement shall come into full force and effect from the date of acceptance by Planet Talk and subject to earlier termination in accordance with the terms and conditions of this Agreement, will continue for a minimum initial term of eighteen (18) consecutive months, including the month in which acceptance occurs (the "Initial Term"). After this Initial Term, this Agreement shall renew automatically on an 18 month basis, subject to earlier termination in accordance with terms and conditions of this Agreement. The Agreement may be terminated by either party on prior written notice only in accordance with the terms of this Agreement.

### 3. Payment

3.1 Subject to clause 19, the prices for the Service shall be as stated in Planet Talk' tariff sheets as current from time to time. All prices are inclusive of VAT. Rates displayed in advertisements promotional literature tariff sheets and elsewhere are shown in pence per minute. Post -Paid calls are charged per second. Call charges will be rounded up to the nearest pence per minute before VAT is applied. All sums due to Planet Talk under this Agreement shall be paid in full by the Customer without any set-off or counterclaim whatsoever except as required by law.

3.2 The Customer shall be invoiced monthly by Planet Talk for all charges under this Agreement incurred in the preceding month unless Planet Talk, at its discretion, chooses to invoice the Customer quarterly. All calls are charged per minute and are rounded to the nearest penny. Payment is due within 14 days of the date of the invoice. If the Customer has previously made late payment of invoices Planet Talk may require payment to be made in advance without any applicable discounts. Customers must pay by direct debit from their bank, or automatic payment from their credit card. Customers preferring to receive a paper bill are charged an additional £1.80 (exc. VAT) per month. Customers preferring to pay for the service by means other than Direct Debit will be charged an additional £1.80 (exc. VAT) per month. The time of payment for all sums due to Planet Talk under this Agreement shall be of the essence of the Agreement. The Customer is liable for all charges arising out of the use of the Services whether such use is authorised by the Customer or not.

3.3 Planet Talk reserves the right to charge interest on all outstanding amounts owed to Planet Talk and not paid in accordance with this Agreement. Until payment in full is received by Planet Talk interest shall be charged at the rate of 4% above Barclays Bank PLC's base rate for the time being per month. Interest shall accrue notwithstanding termination of this Agreement for whatever reason. The Customer shall also pay all legal fees on a full indemnity basis and other costs of collection of overdue amounts, if any.

3.4 All charges payable under this Agreement shall be calculated by reference to data recorded or logged by Planet Talk and not by reference to data recorded or logged by the Customer.

#### **4. E-billing**

The following additional provisions will apply with respect to Customers who receive the e-billing service. This service is a simple and secure way to view and pay for all the Planet Talk services using the Internet.

4.1 The Customer's bills are available for access and the Customer may elect to access bills online through the Planet Talk's secure website at [www.planet-talk.co.uk](http://www.planet-talk.co.uk). The website is accessed by way of account number (provided on sign-up to e-billing) and password. E-billing is only available to Customers with a current valid email account, who pay by direct debit or credit card and continue to do so.

4.2 The Customer will be advised by e-mail each time a new bill is available for viewing. The Customer is responsible for ensuring the e-mail address provided to Planet Talk is valid and current at all times. The Customer is responsible for accessing each bill via the web interface. Each bill will be available to be accessed via the web site for 6 months. The Customer may print or download bills from the website for the Customer's personal use.

4.3 Planet Talk reserves the right to charge the Customer a reasonable amount if:

4.3.1 the Customer has elected e-billing and subsequently requests a paper bill;

4.3.2 Planet Talk is required to send a paper bill as a result of failure of the automated payment method or failure of the Customer to update the email address provided; or

4.3.3 the Customer requests retrieval of data more than 6 months old.

4.4 Planet Talk may at any time withdraw the e-billing service by notice in writing to the Customer and the Customer will be returned to paper billing.

4.5 Except as expressly stated in this Condition, provision of e-billing does not otherwise affect the application of these terms and conditions.

4.6 E-billing is only guaranteed to work on windows operating systems running internet explorer 5.5 and above.

4.7 Planet Talk's address for service of any notice hereunder shall be such address as appears on the last invoice rendered to the Customer or such other address as may be prescribed by Planet Talk for that purpose. The Customer's address for service of any notice hereunder shall be such address as appears on the Customer's application form or such other address as may be prescribed by the Customer for that purpose.

#### **5. Use of Service**

5.1 The Customer undertakes to use the Service in accordance with this clause 5 and such conditions as may be notified in writing to the Customer by Planet Talk from time to time.

5.2 The Customer undertakes not to use the Service:

5.2.1 as a means of communication for a purpose other than that for which the Service is provided or as may be set out from time to time in Planet Talk's Service literature; or

5.2.2 for the transmission of any material which is or is intended to be a hoax call to emergency services or is of a defamatory, offensive, abusive, obscene or menacing character; or

5.2.3 in a manner which constitutes a violation or infringement of the rights of any other party.

5.3 The Customer shall indemnify Planet Talk against all liabilities, claims, damages, losses and expenses arising from or in any way connected with any use prescribed in this Condition or any other misuse of the Service.

5.4 The Customer is responsible for keeping Planet Talk updated of any change in personal information held by Planet Talk.

#### **6. Promotions**

6.1 Planet Talk may from time to time advise the Customer of details of promotions, applicable in addition to these terms and conditions of this Agreement. Such promotions may make available to the Customer discounted rates and/or preferential terms and/or special offers applicable to the Service.

