

Key Terms

Please read these terms and conditions carefully. Your attention is drawn in particular to the following clauses as summarised below:

- **Term:** Your contract with Millbeck Communications will start once you've signed the Master Agreement Form. The Services will start on the date Millbeck Communications begins to provide them and will last for an agreed Minimum Contract Term (where applicable). The contract will be automatically renewed on a monthly rolling basis unless 30 days' notice to terminate prior to the expiry of the current term has been given to us, a new Minimum Contract Term is agreed, or a Product Schedule sets out a different term or notice period.
- **Charges:** You are liable to pay all charges associated with your tariff including additional charges if you go over your tariff allowance, including if this was as a result of failing to secure your devices. Millbeck Communications may change the amounts charged before or during the term as a result of external factors, provided that certain of these increases will be capped.
- **Increases to Charges:** Millbeck Communications may increase the Charges: (i) on an indexed basis no more than once per calendar year; (ii) where a Network Provider's tariff is no longer available; (iii) to reflect a change in price from the Network, any changes to Roaming agreements, a change in costs of the business, materials or Products imposed on Millbeck Communications by a third party, or charges levied by third party suppliers as a result of those changes; or (iv) for any additional services that do not form part of the Services being delivered to the Customer at the relevant time.
- **Changes:** If Millbeck Communications needs to change any of these General Terms or Product Schedules, we will inform you in writing at least one ① month before any change (where possible). This won't affect any bespoke terms we've expressly agreed between us. If you wish to change customer or provider, the process set out in the Product Schedule must be followed and an administration fee (in line with relevant Applicable Law) may be charged plus any additional fees levied by the relevant Network Provider.
- **Cancellation:** Termination is effective 30 days after the confirmed receipt by Millbeck Communications of the Cancellation Request. Millbeck Communications will not process any Cancellation Request where an undisputed invoice or termination fees (if applicable) remain outstanding. Some value added services have a longer notice period for termination.
- **Early Termination Fees:** If you terminate your agreement before the end of a Minimum Contract Term (unless for cause), you will be charged for the remaining period outstanding on your contract. Upon termination of your agreement for convenience, a small administration fee for each SIM card will also be charged in respect of Millbeck Communications costs in processing the termination. This fee is set out in the Price List.

This list is not exhaustive and we encourage you to familiarise yourself with all of Millbeck Communications General Terms, Acceptable Use Policy and applicable Product Schedule(s) or Regulatory Schedule.