



General Terms and Conditions

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1. Definitions herein

Unless the context otherwise dictates, words in the singular include the plural and vice versa, words in one gender include any other gender, and words in upper or lower case are interchangeable, unless otherwise defined in any attached addendums.

1.1 "Act" means The Telecommunications Act of 1984 and any statutory amendment or modification thereof.

1.2 "Agreement" means the General Terms and Conditions in full, inclusive of all addendums, attachments, and applicable application forms and contracts.

1.3 "Carrier" means any supplier of telecommunications services to Simple Telecommunications Ltd in order that we can provide the Service.

1.4 "Charges": Any and all costs associated with providing the Services. Referred to hereafter as "Charges" or "Fees".

1.5 "Commencement Date" means the date when the Customer first receives the live Service.

1.6 "Company": Simple Telecommunications Limited is a UK registered company with registration number 08283225. Referred to hereafter as "Simple Telecommunications Ltd", "us", "we", or "our".

1.7 "Customer": Deemed herein as the Simple Telecommunications Ltd client. This covers the person using the services as well as any person or persons authorised to deal with Simple Telecommunications Ltd on their behalf. Referred to hereafter as "the Customer", "you", or "your".

1.8 "Customer Apparatus" means apparatus belonging to the Customer not forming part of the Equipment, but which may be connected to the Equipment.

1.9 "Equipment": Any physical devices provided by the Company or the Carrier.

1.10 "Intellectual Property": Any patent, copyright, registered design, trademark or other industrial or intellectual property rights subsisting in the territory in respect of the service and applications for any of the foregoing.

1.11 "Minimum Period" unless otherwise stated this means whichever is the larger of

- (i) thirty (30) days.
- (ii) one (1) calendar month from the commencement date.

1.12 "Person" means an individual, a corporate entity, an unincorporated entity, or a partnership

1.13 "Premises" means any address at which the Services are supplied to you.

1.14 "Restricted Information" means any information which is disclosed to one party to these T&Cs by the other pursuant to or in connection with these T&Cs (whether orally or in writing, and whether or not such information is expressly stated to be confidential or marked as such).

1.15 "Service": The telecommunication, internet or other services provided by Simple Telecommunications Ltd, as displayed in the latest Simple Telecommunications Ltd literature, website, and any attached addendums.

1.16 "Support": The Simple Telecommunications Ltd customer service department and any customer service they provide

1.17 "System" means the telecommunication system which Simple Telecommunications Ltd runs and, for the purpose of these T&Cs, any apparatus leased by, or otherwise obtained by, Simple Telecommunications Ltd from a third party

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1.18 “Terms and Conditions (T&Cs)”: Refers to this document and any addendums, attachments, and applicable application forms and contracts.

1.19 “Website”: Either of our websites at www.simpletelecoms.co.uk or www.simpletelecoms.com

1.20 “Working Day” means any day other than (a) a Saturday or Sunday and (b) any day on which banks located in England are closed for the conduct of regular banking business

2. Scope

2.1 The placing of any order for Equipment or Services from Simple Telecommunications Ltd confirms the agreement of the Customer to be legally bound by these Terms and Conditions.

2.2 For the purpose of ensuring consistency in the terms on which the Equipment and Services are provided by us to our customers, we may vary this Agreement by posting the changes in the Legal section of our Website at any time.

2.3 You agree that, if you decide to purchase Equipment or Services after a period of fourteen (14) days from the date of posting any amendments on Website, you are bound by these amendments. Notice will be provided before the amendments take effect via the Website

2.4 By continued use of any Services and or Equipment purchased before the date of the amendment for more than 14 days after the amendment, you signify acknowledgement of your intention to be bound by the amendments.

2.5 If you decide not to continue your Service with us after an amendment, you must notify us of your intent to cancel the service within 14 Days. You must agree to cancel the Service within 30 days with or without porting the number.

3. Company Liability

3.1 We agree to abide by all laws and regulations applicable for Services provided by us. We shall be liable for all consequences and costs arising out of any breaches against such law or regulations perpetrated by us, or under our direction or on our behalf.

3.2 You acknowledge and warrant that the Services shall be used in the way intended and defined within this agreement. We shall in no way be liable for any consequences and costs arising out of any breaches perpetrated by you, under your direction, or on your behalf.

3.3 We will not invite you to call back on a premium rate number.

4. Services

4.1 We provide the hosting, internet, telecommunication Equipment and Services offered at any time to you, at our sole discretion.