6.2 Any such promotion will be available subject to such terms and conditions as Planet Talk notify to the Customer in writing.

6.3 Planet Talk may offer any promotion selectively and at its complete discretion.

6.4 Planet Talk may withdraw or alter any promotion if it wishes on giving reasonable notice if appropriate.

## **7. Privacy Policy**

7.1 In the case of any Customer who is an individual about whom Planet Talk processes personal data (as defined in the Data Protection Act 1998), the following shall apply:

7.1.1 Planet Talk may process such personal data for the purposes of administering the relationship with the Customer and, as part of its use of such data, may transfer that data to other Planet Talk affiliates in jurisdictions outside the UK which do not provide the same level of protection for personal data as exists in the UK.

7.1.2 Planet Talk may also, from time to time, use such personal data to provide the Customer, whether by telephone or facsimile or electronic mail or other means of communication, with details of promotions, products and services of Planet Talk may be of interest to the Customer.

7.1.3 Planet Talk may use credit scoring or carry out a credit check when considering the Customer's application and also when operating account(s) or making credit decisions or otherwise providing the Service.

7.1.4 In the same circumstances, Planet Talk may search the files of credit reference agencies, who may keep a record of the search and the Customer authorises Planet Talk to do so.

7.1.5 Information about the Customer's debts owed to Planet Talk may be disclosed to credit reference agencies where: the Customer has fallen behind with its payments; the amount owed is not in dispute; the Customer has not made proposals satisfactory to Planet Talk for repayment of its debt following formal demand; and the Customer has been given at least 28 days' notice of its intention to disclose.

7.1.6 Planet Talk may process customer information with the Service for the prevention or detection of fraud, and to deal with customer enquiries.

7.1.7 If the Planet Talk account is a joint account held by two or more persons, Planet Talk may share information about the Customer and the conduct of the joint Planet Talk account with the other person(s). Planet Talk may share information about the Customer and the conduct of the Planet Talk account with any person to whom Planet Talk transfers its rights or obligations under this Agreement.

7.1.8 Planet Talk may share Customer's personal information with other companies. For example, Planet Talk may use specialist companies to conduct market research on its behalf to see how Planet Talk can improve the services it offers. However, those companies can only process this information according to the instructions Planet Talk gives them.

7.2 By entering into this Agreement, the Customer expressly agrees to the use of personal data for the purposes described in sub-clauses 7.1.1 to 7.1.8. of clause 7.1, above.

7.3 To help improve Planet Talk's service and in the interests of security it may monitor and/or record the Customer's telephone calls with it.

## **8. Provision of Information**

The Customer undertakes promptly to provide Planet Talk free of charge with all information and co-operation that Planet Talk may reasonably require to enable it to proceed without interruption with the performance of its obligations under this Agreement.

## **9. Liability**

9.1 Nothing in this Agreement shall exclude or restrict Planet Talk liability for death or personal injury resulting from the negligence of Planet Talk or its employees while acting in the course of their employment.

9.2 Subject to clause 9.3. the total amount of Planet Talk's liabilities arising under or in connection with this Agreement whether arising in contract or Tort, from its negligence, its breach of contract, or its breach of statutory duty, under any indemnity or howsoever caused shall not exceed the sum paid or payable by the Customer for the Product and/or Service in respect of which the liability arises.

9.3 Notwithstanding anything to the contrary in this Agreement (whether this Agreement continues in force or not) Planet Talk shall not be liable to the Customer under or in connection with this Agreement for any corruption, destruction or loss of data, loss of goodwill, loss of anticipated savings, loss of contracts, loss of revenue, loss of use, loss of profits, loss of business, for any extra operating costs and expenses or for any indirect or consequential loss whatsoever or howsoever caused, whether arising in contract or Tort, from its negligence, its breach of contract, or its breach of statutory duty, under any indemnity or howsoever caused.

9.4 In the event that Planet Talk fails, for any reason, to provide the Service, Planet Talk shall not be liable to the Customer for any charges incurred by the Customer should the Customer divert their telephone calls to another carrier.

9.5 The provisions of this Condition 9 shall continue to apply notwithstanding termination of this Agreement.

9.6 The Customer shall be liable for all charges and fees arising from use of the Services whether authorised or unauthorised unless such unauthorised use is wholly attributable to a negligent act or omission on the part of Planet Talk

9.7 Planet Talk shall not be liable for any loss, damage or inconvenience suffered by the Customer as a result of any suspension made, save where the suspension made is solely and directly attributable to the negligence of Planet Talk.

## **10. Availability**

10.1 Planet Talk will use all reasonable endeavours to ensure that the Service is available for use by the Customer in accordance with the standards for the time being relating to the Service set out in Planet Talk's Service literature.

10.2 Planet Talk shall use all reasonable endeavours to correct as soon as is reasonably practicable any fault notified by the Customer in accordance with the procedure stated in Condition 11 below.

10.3 A fault shall be deemed to have commenced upon its notification to Planet Talk.

10.4 A fault shall not be deemed to have occurred where such fault is attributable to the act or omission of the Customer, Force Majeure Events, Service suspensions or the failure or malfunction of Customer Equipment.

10.5 The Customer shall pay all reasonable costs incurred by Planet Talk in investigating and remedying any fault which is attributable to:

- (i) the negligent act, omission, breach, or fault of the Customer, or
- (ii) the failure or malfunction of Customer Equipment.

