

Business Terms and Conditions

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Application and Entire Agreement



These Business Terms and Conditions apply to the provision of the services detailed in our quotation (Services) by Zone Broadband, which is a trading style of Zone Telecommunications Ltd (the "Company") a company registered in England and Wales under number 10621892 whose registered address is at Communications House, Lintonville Terrace, Ashington, Northumberland, NE63 9UN and having VAT number: GB263047516, (we or us) to the person buying the services (you).

You are deemed to have accepted these Terms and Conditions when you accept our quotation or from the date of any performance of the Services (whichever happens earlier) and these Terms and Conditions and our quotation (the Contract) are the entire agreement between us.

You acknowledge that you have not relied on any statement, promise or representation made or given by or on our behalf. These Conditions apply to the Contract to the exclusion of any other terms that you try to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

Our main switchboard telephone number is 0330 135 9663. Office hours are 8.30AM to 5.30PM Monday to Friday. If you have a question or fault outside of these office hours you can issue a Technical Support ticket using our website <http://zonebroadband.co.uk> or by emailing our Support Department at support@zonebroadband.co.uk.

Our Right to Vary These Business Terms and Conditions

Zone Broadband may revise these Business Terms and Conditions from time to time. An up to date copy of these Terms and Conditions can be found on our website <http://zonebroadband.co.uk>.

Whenever Zone Broadband revise these Business Terms and Conditions, we will keep you informed and give you notice on your monthly Invoice/Bill in the section labelled, "Important Information". We may also choose to send a copy by post or via Electronic Communication (Email) to your billing email address provided at the time of onboarding.

Interpretation

A "business day" means any day other than a Saturday, Sunday or Bank Holiday.

The headings in these Business Terms and Conditions are for convenience only and do not affect their interpretation.

Words imparting the singular number shall include the plural and vice-versa.

Services

We warrant that we will use reasonable care and skill in our performance of the Services which will comply with the quotation, including any specification in all material respects. We can make any changes to the Services which are necessary to comply with any applicable law or safety requirement, and we will notify you if this is necessary.

We will use our reasonable endeavours to complete the performance of the Services within the time agreed or as set out in the quotation; however, time shall not be of the essence in the performance of our obligations.

All of these Terms and Conditions apply to the supply of any goods as well as Services unless we specify otherwise.

Your obligations

You must obtain any permissions, consents, licences or otherwise that we need and must give us with access to any and all relevant information, materials, properties and any other matters which we need to provide the Services. If you do not comply, we can terminate the Services.

We are not liable for any delay or failure to provide the Services if this is caused by your failure to comply with the provisions of this section (Your obligations).

Fees

The fees (Fees) for the Services are set out in the quotation and are on a time and materials basis.

In addition to the Fees, we can recover from you:

- a) reasonable incidental expenses including, but not limited to, travelling expenses, hotel costs, subsistence and any associated expenses;
- b) the cost of services provided by third parties and required by us for the performance of the Services; and
- c) the cost of any materials required for the provision of the Services.

You must pay us for any additional services provided by us that are not specified in the quotation in accordance with our then current, applicable rate in effect at the time of performance or such other rate as may be agreed between us. The provisions also apply to these additional services.

The Fees are exclusive of any applicable VAT and other taxes or levies which are imposed or charged by any competent authority.

If you're struggling to pay your bill, please call us to discuss your circumstances as soon as possible by call us on 0330 135 9663. If you can't pay your bill, please tell us about it and we will try to help you. If you haven't contacted us about your overdue bill, we will try to contact you by phone, email and text message. We will also suspend your service and you won't be able to use Telephone & Broadband or any other service supplied by Zone Broadband until you clear any outstanding balance. If this happens, we may also:

1. add a termination charges and/or service suspension charges to your account in line with your specific product terms and conditions;
2. pass on your details to a debt collection agency who may add their own charges and fees to recover the debt; and
3. notify credit reference agencies that you've missed payments. This information can be used by other lenders and will affect your credit rating and ability to gain future credit.

If you miss 3 consecutive bill payments, we may ask you for a security deposit, which will be held in a ring-fenced account. Security deposits are held for a period of 12 months.

Cancellation and amendment

We can withdraw, cancel or amend a quotation if it has not been accepted by you, or if the Services have not started, within a period of 7 (seven) days from the date of the quotation, (unless the quotation has been withdrawn).