(i) Except as provided in the related addendums, these T&Cs apply to each and any provision of Services to you to the exclusion of all other conditions, agreements, understandings, or arrangements not set out in the applicable Addendum or in a separate signed contract.

(ii) Services are provided on the terms contained within the associated addendums. When you enter into a service addendum agreement with us in relation to the provision of that Service, the terms of any specific contract shall take priority over these T&Cs.

(iii) We reserve the right to subcontract our obligations and/or duties set out in these T&Cs.

(iv) The customer may not refer to Simple Telecommunications Ltd in its sales or marketing activity or literature except with our prior written consent. Such permission may be withdrawn by us. We reserve the right to not give a reason.

(v) We may need to change or alter the configuration of the Service or Equipment provided under these T&Cs in order to provide the Service to you. We shall use reasonable efforts to give at least 14 days prior written notice to you of any such change or alteration where possible.

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5. Customer Charges

5.1 You must pay for any set-up Charges for Equipment or Services supplied by us as set out in the price lists located on our Website or quoted to you by email or post. These Charges are part of these T&Cs. After any initial payments have been made, all payments thereafter are to be made strictly by the agreed method on a monthly basis unless otherwise agreed in writing by us.

5.2 We, upon giving the customer 30 days prior notice in writing or by electronic means, may vary our Charges.

5.3 Charges for a Service shall accrue from the date on which you commenced use of the Service.

5.4 You accept that any supply of Services to any person making telephone calls from either the telephone numbers nominated by you or by using your account and PIN is deemed to be authorised by you and that you must pay any charges arising out of that use.

5.5 We will endeavour to minimise the charges arising out of misuse of your Service once you have informed us of such misuse but the liability for such misuse remains yours even after we have been informed.

5.6 Payments will be due within 7 days of invoice unless otherwise stated on the invoice after which the amount will be deemed overdue, and we will be in a position to implement clause 5.14 herein.

5.7 Interest shall be payable on all overdue invoices from the due date until actual payment in line with clause 5.14 contained herein.

5.8 Administration charges shall be payable on all late and failed payments in line with clause 5.14 contained herein.

5.9 All charges are, unless agreed otherwise, exclusive of value added tax and any other applicable sales tax or duty which shall be payable by Customer at the prevailing rate.

5.10 We reserve the right to carry out a credit check and request copies of two utility bills from the declared business or residential address. Subsequent to any credit check, we reserve the right to request a deposit or 3rd party guarantee, to be specified at that time, from you as a condition of providing or continuing any Service. Any deposit shall be held by us for a period of twelve (12) months (or until the Service is terminated) when it shall be returned in full or credited against any outstanding invoice at our sole discretion. Any deposit does not relieve you of the responsibility for the prompt payment of invoices in accordance with relevant Clauses contained herein.

5.11 We reserve the right, if undue excess activity on your account is observed, or your ability to pay within the due period becomes doubtful, to reduce the payment of invoices to a weekly basis or to require a security deposit of the amount deemed necessary to cover the outstanding or forecasted costs. This will continue for as long as the situation remains doubtful or for a period of no more than 6 months where the situation is rectified as determined by us.

5.12 Payment methods accepted by us are defined on our Website and on invoices. We reserve the right to dictate an alternative method of payment where we deem it necessary.

5.13 If you pay any Charges due to us:

- (i) by cheque or direct debit and your approved financial institution refuses to make payment; or
- (ii) in a currency other than Pounds Sterling,

we will charge you for any bank charges, approved financial institution fees, and extra administration costs (which may include third party charges) that we incur as a result.

5.14 If you do not meet the payment due date, we reserve the right to

- (i) suspend or terminate your access to the Service; and
- (ii) charge you interest on the overdue amount at the rate of 8% per annum above HSBC group base rate (interest is calculated and accrues daily) and
- (iii) charge you an administration fee to cover late payment costs.