## **11. Procedure for Fault Reporting**

Planet Talk procedure for fault reporting for the Service shall be as follows:

11.1. In the event of a fault, a Customer may contact the Planet Talk Customer service team by calling 0800 036 3839 whereby they can either reach a representative directly, or a voicemail message where they can leave the necessary information.

11.2. During Planet Talk business hours, 8:00am and 5:30pm Monday to Friday, Planet Talk will note the following details and generate a trouble ticket relating to the complaint. Customers shall provide the following information to Planet Talk when reporting faults:

- Account Name and Number
- Type of line
- Originating Number
- Terminating Number
- Terminating Destination
- Time and Date of when exact fault occurred
- Reported Problem
- Contact Details i.e., Contact name & number

11.3. Planet Talk shall use commercially reasonable efforts to provide the following response times from the time of reporting to Planet Talk depending on Customer care level purchased by the Customer;

- Care Level 1: 24 hour response
- Care Level 2: 4 hour response (within business hours), next working day response (outside business hours)
- Care Level 3: 4 hour response

Care Level 2 and 3 carry a monthly charge, whilst Care Level 1 is offered as standard without charge.

## **12. Termination**

12.1 Without prejudice to their rights under this Agreement, Planet Talk or the Customer shall have the right to immediately terminate this Agreement forthwith by notice in writing in the event that:

12.1.1 The other party is in default in its performance or observance of any of its obligations under this Agreement and fails to remedy the breach within a reasonable time specified by the non-defaulting party in its written notice to do so;

12.1.2 An interim order is applied for or made or a voluntary arrangement approved, or if a petition for a bankruptcy order is presented or a bankruptcy order is made against the other party, or if a receiver or trustee in bankruptcy is appointed of the other party's estate or a voluntary arrangement is proposed or approved or an administration order is made, or a receiver or administrative receiver is appointed of any of the other party's assets or undertaking or a winding-up resolution or petition is passed or presented (otherwise than for the purposes of reconstruction or amalgamation) or if any circumstances arise which entitle the court or creditor to appoint a receiver, administrative receiver or administrator or to present a winding-up petition or make a winding-up order.

12.2 Without prejudice to its other rights, Planet Talk may immediately disconnect, suspend the Service, and/or terminate this Agreement by notice in writing to the Customer in the event that:

12.2.1 The Customer fails to make any payment when it becomes due to Planet Talk;

12.2.2 If Planet Talk ceases to be eligible to provide the Service;

12.2.3 The Customer does not use the Service for 6 consecutive months;

12.2.4 Planet Talk is obliged to comply with an order instruction or request of government, an emergency service organisation or other competent authority;

12.2.5 The Customer is suspected, in Planet Talk's reasonable opinion, of involvement with fraud or attempted fraud or acts which are defamatory, offensive, blasphemous, abusive, obscene or menacing character in connection with use of the Service; or

12.2.6 Planet Talk needs to carry out emergency works to the Service or its network.

12.3. Either party may terminate this Agreement by serving not less than 30 days written notice of termination upon the other party.

12.4 Planet Talk shall be entitled to recover from the Customer all costs, losses and expenses incurred by Planet Talk, including but not limited to the cost of removing provision of the Service from the Customer's premises.

12.5 In the event of termination by the Customer under Clause 12.3 .prior to the expiry of the Initial Term, Planet Talk

shall be entitled to be paid immediately by the Customer an amount being equal to the fixed monthly Planet Talk Home Phone package fee (for Carrier-Pre-Select and Line Rental) for each of the remaining months of the Initial Term which would have been paid by the Customer if the Initial Term had been completed. The fixed Planet Talk Home Phone package monthly fee which will be used to calculate the amount due shall be the fixed Planet Talk Home Phone package monthly fee chargeable to the Customer prior to notice of termination being received.

12.6. In the event of termination by Planet Talk under clause 12.1, or clause 12.2 prior to the expiry of the Initial Term, Planet Talk shall be entitled to be paid immediately by the Customer an amount being equal to the fixed monthly Planet Talk Home Phone package fee (for Carrier-Pre-Select and Line Rental) for each of the remaining months of the Initial Term which would have been paid by the Customer if the Initial Term had been completed. The fixed Planet Talk Home Phone package monthly fee which will be used to calculate the amount due shall be the fixed Planet Talk Home Phone package monthly fee chargeable to the Customer prior to notice of termination being received.

### **13. Assignment**

This Agreement may not be assigned in whole, or in part, by the Customer without the prior written consent of Planet Talk. However, Planet Talk may at any time transfer this Agreement to any third party, assign any of its benefits and/or obligations under this Agreement and/or sub-contract the performance of any of its obligations under this Agreement to any third party.

### **14. Third parties**

The rights and obligations set out in this Agreement shall be solely for the benefit of, and shall be enforceable only, by the parties hereto and their respective successors and permitted assigns. A person who is not a party to this Agreement has no right under the Contract (Rights of Third Parties Act) 1999 to enforce any terms or conditions of this Agreement, but this does not affect any right of a third party which exists or is available apart from that Act.