Either we or you can cancel an order for any reason prior to your acceptance (or rejection) of the quotation.

If you want to amend any details of the Services you must tell us in writing as soon as possible. We will use reasonable endeavours to make any required changes and additional costs will be included in the Fees and invoiced to you.

If, due to circumstances beyond our control, including those set out in the clause below (Circumstances beyond a party's control), we have to make any change in the Services or how they are provided, we will notify you immediately. We will use reasonable endeavours to keep any such changes to a minimum.

Payment

We will invoice you for payment of the Fees either:

1. when we have completed the Services; or
2. on the invoice dates set out in the quotation.

You must pay the Fees due within 14 (fourteen) days of the date of our invoice or otherwise in accordance with any credit terms agreed between us.

Time for payment shall be of the essence of the Contract.

Without limiting any other right or remedy we have for statutory interest, if you do not pay within the period set out above, we will charge you interest at the rate of 8% (eight percent) per annum above the base lending rate of the Bank of England from time to time on the amount outstanding until payment is received in full.

All payments due under these Terms and Conditions must be made in full without any deduction or withholding except as required by law and neither of us can assert any credit, set-off or counterclaim against the other in order to justify withholding payment of any such amount in whole or in part.

If you do not pay within the period set out above, we can suspend any further provision of the Services and cancel any future services which have been ordered by, or otherwise arranged with, you.

Receipts for payment will be issued by us only at your request.

All payments must be made in British Pounds unless otherwise agreed in writing between us.

Security Deposits and Credit Checks

We carry out a Credit Check provided by Experian every time a customer orders a new product or service.

Credit Checks enable us to identify fraud and prevent customers running up bills they cannot afford to pay. Using these Credit Checks we set a monthly credit limit on each customer account.

Zone Broadband can withdraw credit limits from any customer account without warning. When we identify fraud, we will report this to the relevant authorities and inform the credit reference agencies.

We may at our sole discretion inform the credit reference agencies about all aspects of your account including conduct, payment performance, payment amount and granted credit limit.

We will register a defaulted payment with the credit reference agencies when three consecutive payments are missed and are outstanding.

Depending on your Credit Rating score we may ask for a security deposit in order to grant you access to our products and services. Security deposits are held for a period of twelve months and is non-interest bearing. Your security deposit will be returned if you have not missed any payments or have not made a late payment within the last twelve month period. If your Credit Rating score is insufficient and does not meet or internal Credit Policy we may ask for the entire amount of the contract before services or products are supplied.

If bills are unpaid we can revoke credit limit and modify your invoice/bill payment terms with immediate effect.

If the Credit Rating Score of the company or individual drops below a satisfactory level defined internally by Zone Broadband, we can revoke your credit limit and bill/invoice payment terms with immediate effect. We can also suspend services with immediate effect should the above happen.

Sub-Contracting and assignment

We can at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of our rights under these Terms and Conditions and can subcontract or delegate in any manner any or all of our obligations to any third party.

You must not, without our prior written consent, assign, transfer, charge, subcontract or deal in any other manner with all or any of your rights or obligations under these Terms and Conditions.

Termination

We can terminate the provision of the Services immediately if you:

1. commit a material breach of your obligations under these Terms and Conditions; or
2. fail to make pay any amount due under the Contract on the due date for payment; or
3. are or become or, in our reasonable opinion, are about to become, the subject of a bankruptcy order or take advantage of any other statutory provision for the relief of insolvent debtor; or
4. enter into a voluntary arrangement under Part 1 of the Insolvency Act 1986, or any other scheme or arrangement is made with its creditors; or
5. convene any meeting of your creditors, enter into voluntary or compulsory liquidation, have a receiver, manager, administrator or administrative receiver appointed in respect of your assets or undertakings or any part of them, any documents are filed with the court for the appointment of an administrator in respect of you, notice of intention to appoint an administrator is given by you or any of your directors or by a qualifying floating charge holder (as defined in para. 14 of Schedule B1 of the Insolvency Act 1986), a resolution is passed or petition presented to any court for your winding up or for the granting of an administration order in respect of you, or any proceedings are commenced relating to your insolvency or possible insolvency.