5.15 If you fail to pay, we can pass your outstanding debt to a Collection Agency. This will incur extra charges.

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5.16 If you dispute any invoice, you must notify us in writing of the dispute and providing us with sufficient detail to investigate the matter and determine whether your dispute is genuine and reasonable, prior to the due date for the invoice (ref clause 4.5). If we determine (at our sole discretion): that

- (i) your dispute is not genuine or reasonable, you must pay the invoice in full, plus any interest charged on the full invoiced sum in accordance with clause 5.145.13 above; or
- (ii) your dispute is genuine and reasonable, you must pay the undisputed part of the invoice and we will both use all reasonable endeavours to resolve the dispute as quickly as possible.
- (iii) If any such dispute is resolved such that you still owe us any amount, you must pay all sums owed to us within 7 calendar days of resolution of the dispute. We reserve the right to charge interest in accordance with clause 5.145.13 above from the date payment of the disputed invoice was due.
- (iv) If any such dispute is resolved such that we owe you money, we will (at our sole discretion) repay or credit on the next invoice sent to you following resolution of the dispute any amount overpaid by you.
- (v) Each Party will be responsible for their own costs.

5.17 We will apply an annual price increase base on the Consumer Price Index Rate of inflation which is published in January each year plus 3.9%.

6. Returns, cancellations, compensation and refunds

6.1 Equipment can be returned within 30 days of purchase for a full refund. The equipment must be in the same condition in which you received it and undamaged in any way. You will be responsible for the cost of shipping the return to us. After we receive your item our team of professionals will inspect it and process your refund. If the equipment is damaged in any way or you have initiated the return after 30 calendar days have passed, you will not be eligible for a refund.

6.2 Service orders can be cancelled before the service goes live. Our Carrier will levy some charges as the committed date approaches. Ofcom regulations state that these cannot be passed onto the customer so, although we would provide a full refund in that situation, we would also not consider any further requests to provide a service to that customer, address, or telephone number until a 24-month exclusion period has expired. Once a service becomes operational, no refunds will be made.

6.3 No refunds or compensation are required under Ofcom regulations for loss or interruption of services and, as such, no refunds or compensation will be considered in the event of a fault.

6.4 All refunds will be issued as credit notes to be allocated to future invoices where your account remains active with us. Where your account does not remain active with us, the refund will be issued to the original payment method used during the purchase where possible. In the event that the payment was made using direct debit, your bank details will be needed to provide a refund via bank transfer.

7. Pre-paid services

7.1 For select services, you may purchase call credit in Pounds Sterling by payment transfer to the Simple Telecommunications Ltd Bank Account via your own Bank, Sage Pay, Direct Debit or other acceptable means. At our discretion, call credit may be purchased via credit cards up to the amount agreed in writing at the time of placing the order.

7.2 We use third party agencies to process credit card details and card verification to guard against fraud or stolen cards. From time to time, we may request customers to verify their credit card and/or bank statement details by fax or other means as part of the verification process. We may suspend the Service if we suspect that any fraudulent use is being made of it. We will debit your account with charges calculated in accordance with our standard rates in force from time to time. Records of the calls you have made will be made available on request.

7.3 If you do not use the Service for a continuous period of 4 months or more, we may close your account without refund of any outstanding credit.

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8. Fair usage policy

8.1 If you are a customer with an included calls plan, you have certain usage obligations. Generally speaking, these obligations require your use of our Service to be for private, personal, and legitimate consumer purposes.

8.2 This Fair Usage Policy explains your usage obligations, how to avoid breaching these obligations, and what will happen if your usage breaches these obligations and falls outside this Fair Usage Policy.

8.3 You must only use our included call plan Services for private, personal, and legitimate consumer purposes. You must not use our included call plan Services for business purposes.

8.4 What to avoid:

- (i) Making calls in relation to the administration of or to promote or market a business, group, or organisation or for any non-private or non-personal purpose. For example, making an excessive number of calls to a customer base or non-personal or non-private distribution list with the intent of promoting a business or service would constitute use of our Services for business purposes, and would fall outside this Fair Usage Policy.
- (ii) Making unusually high volumes of calls, making multiple calls at the same time, or making calls to earn financial revenue or any other reward from these calls, would constitute use of our Services that falls outside this Fair Usage Policy.
- (iii) Making nuisance phone calls would fall outside this Fair Usage Policy.

8.5 What happens if the Customer's usage falls outside this Fair Usage policy?

- (i) For the avoidance of doubt the prohibited activities listed above is a non-exhaustive list.
- (ii) We reserve the right to assess any activity which we consider inconsistent with a reasonable Customer's good faith use of the Services provided by us as a breach of this Fair Usage Policy.
- (iii) If we reasonably suspect you're not complying with this policy, we reserve the right to impose further charges or disconnect your Service or to change the tariff at any time, having attempted to contact you first.