### **15. Ownership Rights**

The ownership rights relating to the Service(s) including all patents, trademarks, copyright and rights of like nature in any material supplied under this Agreement or relating to the Service shall remain the sole property of Planet Talk, and without limitation to the forgoing, the Customer shall not be entitled to use the name, trademarks, trade names or other proprietary identifying mark or symbols of Planet Talk without Planet Talk's prior written consent.

### **16. Force Majeure**

Neither party shall be liable to the other party for any failure to perform any of its obligations under this Agreement (other than payment by the Customer of Charges due) and for any loss or damage which may be suffered by the other party due to any cause beyond the first party's reasonable control including but not limited to any act of God, inclement weather, failure or shortage of power supplies, flood, drought, lightning, or fire, strike, lock out, trade dispute or labour disturbance, cable cuts, outages, the act or omission of government, highway authorities, other telecommunications operators or administrators or other competent authorities, war, military operation, or riot, terrorism difficulty, delay or failure in manufacture production or supply by third parties of equipment or any act or omission of any third party.

### **17. No Waiver**

Failure or delay by either party to exercise or enforce any right conferred by this Agreement shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement thereof, or of any other right on any later occasion.

### **18. Notices**

18.1. Any notice, invoice or other document which may be given by either party under this Agreement shall be deemed to have been given if left at or sent by post or facsimile transmission (confirming the same by post) to an address notified by the other party in writing as an address to which notices, invoices or other documents may be sent.

### **19. Disputes**

19.1 Should the Customer have any dispute with Planet Talk in connection with this Agreement, then Planet Talk shall use its reasonable endeavours to resolve any such dispute. The Customer may refer this dispute to any appropriate dispute resolution service. The Customer can find details of the parties who can deal with these disputes and how to refer such disputes in the Planet Talk Code of Practice which is set forth at: [www.planet-talk.co.uk](http://www.planet-talk.co.uk)

19.2 All claims for un-connected call credits, must be made within 30 days after receipt of the relevant invoice. Customer shall not be entitled to un-connected call credit if such credit is less than £5.00.

19.3 The parties shall use all reasonable endeavours to resolve payment disputes pursuant to Condition 21 as promptly as is reasonably practicable. For the avoidance of doubt, nothing in this Condition 19 shall in any way relieve the Customer from any of his obligations to pay invoices in accordance with Condition 3 of this Agreement.

19.4 Planet Talk reserves the right to make changes to these terms and conditions and/or prices by giving Customers twenty-eight (28) days notice, unless such changes are due to legal and/or regulatory reasons, in which event the change will be made immediately on the website without prior notice. Should an increase in the prices and/or change in the terms and conditions put the Customer at a significant disadvantage, then Planet Talk will notify the Customer in writing and the Customer has a right to immediately terminate the Agreement, failing which the Customer shall be

bound by the amended terms and conditions and/or prices. In the event of such termination under this clause 19.4., the Customer will not be liable to pay the termination payment under clause 12.5. The changes to the terms and conditions and/or prices shall be displayed on the Planet Talk website at [www.planet-talk.co.uk](http://www.planet-talk.co.uk) and can be requested by writing to or by calling Planet Talk customer service department.

## **20. Entire Agreement**

20.1 This Agreement represents the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes all prior agreements, promises, covenants, arrangements, communications, whether understandings and representations, or warranties, whether written or oral except for any fraudulent misrepresentations. Except as expressly provided for in this Agreement, then this Agreement may only be modified if such modification is in writing and signed by Planet Talk and the Customer. In no event shall any terms or conditions included in any form of Customer purchase order apply to the relationship between Planet Talk and Customer hereunder, unless the parties expressly agree to such terms in writing. Any amendments of or waivers relating to this Agreement or any Order must be in writing signed by the party, or parties, to be charged therewith.

20.2 If any provision of this Agreement is held by a court or governmental agency or authority to be invalid, void or unenforceable, the remainder of this Agreement shall nevertheless remain legal, valid, and enforceable.

## **21. Governing Law**

This Agreement shall be governed by and construed in accordance with English law and the parties hereby submit to the jurisdiction of the English Courts.

## **Broadband**

### **1. Definitions in this Agreement:**

"Agreement" means the agreement between Planet Talk and the Customer which includes the application for the Service from the Customer by phone, or on the Planet Talk website, these terms and conditions and the Charges price list.

"Charges" means the charges for and related to this Service and Equipment, as specified on the Planet Talk residential website at [www.planet-talk.co.uk](http://www.planet-talk.co.uk)

"Customer" means the person(s), aged 18 or over requesting the Service and Equipment (as defined below) or named as such in the application form requesting such Service ("Customer"). (Where the Customer is two or more persons each of those persons shall be jointly and severally liable for the performance of the obligations of the Customer under this Agreement.)

"Equipment" means a broadband modem, router, micro filter, software and other hardware and materials which Planet Talk may supply to the Customer

"Planet Talk" is a trade name of Planet Talk Telecommunications Limited whose registered office is at Level 2, 207 Old Street, London, EC1V 9NR.

"Service(s)" means the Planet Talk broadband service which provides the Customer at a UK address with high-speed network access to the Internet, as may be further described at [www.planet-talk.co.uk](http://www.planet-talk.co.uk)

### **2. Service Provision**

2.1. If Planet Talk cannot provide the Customer with the Service, then Planet Talk will notify the Customer as soon as possible. After acceptance by Planet Talk of the proposed Customers application to receive the Service and confirmation that the Customer telephone lines supports ADSL ( Asymmetric Digital Subscriber Line) then Planet Talk will advise the Customer of the proposed Service commencement date, and deliver any required Equipment ordered by the Customer.