Intellectual property

We reserve all copyright and any other intellectual property rights which may subsist in any goods supplied in connection with the provision of the Services. We reserve the right to take any appropriate action to restrain or prevent the infringement of such intellectual property rights.

Liability and indemnity

Our liability under these Terms and Conditions, and in breach of statutory duty, and in tort or misrepresentation or otherwise, shall be limited as set out in this clause.

The total amount of our liability is limited to the total amount of Fees payable by you under the Contract.

We are not liable (whether caused by our employees, agents or otherwise) in connection with our provision of the Services or the performance of any of our other obligations under these Terms and Conditions or the quotation for:

1. any indirect, special or consequential loss, damage, costs, or expenses; or
2. any loss of profits; loss of anticipated profits; loss of business; loss of data; loss of reputation or goodwill; business interruption; or, other third party claims; or
3. any failure to perform any of our obligations if such delay or failure is due to any cause beyond our reasonable control; or
4. any losses caused directly or indirectly by any failure or your breach in relation to your obligations; or
5. any losses arising directly or indirectly from the choice of Services and how they will meet your requirements or your use of the Services or any goods supplied in connection with the Services.

You must indemnify us against all damages, costs, claims and expenses suffered by us arising from any loss or damage to any equipment (including that belonging to third parties) caused by you or your agents or employees.

Nothing in these Terms and Conditions shall limit or exclude our liability for death or personal injury caused by our negligence, or for any fraudulent misrepresentation, or for any other matters for which it would be unlawful to exclude or limit liability.

Circumstances beyond a party's control

Neither of us is liable for any failure or delay in performing our obligations where such failure or delay results from any cause that is beyond the reasonable control of that party. Such causes include, but are not limited to: power failure, Internet Service Provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the party in question. If the delay continues for a period of 90 (ninety) days, either of us may terminate or cancel the Services to be carried out under these Terms and Conditions.

Communications

All notices under these Terms and Conditions must be in writing and signed by, or on behalf of, the party giving notice (or a duly authorised officer of that party).

Notices shall be deemed to have been duly given:

1. when delivered, if delivered by courier or other messenger (including registered mail) during the normal business hours of the recipient;
2. when sent, if transmitted by fax or email and a successful transmission report or return receipt is generated;
3. on the fifth business day following mailing, if mailed by national ordinary mail; or
4. on the tenth business day following mailing, if mailed by airmail.

All notices under these Terms and Conditions must be addressed to the most recent address, email address or fax number notified to the other party.

No waiver

No delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy nor stop further exercise of any other right, or remedy.

Severance

If one or more of these Terms and Conditions is found to be unlawful, invalid or otherwise unenforceable, that / those provisions will be deemed severed from the remainder of these Terms and Conditions (which will remain valid and enforceable).

Law and Jurisdiction

These Terms and Conditions are governed by and interpreted according to English law. All disputes arising under these Terms and Conditions are subject to the exclusive jurisdiction of the English courts.

Bribery Policy

Zone Broadband Directors, Officers, and Employees, directly or indirectly, WILL NOT offer, promise or pay any bribes or other improper payments for the purposes of promoting Zone Broadband products and services to any individual, corporation, government official or agency, or other entity. No gift, benefit or contribution in any way related to Zone Broadband or the sale of Zone Broadband products and services shall be made to political or public officials or candidates for public office or to political organisations, regardless of whether such contributions are permitted by local laws.

Force Majeure

Zone Broadband shall not be liable for any failure to perform due to causes beyond its control, including but not limited to fire, flood, earthquake, explosion, accident, acts of public enemy, war, rebellion, insurrection, sabotage, epidemic, quarantine, labour disputes or shortages, transportation embargoes, failures or delays, inability to secure raw materials or machinery, acts of God or government any such event of force majeure affecting Zone Broadband third-party suppliers, judicial action, failure in the Public Switched Telephone Network, Distributed Denial of Service (DDOS) attack or catastrophic Core Network Failure. Similar causes shall excuse the Wholesale Partner for failure to take Zone Broadband products and services ordered by the Wholesale Partner other than those already in transit or in-flight or specially fabricated or not readily saleable to other buyers.

Severability

If any provision or term of this Agreement shall be declared void, invalid, or illegal, the validity or legality of all other provisions of the Agreement shall not be affected thereby.