9. Trademarks

9.1 Nothing in these T&Cs shall be construed to grant you any license or any other proprietary or contractual right or interest in Simple Telecommunications Ltd. We retain all rights, titles, and interests (including copyright and other proprietary and intellectual property rights) within the websites, software, infrastructure and advertising literature, including all legally protected elements and derivative works.

9.2 Unless otherwise specified in writing by us, we are the owner or licensee of all intellectual property rights within our Websites, control panels and any marketing, whatever the form; along with all content held by subsidiaries of, and companies associated with, Simple Telecommunications Ltd. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

9.3 Unless otherwise specified, the authors of the literary and artistic works in the materials contained in the Websites, control panels and other media determined in clause 9.2 have asserted their moral right pursuant to Section 77 of the Copyright Designs and Patents Act 1988 to be identified as the author of those works.

10. Waiver

10.1 If at any time we do not require you to comply with any provision of these T&Cs, this will not prevent us from doing so in relation to that or any other provision of these T&Cs in the future.

11. Customer Representations

11.1 You hereby represent and warrant to Simple Telecommunications Ltd that:

- (i) If an individual, you are at least 18 years of age.

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- (ii) You have full power and authority to execute and deliver these T&Cs and Addendums and to perform the obligations herein.
- (iii) These T&Cs constitute your legal, valid, and binding obligations.
- (iv) All information that you have provided, and may from time to time provide, to us is and, unless you deliver written notice to us to the contrary, shall continue to be, true and complete. Any falsifying of information will be your sole responsibility under law.
- (v) You agree that you will not use the services for any unlawful purposes such as making any offensive, indecent or hoax telephone calls or allowing other persons to do so or using the services fraudulently or in connection with a criminal offense. You will not falsify or use the services to transmit or intercept any voice, data or email messages or use the service to in any way cause detriment or harm to any communication system. You will comply with all reasonable instructions provided by us in relation to the services and will fully indemnify us against any expenses, liabilities, losses, costs (including legal costs), action, claims, damages, or liabilities howsoever incurred by us as a result of your breach of this agreement.
- (vi) In case of dispute or claim, you agree to seek an amicable solution with us before proceeding with any legal action.

12. Indemnification

12.1 You hereby agree to defend, indemnify, and hold us harmless from and against any suit or proceedings brought against us that arises from any illegal activity, breach of obligations, representations or covenants contained within these T&Cs performed by you or any associated person.

13. Faults

13.1 While we will make every effort to provide you with the best possible Service, we cannot guarantee that the Service will never be at fault. We will make every effort to correct all reported faults as soon as we reasonably can, affording any notice period where possible and complying with the clauses contained herein.

14. Security

14.1 We require you to pass some basic security checks when contacting our customer support department. If you think that anyone not authorized to access your information might try to contact us, it is your responsibility to inform us immediately so that we may take extra precautions.

14.2 If any of the information you give to us when you commence a Service with us changes, including any changes to your payment details or changes to authorised contacts, you must inform us as soon as possible.

14.3 You agree that we will disclose any information in connection with your accounts to anyone who correctly completes our security checks, and you also agree that our automated billing reminder/information announcements and /or other information will be heard by anyone accessing the services.

15. Operational contingencies

15.1 From time to time, we may need to temporarily suspend any Service for operational reasons (e.g., for repairs, planned maintenance or upgrades). We will give you as much notice as possible but are not obligated to do so. We will make every attempt to restore the Service as soon as possible after any suspension or outage. We reserve the right to alter code or access numbers, or technical specifications associated with the Service or Equipment deemed necessary for operational reasons. The technical specifications will only be changed where this will not materially affect the performance of the Service.

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16. Code of Practise

16.1 We will do our utmost to support and assist you, in every way possible to the best of our endeavours, to continue with our redevelopment program and to conform to our code of practice found on our website at <https://www.simpletelecoms.co.uk/PBCPPlayer.asp?ID=1435459>.

17. Limitation of Liability

17.1 Under no circumstances shall Simple Telecommunications Ltd be liable to the Customer for any damages, costs or expenses including, without limitation, any damages for lost profits, Customer Apparatus, Equipment, operational time, business, loss of goodwill, interruption of business, contracts, anticipated savings, loss of or corruption of data, or for any exemplary, punitive, special, indirect, incidental, consequential or special damages, regardless of whether such claim arises under any theory of tort, advice, contract, strict liability or otherwise and regardless of whether we are advised of the possibility of such damages.