2.2. If Planet Talk is able to provide the Service, then the Customer will be sent a welcome pack confirming registration details and which will have the applicable user names and password relevant to the various Service selections made by the Customer.

2.2. The Service commencement date is conditional upon the Customer:

2.2.1 meeting the following requirements: having a BT phone line, a broadband router and a PC which meets the requirements set out at [www.planet-talk.co.uk](http://www.planet-talk.co.uk): and

2.2.2. correctly installing and continuing to correctly install those items in clause 2.2.1 above and any Equipment provided by Planet Talk under this Agreement: and

2.2.3. availability of the Service.

2.3. Planet Talk will use its reasonable efforts to activate the Service by the proposed Service commencement date, however all such date(s) are estimated and time is not of the essence for the purpose of achieving these date(s).

2.4. The Customer may cancel this Agreement within fourteen (14) working days after the date of the acceptance by Planet Talk of the Customers application to receive this Service, by giving notice to Planet Talk. This right of cancellation can not be exercised upon use of the Service by the Customer, even if use is within 14 working days of when the Customers application was accepted by Planet Talk.

2.5. Should Planet Talk have provided any Equipment to the Customer, then the Customer must immediately return such equipment to Planet Talk, when requested by Planet Talk.

2.6. When applying for this Service via the telephone, the Customer consents to this application being recorded by

Planet Talk for audit purposes. Whilst the Customer is on telephone, Planet Talk may conduct a telephone line test and survey. The Customer may be able to choose from a selection of additional Service features including without limitation e-mail accounts, and Internet Protocol ("IP") addresses, and Equipment. In addition Customers may be able to choose from different broadband bandwidths being up to 8Mb and up to 24Mb.

2.7. The application and registration details which the Customer provides to Planet Talk shall be true, correct and complete, and the Customer agrees to inform Planet Talk of any changes to these details including payment details immediately by e-mail addressed to [planettalkers@primustel.co.uk](mailto:planettalkers@primustel.co.uk) or by calling 0800 036 3839 (calls are free and may be monitored by Planet Talk for training, security and quality assurance purposes.)

2.8. By registering for this Service, the Customer consents to Planet Talk using and/or disclosing the Customer's registration details as follows:

2.8.1. processing the Customer's application or changes to the Customer's registration details, which may involve credit checking by a credit reference agency, who may record that a credit check has been made and disclosing certain personal and account details to a bank for the purposes of setting up a continuous payment authority on the Customer's credit or debit card: and

2.8.2. providing registration details to any telecommunications provider who operates the telephone access network that is used to provide the Service and providing or arranging for third parties to provide customer care facilities and bill the Customer for the Service: and

2.8.3. in accordance with clause 10-Privacy Policy of these terms and conditions.

2.9. The Customer undertakes promptly to provide Planet Talk free of charge with all information and co-operation that Planet Talk may reasonably require to enable it to proceed without interruption with the performance of its obligations under this Agreement.

2.10. Should the Customer move from the UK address given initially in order to receive this Service, then Planet Talk will only use its reasonable endeavours to make available the Service at any new UK address, subject to confirmation that the Customer's telephone line supports ADSL (Asymmetric Digital Subscriber Line) and payment of any Charge for transferring the Service. Whether or not Planet Talk is able to make the Service available at any new UK address, the Customer shall continue to be liable to pay the Charges due under the current term of the Agreement. This clause shall apply each time the Customer changes its UK address.

### **3. Service**

3.1. The Service is for residential use only and not for business use.

3.2. Planet Talk does not guarantee that the Service would be available at all times and in particular the Service speeds will vary from time to time, due to congestion on the Internet network and Service availability cannot therefore be guaranteed.

3.3. The Customer must not use the Service:

3.3.1. in any way that would in Planet Talk's reasonable opinion materially affect the use of or access to the Internet of any other person, including without limitation substantial data transfer during peak times: or

3.3.2. in contravention of the Planet Talk acceptable use policy at: [www.planet-talk.co.uk](http://www.planet-talk.co.uk): or

3.3.3. in any way that does not comply with any licences applicable to the Customer or is unlawful, fraudulent or results in a criminal offence being committed: or

3.3.4. to disseminate or otherwise distribute, knowingly receive, upload, use or re-use, any information or material which is inappropriate, profane, abusive, indecent, defamatory, obscene or menacing or in breach of any copyright, privacy or any other right: or

3.3.5. to transmit any unsolicited commercial or unsolicited bulk e-mail is expressly prohibited.

3.4. The Customer's failure to comply with clause 3.3. will entitle Planet Talk at its option to immediately suspend the Service and/or terminate this Agreement.

3.5. The Customer agrees to compensate Planet Talk for any claims, loss and/or damage which Planet Talk suffers as a result of any breach by the Customer of any of the terms and conditions of this Agreement.

3.6. The Customer acknowledges that various elements of the Service are provided by third parties, consequently, Planet Talk is unable to guarantee that such products and services or websites accessible via the Planet Talk are virus free.

3.7. The Customer acknowledges that licensed telephone operators provide the telephone networks which are utilized by Planet Talk and therefore Planet Talk cannot guarantee that the Service will be uninterrupted or error free, or that the Customer will be able to access the Internet via the Service at all times.

