

CURVEBALL SOLUTIONS UK LIMITED
SCHEDULE A: SPECIFIC TERMS – MOBILE PHONE SUPPLY

1. INTRODUCTION

- 1.1.** This page sets out the Specific Terms on which (together with the General Terms and Order Terms forming part of the Agreement between us) we, Curveball Solutions UK Limited, a company incorporated in The United Kingdom under registered company number 09310243, whose registered office is at Unit 8, Deacon Park, Moorgate Road, Knowsley, Liverpool, L33 7RX ("we" or "us") provide mobile telecommunications devices and associated products ("Products") and associated services (with the particular exception of our mobile device management service, or payment protection plan, which are dealt with by way of separate specific terms), including Support Services ("Services") to you as our client ("you"), as may be more specifically set out within the relevant Order Terms.
- 1.2.** Unless otherwise defined herein, any terms used in these Specific Terms shall have the meaning attributed to them in the General Terms.
- 1.3.** These Specific Terms apply to the Agreement between you and us for the supply of the Deliverables. Please note that by ordering any such Deliverables from us, you agree to be bound by the terms of our Agreement. Where we provide any products or services to you other than the Deliverables the provision of such products or services shall be governed by the relevant Additional Terms applying to such products or services. Separately, you shall also be bound by any terms and conditions or agreement which may apply to or exist between you and your Network Provider in respect of the Deliverables.
- 1.4.** You should print a copy of these Specific Terms or save them to your computer for future reference.
- 1.5.** We may amend these Specific Terms from time to time as set out within the General Terms. Every time you sign a new Order Form for the provision of Deliverables please check these Specific Terms and the General Terms to ensure that you understand the terms which will apply to our Agreement at that time. These Terms were most recently updated on 24/01/2014

2. DEFINITIONS & INTERPRETATION

- 2.1.** The following terms shall have the following meanings in these Specific Terms:
- "Agreement" means the agreement between us for the provision of the Deliverables;
- "Charges" means the total charges provided for under the Order Form and the Proposal and otherwise provided for under the Agreement, to be paid on the dates specified by us in the Proposal (or otherwise stipulated by us) in return for the supply of the Deliverables;
- "Clause" means a clause of these Specific Terms;
- "Deliverables" means the Products and the Services together;
- "Extended Term" has the meaning given in Clause 10.1;
- "Initial Term" means the initial term set out within the Order Form, which shall, in any event, be no less than 12 months or the term of any agreement in place between you and your Network Provider (whichever is greater);
- "Incentives" means any redemptions or similar promotional deals offering you a financial incentive or rebate when you enter into an Agreement with us, as may be further specified within the relevant Order Terms, including; any "Buy Out Sum" that may be paid to you to allow you to break your pre-existing contract with a third party, "Cashback" sum, "Hardware Fund", "Line Credit", or the provision of Products free of charge or at a discounted rate from the ordinary retail price;
- "General Terms" means our general terms and conditions for the supply of products and services, which shall apply to the Agreement between us in addition to these Specific Terms and any Order Terms;
- "Liquidated Damages" has the meaning given in Clause 9.1;
- "Network Provider" means the telecommunications company which provides, among other things, the mobile network and telecommunications infrastructure for the Products and with whom you will have a separate contract;
- "Order Form" means the order form provided by us in connection with the Deliverables;
- "Order Terms" means, in respect of the provision of the Deliverables, the Proposal and the Order Form;

"Our Representative" means a member of Curveball Solutions staff as set out within the Order Form;

"Proposal" means the proposal submitted to you by us in respect of the supply of the Deliverables;

"Specific Terms" means, in respect of the provision of the Deliverables, the terms and conditions in this Schedule A;

"Support Services" means the support services specified in our "Service SLAs" document, the timings for delivery of which shall be, for the avoidance of doubt, indicative only, as well as the other account management services we provide; and

"Your Representative" means the person duly authorised by you to act on your behalf for the purposes of the Agreement and identified to us by you under Clause 4.2.

3. SUPPLY

- 3.1.** Following signature of the Order Form, and in consideration for payment by you of the Charges, we shall provide the Deliverables to you in accordance with the Agreement.

4. CUSTOMER OBLIGATIONS

- 4.1.** You shall co-operate with us in all matters relating to the provision of the Deliverables and, in particular, co-operate with us in all matters relating to billing of the Charges due under the Agreement, including providing us with full and timely access to any online billing system which you may operate, and providing us with any purchase order numbers or details which you may require in connection with any invoices we or your Network Provider may wish to submit in respect of the Charges;
- 4.2.** Upon signing the Order Form, you shall confirm to us the name of the person appointed as Your Representative for the purposes of the Agreement. Your Representative shall have the authority to bind you in all matters relating to the Agreement.
- 4.3.** Upon your signing of the Order Form, we shall also confirm to you the person nominated as Our Representative for the purposes of the Agreement. Our Representative shall be your first point of contact for any queries in relation to the subject matter of this Agreement.
- 4.4.** If our performance of any of our obligations under the Agreement is prevented or delayed by any of your, or your agents', sub-contractors', consultants' or employees', acts or omissions, we shall not be liable for any costs, charges or losses sustained or incurred by you that arise directly or indirectly from such prevention or delay.
- 4.5.** You shall be liable to pay us, on demand, all reasonable costs, charges or losses sustained or incurred by us (including without limitation any direct, indirect or consequential losses) that arise directly or indirectly from your fraud, negligence, failure to perform or delay in the performance of any of your obligations under the Agreement, subject to our confirming such costs, charges and losses to you in writing.

