

## Terms and Conditions

1. Subject to payment of the applicable charges, Boxx Communications Ltd may provide a 'Line Care' service to the customer whereby if the customer experiences a line fault in relation to numbers registered on their account and provided that Boxx Communications Ltd bill the line rental, Boxx Communications Ltd will:

- i. Log each call received by Boxx Communications Ltd from the customer with Openreach; and
- ii. Cover the cost of a call out charge generated by the attendance of an Openreach engineer to the customer's site when it becomes evident that the fault is not related to Openreach's network or infrastructure where most commonly in this instance the fault relates to customer's own wiring or equipment.

2. The charges for the Line Care Service will be as set out in our standard tariff which can be found at <https://www.bboxcomms.co.uk/terms/> and are charged per line. The number of lines per telephone number will be calculated by the number of live lines associated to the service/telephone number where Boxx Communications Ltd bill the line rental.

3. The customer acknowledges and agrees that 'Line Care' will not cover the following costs and charges:

- i. Charges for missed appointments where an Openreach engineer has attended site and has not been able to gain access for any reason and this may relate to a line fault or provision of new and additional service; or
- ii. Any Openreach engineering call out charges in relation to the provision or rearrangement of new or existing services; or
- iii. Any charges in relation to broadband faults and broadband SFI engineering visits; or
- iv. Any charges for the support or maintenance of telephone systems and/or telephony equipment; or
- v. Any Openreach engineering charges in relation to malicious or accidental damage caused to Openreach's network or infrastructure by the customer or any third party, and the customer will be responsible for all such costs and charges.

4. The Line Care is offered on a 24-month minimum term, and can be cancelled at any time during that term if no claims have been made, with one month's notice.

5. At the end of the minimum term, the contract will automatically renew for a period of 24 months, unless specified in the order form.

6. Failure to adhere to reasonable requests as advised by Boxx agents will invalidate this service.

7. If any claim is made during the minimum term, or the extended term an early termination fee will be payable for cancellation. The early termination fee will be equal to the cost of the engineering visit, as stated in the 'Standard Tariff' at the time. These charges are due in addition to all other cancellation charges as relevant in Boxx Communications Terms and Conditions.