3.8. When Planet Talk provides the Service to the Customer, Planet Talk promises to use the reasonable skill and care of a competent internet service provider.

3.9. Planet Talk shall use all reasonable endeavours to correct as soon as is reasonably practicable any technical fault notified by the Customer with the Service, provided such fault is not attributable to the act or omission of the Customer or any third party, a force majeure event, or the failure or malfunction of any equipment provided by the Customer.

3.10. The Customer shall pay all reasonable costs incurred by Planet Talk in investigating and remedying any fault which is attributable to: (i) the negligence, act, omission, breach, or fault of the Customer, or (ii) the failure or malfunction of any Customer equipment.

#### **4. Payment**

4.1. The Customer must pay all Charges for Equipment and/or Service, that the Customer purchases from Planet Talk and which Charges are set out in the price list located at : [www.planet-talk.co.uk](http://www.planet-talk.co.uk).

4.2. Planet Talk may at its option offer the Equipment to use this Service free of charge as part of any promotion(s) it may run from time to time.

4.3. Payments for the Service will be made by means of a continuous payment authorisation (Direct Debit) in favour of Planet Talk or by using the credit or debit card details provided by the Customer to Planet Talk in the Customer's registration details.

4.4. Planet Talk will invoice the Customer each calendar month for Services and Equipment received, and such invoice will be payable within fourteen (14) days of the invoice date.

4.5. If Planet Talk is unable to collect the amounts due from a Customer as they fall due, Planet Talk may immediately suspend or cancel the Customer's use of the Service and may forward the debt to an external agency for collection. The Customer will pay Planet Talk's reasonable costs and expenses for collecting payment.

4.6. Planet Talk shall not be responsible for any charges which the Customer incurs to BT or any third party telecoms network or systems operator in any connected with this Service.

#### **5. Service Security**

5.1 Planet Talk will issue the Customer with a set of usernames and passwords. These are essential for the Customer's use of the Service, so the Customer must ensure that they are kept confidential, secure and the Service must be used by the Customer in accordance with all relevant policies and instructions including those on: [www.planet-talk.co.uk](http://www.planet-talk.co.uk)

5.2 To ensure that the Service remains secure, the Customer may not change or attempt to change a username.

5.3 If Planet Talk considers that there is likely to be or has been a breach of security or misuse of the Service, then Planet Talk may immediately:

5.3.1. Change the Customer's password and notify the Customer that it has done this; and/or

5.3.2. Suspend the Customer's username and password which provide access to the Service.

5.4 If the Customer considers that any username or password has become known by someone not authorised to use it, or if any password is being or is likely to be used in an unauthorised way, the Customer must inform Planet Talk immediately.

5.5. Planet Talk reserves the right to terminate this Service if it remains unused for at least ninety (90) consecutive days.

5.6. Unless otherwise agreed with Planet Talk, risk of loss and/or damage to any Equipment shall pass on delivery to the Customer and title to any such Equipment shall always remain with Planet Talk. The Customer grants Planet Talk with a license to enter any premises where such Equipment is located in order for Planet Talk or its agents to recover this Equipment.

#### **6. Customer use of the Internet**

6.1. This Service will allow the Customer to access the Internet, and the Customer acknowledges and agrees that:

6.1.1 This Internet is separate from the Service and use of the Internet is at the Customer's own risk and expense and subject to any applicable laws: and

6.1.2. Planet Talk has no responsibility for any goods, services, information, software, or other anything else that the Customer obtains when using the Internet (including email):and

6.1.3. The Customer is responsible for ensuring any PC used to receive the Service is adequately protected against computer viruses.

#### **7. Equipment**

7.1 To ensure that the Service remains safe and secure, any equipment connected to or used with the Service must bear the European Consumer Equipment Standards "CE" mark.

7.2. Planet Talk will not be liable for any loss and/or damage caused by any equipment used with the Service that Planet Talk has not provided.

7.3. If the Customer damages or loses any Equipment, then Planet Talk may at its option require the Customer to reimburse Planet Talk for the reasonable cost of any repair or replacement of such Equipment.

#### **8. Software**

8.1. Planet Talk may make available to the Customer software that enables the Customer to use the Service ("Software"), and the Customer must not copy or modify this Software, unless otherwise allowed by law and/or re-sell, transfer, assign any rights or obligations in the Software or sub-license the Software.

8.2. The Customer must only access the Service through use of this Software or in an alternative way as permitted by Planet Talk in advance and not circumvent any security measures for use of this Service.

#### **9. Termination**

9.1. After the Service commencement date this Agreement shall continue in full force and effect for the period of time as confirmed by Planet Talk in the welcome pack sent to the Customer, which shall be an eighteen (18) month period ("Initial Term"), unless terminated earlier in accordance with these terms and conditions. After the Initial Term,

this Agreement will automatically continue for subsequent periods of the same duration as the Initial Term, unless otherwise notified in writing by either party to the other party within 30 days before the end of the Initial Term ( or any subsequent period), unless terminated earlier in accordance with these terms and conditions.

9.2. Should the Customer and Planet Talk agree that the Customer can change the chosen Service plan to another Service plan, then the Initial Term of that new Service plan shall be the minimum term of the new Service plan or the remaining term of the current Service plan, whichever is the longer.