17.2 We make no warranties, conditions, guarantees or representations as to quality or fitness for a particular purpose of the Equipment or Services or other warranties, conditions, guarantees or representations whether express or implied, oral or in writing, except as expressly stated in the welcome and summary letters sent out at the time we provide the Service. We exclude all liability for the accuracy (or inaccuracy) of any material or other information provided by us or made available by any third party, for any third-party equipment or services purchased or obtained or any transactions entered into using the internet, or the transmission or reception of (or failure to transfer or receive) any information or software.

17.3 Subject to the limitations in any signed agreements with you, our total liability to you shall be limited to the unused credit in your account with us at any time. You agree that the limitation of liability is appropriate given the Charges for the Services.

17.4 We do not exclude or restrict our liability for death or personal injury caused by our negligence or that of our agents, or for any liability arising under Part 1 of the Consumer Protection Act 1987 and nothing in these T&Cs limits or restricts this liability.

18. No Assignment

18.1 You may not assign to any other party (by operation of law or otherwise) either these T&Cs or any of the rights, interests, or obligations hereunder without the written consent of Simple Telecommunications Ltd.

E.g., managing agents may not simply hand off any outstanding invoices to a new agent when they cease managing a site. Instead, they must contact us so that we can speak to the new agents directly and agree the service transfer BEFORE the site hand off occurs.

19. Addendums

19.1 Any addendums attached to these T&Cs in relation to updates, amendments and/or extra Services provided by us are part of and obligated by the terms within these T&Cs.

20. Third Party Rights

20.1 A person who is not a party to these T&Cs has no right under the Agreements (Rights of Third Parties) Act 1999 to enforce any term of these T&Cs, but this does not affect any right or remedy of a third party which exists or is available apart from under that Act.

21. Governing Law

21.1 This Agreement shall be governed by and construed under the laws of England only.

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22. Notices

22.1 Any notice to be served by Simple Telecommunications Ltd on the Customer shall be deemed to have been duly served if sent by e-mail or first-class post to the Customer at his last known address.

- (i) Any notice served by first class post shall be deemed to have been served three days after posting and any notice served by email shall be deemed served 48 hours after sending.

22.2 Any notice to be served on Simple Telecommunications Ltd should be served by sending said notice by post to the Company's registered address. (See clause Contact Details.)

- (i) Any notice served shall only be deemed served once you have received an acknowledgement from us of receipt.
- (ii) Proof of acknowledgement of receipt of such notice by us will only be deemed valid if produced in writing.

23. Enforceability

23.1 If one or more provisions of these T&Cs and or the attached addendums are held to be unenforceable under applicable law, such provision shall be excluded from these T&Cs and the balance of the T&Cs shall be interpreted as if such provision were so excluded and shall be enforceable in accordance with its own terms.

24. Force Majeure

24.1 Neither party shall be liable to the other for any default under these T&Cs where such default was caused by any unforeseen event beyond the reasonable control of the defaulting party. Such events include, by way of example only: the result of any Act of God; war, insurrection, or civil disorder; failure or shortage of power supplies; national or local emergency; acts or omissions of government; industrial disputes of any kind; the acts or omissions of other companies.

25. Suspension of Service

25.1 We may suspend the Service (without being liable to compensate you). If

- (i) you have insufficient funds to pay a bill. We will email or call you about this once we get confirmation from the bank that we haven't received payment. If we can't reach the main contact, we will call the end user. You will then have 48 hrs to make a payment otherwise your Service will be suspended. If we cannot reach you within a period of 48 hours, your Service will be suspended.
- (ii) we can't take a payment for any other reason than you have insufficient funds (e.g., your direct debit has been cancelled) we reserve the right to suspend your Service without further notice. We will attempt to warn you that you do not have a valid payment method, but this is not always possible.
- (iii) If you contravene any part of these T&Cs.

26. Termination

26.1 Either the Customer or Simple Telecommunications Ltd may terminate the Service at any time, by giving notice of 30 days (via electronic mail or other means) to the other party, and

26.2 Without prejudice to any other rights, we may elect to terminate or suspend this agreement immediately without prior notice if you breach any of the terms and conditions of this agreement, or if you become insolvent or bankrupt. We may block any account or suspend the provision of the Service in the event that we reasonably believe that your payment card and/or bank account details are being or may be used fraudulently, and/or in the event that it is unable to verify your payment card and/or bank account details with the relevant bank or credit card issuer.