9.3. Planet Talk or the Customer shall have the right to terminate this Agreement immediately in any of the following events:

9.3.1. The other party is in default of any of its obligations under this Agreement and fails to remedy the breach within a period of fourteen (14) days after the date of the notice from the non-defaulting party to remedy the breach; or

9.3.2. An interim order is applied for or made or a voluntary arrangement approved, or if a petition for a bankruptcy order is presented or a bankruptcy order is made against the other party, or if a receiver or trustee in bankruptcy is appointed of the other party's estate or an administration order is made, or a receiver or administrative receiver is appointed over any of the other party's assets or undertaking or a winding-up resolution or petition is passed or presented (other than for the purposes of reconstruction or amalgamation) or if any circumstances arise which entitle the court or any creditor to appoint a receiver, administrative receiver or administrator or to present a winding-up petition or make a winding-up order.

9.4. Without prejudice to its other rights and remedies, Planet Talk may suspend the Service, and/or terminate this Agreement by notice to the Customer in the event that:

9.4.1. The Customer fails to make any payment under this Agreement when it becomes due to Planet Talk; or

9.4.2. Planet Talk ceases to adhere to the general conditions which are required by applicable law to be adhered to when providing telecommunications services in the United Kingdom or;

9.4.3. The Customer does not use the Service for at least ninety (90) consecutive days or;

9.4.4. Planet Talk is obliged to comply with an order, instruction or request of the government, an emergency service organisation or other competent authority, including without limitation OFCOM or;

9.4.5. The Customer is suspected, in Planet Talk's reasonable opinion, of involvement in connection with the Service of fraud or attempted fraud or acts which are defamatory, offensive, blasphemous, abusive, obscene or menacing character or;

9.4.6. Planet Talk needs to carry out emergency works for the provision of the Service or its network.

9.5. Planet Talk shall be entitled to recover from the Customer all costs, losses and expenses incurred by Planet Talk, including but not limited to the cost of removing provision of the Service from the Customer's premises where this Agreement is terminated by Planet Talk under clause 9.3. or 9.4.

9.6. Should the Customer terminate this Agreement within the Initial Term or any subsequent period, then the Customer must pay a termination payment to Planet Talk, being an amount equal to the total of the recurring monthly Charges for each month remaining of the current term of the Agreement.

9.7. Should the Customer have taken this Service together with other telecommunications services from Planet Talk including without limitation carrier pre-select ("Other Services") for the Initial Term, if the Customer then terminates one or more of these Other Services during the Initial Term or any subsequent period, then from such termination date the Customer must pay the full current Charges for the Service and not any discounted Charges offered.

## **10. Privacy Policy**

10.1 In the case of any Customer who is an individual about whom Planet Talk processes personal data (as defined in the Data Protection Act 1998), the following shall apply:

10.1.1. Planet Talk may process such personal data for the purposes of administering the relationship with the Customer and, as part of its use of such data, may transfer that data to other Planet Talk affiliates in jurisdictions outside the UK, which do provide the same level of protection for personal data as exists in the UK.

10.1.2. Planet Talk may also, from time to time, use such personal data to provide the Customer, whether by telephone or facsimile or electronic mail or other means of communication, with details of promotions, products and services of Planet Talk which Planet Talk considers may be of interest to the Customer.

10.1.3 Planet Talk may use credit scoring or carry out a credit check when considering the Customer's application and also when operating account(s) or making credit decisions or otherwise providing the Service, and may search the files of credit reference agencies, and may keep a record of the search and the Customer authorises Planet Talk to do so.

10.1.4. Information about the Customer's debts owed to Planet Talk may be disclosed to credit reference agencies where: the Customer has fallen behind with its payments; the amount owed is not in dispute; the Customer has not made proposals satisfactory to Planet Talk for repayment of its debt following formal demand; and the Customer has been given at least twenty-eight (28) days' notice of its intention to disclose.

10.1.5. Planet Talk may process customer information with the Service for the prevention or detection of fraud, and to deal with Customer enquiries.

10.1.6. If the Planet Talk account is a joint account held by two or more persons, Planet Talk may share information about the Customer and the conduct of the joint Planet Talk account with the other person(s).

10.1.7. Planet Talk may share information about the Customer and the conduct of the Planet Talk account with any person to whom Planet Talk transfers its rights or obligations under this Agreement.

10.1.8. Planet Talk may share Customer's personal information with other companies, for example, Planet Talk may

use specialist third parties to conduct market research on its behalf to see how Planet Talk can improve the Services it offers. However, these third parties can only process this information according to the instructions Planet Talk gives them.

10.2. By entering into this Agreement, the Customer expressly agrees to the use of personal data for the purposes described in sub-clauses 10.1.1 to 10.1.8.

10.3. To help improve Planet Talk's service and in the interests of security it may monitor and/or record the Customer's telephone calls with Planet Talk.

## **11. Liability**

11.1 Subject to clause 11.2 below, the total of Planet Talk's liabilities arising under or in connection with this Agreement, whether arising in Tort, from its negligence, its breach of contract, or its breach of statutory duty, under any indemnity or howsoever caused shall not exceed: £20,000 for any one incident or £50,000 for any series of incidents arising from a common cause, in each consecutive twelve month period. (The first such period shall commence after acceptance by Planet Talk of the proposed Customers application to receive the Service.)