26.3 Without prejudice to any other rights, we may terminate and/or suspend all or part of the Service until further notice, if you, at our sole discretion, damage our reputation or relationship with existing or potential future customers or bring the company name into disrepute.

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26.4 Without prejudice to any other rights, you may terminate the Service by giving the aforementioned notice period if we are unable to supply the Service associated with this agreement and its addendums and promoted through the Website.

26.5 Without prejudice to any other rights, we may terminate the Service immediately after non-payment of invoices and/or no communication after a period of 7 days. You will remain liable for all invoices incurred up to the agreed date of termination of the Service.

26.6 If we become aware that you are using or are likely to use the Service in any way which may be interpreted as illegal, immoral, or otherwise disreputable, or likely to expose us to un-acceptable risks legally or otherwise, we reserve the right to suspend or terminate with immediate effect with no prior notice.

26.7 Any termination shall not relieve you of the obligation to pay any charges incurred. This includes charges incurred by us for the hiring of debt collection agencies should it become necessary. Any rights and obligations which by their nature would extend beyond the termination or expiration of these T&Cs, shall survive such termination or expiration. For the avoidance of doubt, termination of one Service does not affect the provision of any other Service provided pursuant to these T&Cs.

26.8 If we cease to provide any Services, we may obtain an alternative provider to provide the Services to you. You agree to the assignment of our rights under these terms and conditions to that alternative provider provided the level of service you currently experience is not significantly reduced as a result.

26.9 If we receive a notification from your bank that your payment method has been suspended for any reason other than death, and we have not been notified by any contact for your account of a change in payment details before the notification is received, we will notify the main contact using the contact details provided. In the event that we don't receive a response from the main contact, we will place an outbound call bar on the line after 48 hours. This will prevent all outbound calls except those to the 999 emergency services. The line will remain active until the end of whatever line rental period has been paid in advance and then it will be closed.

26.10 If we receive a notification from your bank that your payment method has been suspended due to death, and we have not been notified by any other contact for that account to the contrary before the notification is received, we reserve the right to cease services and terminate the account with immediate effect.

27. Dispute Resolution

27.1 We will make every effort to resolve any dispute quickly and satisfactorily. If the dispute outcome is not to your satisfaction, you have the right to seek arbitration for the dispute to be resolved with the Ombudsman.

27.2 If we are unable to resolve your complaint satisfactorily, we will issue a deadlock letter so that you may make a complaint through CISAS, an independent alternative dispute resolution scheme. We can provide you with details of this service. Alternatively, if more than three months has passed since you first made your complaint, please contact the CISAS International Dispute Resolution Centre directly.

CISAS, 70 Fleet Street, London, EC4Y 1EU

Email: info@cisas.org.uk

Tel: 020 7520 3814

Fax: 020 7520 3829

If you are hard of hearing and have a text phone you can call us on 020 7520 3767. More information on CISAS International Dispute Resolution Centre can be found here: http://www.cisas.org.uk/CISASRules-12_e.html

28. WLR3 specific content

28.1 Full details of WLR3 specific T&Cs can be found in the addendum WLR3.

29. Broadband specific content

29.1 Full details of Broadband specific T&Cs can be found in the addendum Broadband



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30. VoIP specific content

30.1 Full details of VoIP specific T&Cs can be found in the addendum VoIP

31. Personal data

31.1 Information you provide may be used by us, our employees and/or agents to:

- (i) identify you when you make enquiries to our Support or other departments
- (ii) help administer any accounts, Services and Equipment offered by us now or in the future
- (iii) help us to detect fraudulent or illegal usage or loss or as required by the legal authorities; and
- (iv) allow us to write to, or telephone you with information about other services and Equipment offered by us.

31.2 Full details of our data protection policy can be found in the addendum GDPR.

32. Contact details

32.1 Please note that these contact details are for notifications and Equipment returns only. Please do not send any other type of correspondence or cheques as they will not be processed.

32.2 We can record any conversations between you and our staff when you contact our Support Team by telephone.

32.3 Email notifications: provisioning@simpletelecoms.co.uk

32.4 Postal notifications: Simple Telecommunications Ltd, Farris House, Cowgrove Road, Wimborne, Dorset, BH21 4EL

32.5 Telephone notifications, Support, and general enquiries: 0330 122 0000

32.6 Equipment returns: Simple Telecommunications Ltd, C/O WideFM Ltd, Unit 6 The Concept Centre, Innovation Close, Poole, Dorset, BH12 4QD