11.2. Notwithstanding anything to the contrary in this Agreement (whether this Agreement continues in force or not) Planet Talk shall not be liable to the Customer under or in connection with this Agreement for any corruption, destruction or loss of data, loss of goodwill, loss of anticipated savings, loss of contracts, loss of revenue, loss of use, loss of profits, loss of business, for any extra operating costs and expenses or for any indirect or consequential loss whatsoever or howsoever caused, whether arising in Tort, from its negligence, its breach of contract, or its breach of statutory duty, under any indemnity or howsoever caused.

11.3. Nothing in this Agreement shall have the effect of excluding or limiting the liability of Planet Talk for death or personal injury resulting from its negligence or any other liability that may not be excluded or limited as a matter of English law.

11.4 The provisions of this Condition 15 shall continue to apply notwithstanding termination or expiry of this Agreement.

## **12. Changes to the Agreement**

12.1. Planet Talk reserves the right to make changes to these terms and conditions and/or Charges either by giving Customers twenty-eight (28) days notice on its website: [www.planet-talk.co.uk](http://www.planet-talk.co.uk), unless such changes are due to legal and/or regulatory reasons in which event the change will be made immediately on the website without prior notice.

12.2. Should an increase in the Charges and/or change in the terms and conditions put the Customer at a significant disadvantage, then Planet Talk will notify the Customer in writing and the Customer has a right to immediately terminate the Agreement, failing which the Customer shall be bound by the amended terms and conditions and/or Charges. In the event of such termination under this clause 12.2, the Customer will not be liable to pay the termination payment under clause 9.6. These changes to the terms and conditions and/or Charges shall be displayed on the Planet Talk website at [www.planet-talk.co.uk](http://www.planet-talk.co.uk) and can be requested by writing to or phoning Planet Talk customer service department.

## **13. Assignment**

13.1. The rights and obligations of the Customer under this Agreement may not be assigned in whole or in part by the Customer, without the prior written consent of Planet Talk. However Planet Talk may at any time transfer this Agreement to any third party, assign any of its benefits and/or obligations under this Agreement and/or sub-contract the performance of any of its obligations under this Agreement.

## **14. Third parties**

14.1. The rights and obligations set out in this Agreement shall be solely for the benefit of, and shall be enforceable only, by the Customer and Planet Talk and their respective successors and permitted assigns. A person who is not a party to this Agreement has no right under the Contract Rights of Third Parties Act 1999 ("Act") to enforce any terms or conditions of this Agreement, but this does not affect any right of a third party which exists or is available apart from this Act.

## **15. Rights**

15.1. All intellectual property rights, including without limitation patents, trademarks, and copyright relating to the Service(s), and to any trade marks or trade names used by Planet Talk in the provision of the Service, shall remain the sole property of Planet Talk or its licensors.

15.2. The Customer shall not be entitled to use the name, trademarks, trade names or any other proprietary identifying mark or symbols of Planet Talk, without the prior written consent of Planet Talk.

## **16. Force Majeure**

16.1. Neither the Customer or Planet Talk shall be liable to the other party for any failure to perform any of its obligations under this Agreement (other than payment by the Customer of Charges due) and/or for any loss or damage which may be suffered by the other party, which is due to any cause beyond its reasonable control, including without limitation including, acts of God, fire or other natural catastrophe, explosion, vandalism, strikes, labour disputes, cable cuts, outages, acts of any governmental body; national emergencies; insurrections; riots; wars; terrorism or any act or omission of any third party.

## **17. General**

17.1. The failure or delay by either party to exercise or enforce any right conferred by this Agreement on that party, shall not be deemed to be a waiver of any such right, nor operate so as to bar the exercise or enforcement thereof, or of that right at any time in the future.

17.2. Any notice which may be given by either party to the other party under this Agreement, shall be deemed to have been given if sent by first class post or recorded delivery or email to any relevant address given by the Customer, whilst Planet Talk's address for service of any notice shall be such address as appears on the last invoice rendered to the Customer or such other address as may have been given by Planet Talk for such purpose.

17.3. This Agreement, and the other documents and website(s) referred to in these terms and conditions contains the entire agreement and understanding of the parties in respect of the subject matter contained herein, and supersede all prior agreements, promises, covenants, arrangements, communications, representations or warranties, whether oral or written, by any party, except in relation to any claim for fraudulent misrepresentation.

17.4. The headings in this Agreement are inserted for convenience of reference only and shall not constitute a part of or control or affect in any way the meaning or interpretation of any provision hereof.

17.5. If any provision of this Agreement is held by a court or governmental agency or authority to be invalid, void or unenforceable, then such provision shall not affect the other provisions or clauses of this Agreement, which shall continue in full force and effect.

17.6. All Clauses in this Agreement which are either expressed to survive or which are by implication intended to survive termination or expiry of this Agreement will continue to survive notwithstanding termination or expiry of this Agreement.

## **18. Disputes**

18.1. Should the Customer have any dispute with Planet Talk in connection with this Agreement, then Planet Talk shall use its reasonable endeavours to resolve any such dispute. The Customer may refer this dispute to any appropriate dispute resolution service. The Customer can find details of the parties who can deal with these disputes and how to refer such disputes in the Planet Talk Code of Practice which is at: [www.planet-talk.co.uk](http://www.planet-talk.co.uk).

## **19. Governing Law**

This Agreement shall be governed by and construed in accordance with English law and the parties hereby submit to the jurisdiction of the English Courts.