5. CHARGES

- 5.1.** Although the method for calculation of the Charges outlined in your Order Form will be fixed for the Initial Term of the Agreement (subject to the other provisions of the Agreement and any increases introduced by the Network Provider or otherwise outside of our control), we reserve our right to alter our prevailing rates for provision of the Deliverables at any time and without prior notice.

6. THE PRODUCTS

- 6.1.** You shall be responsible for the safe keeping and safe use of any Products provided to you during the Initial Term. In particular, you agree during the Initial Term to use all Products with reasonable care in accordance with their relevant operating specifications or manufacturer's instructions, and not to use any Products we have supplied under the Agreement in conjunction with any equipment which we, or the Product manufacturers, did not supply or otherwise approve of in advance.
- 6.2.** Any Products we provide to you should, as applicable, comply with the standards set by the Telecommunications Act 1984 (Act) and any subsequent or related legislation. We shall not

CURVEBALL SOLUTIONS UK LIMITED
SCHEDULE A: SPECIFIC TERMS – MOBILE PHONE SUPPLY

be under any obligation to connect or keep connected any equipment if it does not comply with the Act or if in our reasonable opinion it is likely to cause death, personal injury, and damage or to impair the quality of the Services we provide. You agree to use all applicable Products in accordance with the Act.

6.3. We operate a minimum usage policy in respect of any mobile devices/SIM cards we supply to you to which you must adhere. In general, there must be a reasonable level of genuine and regular outbound call usage. Each mobile device/SIM card we supply to you must make an average of at least 10 minutes per month of outbound calls (or SMS/ GPRS usage of equivalent value, i.e. £1+) over a rolling three month period, to be considered "active" at the time the handset is assessed. If at any time during the Initial Term there is a significant drop in usage of the relevant mobile devices/SIM cards, or there is otherwise a failure on your part to adhere to any of the provisions of this Clause 6.3, we shall be entitled to terminate the Agreement forthwith and/or recover any Incentives paid under the Agreement in addition to all losses and charges which we may incur as a result of doing so.

6.4. In construing clause 5.2 of the General Terms, title to the Products shall be deemed to pass to you upon the expiry of the Initial Term provided that all outstanding Charges due under the Agreement at that date have been paid in full, and no liability is otherwise outstanding from you to us under the terms of any Agreement between us.

7. INCENTIVES

7.1. From time to time we may offer you Incentives to enter into an Agreement. Where we do the nature and value of any such Incentives shall be set out within the relevant Order Terms.

7.2. Without limiting any of our other rights or remedies, if you, at any time, fail to perform or delay in performing any of your obligations under any contract with us (including where any Charges are outstanding, or where you purport to terminate/break the Agreement during the Initial Term or any Extended Term), we reserve the right to, acting in our discretion: (a) withhold any Incentives otherwise due to you under the Agreement, (b) otherwise set-off any amount owing to you by us against the payment of any Incentives (in accordance with clause 8.12 of the General Terms), or (c) claim repayment of the value of any Incentives paid to you pursuant to any Agreement (as outlined within Clause 9.1 for example). Such failure shall also disqualify you from receiving any Incentives to which you may have been entitled in the future were it not for your failure to perform or delay in performing any of your obligations under the Agreement.

7.3. Where, as part of any Incentive, we offer you a fixed price line rental via cash-back (payable after 6 months) or line credit, this fixed price is dependent on the Network Provider not increasing the price of its services. Where the price of the services is increased by the Network Provider, this is done independently of the Agreement. The amount of payments you receive as part of any Incentive will remain static for the duration of the Agreement and you will remain liable to the Network Provider for any increased charges.

7.4. You shall also be liable to repay any Incentives paid to you where it has not been possible to fully fulfil your order for the Deliverables for reasons outside of our control (including due to any failure of the Network Provider, for example, a failure to provide adequate connections for the Products), and you are entitled or permitted to, and elect to, terminate the Agreement as a result.

8. CHANGE CONTROL

8.1. Either party may submit written requests for changes to the Agreement (or any part thereof) to the other party during the term of the Agreement. We shall advise you of the likely impact of any such change, including, but not limited to, any effect on the Charges.

8.2. The parties shall in good faith discuss changes proposed in accordance with Clause 8.1 as soon as reasonably practicable. Until such time as a change control document is agreed (such agreement not to be unreasonably withheld or delayed by either party) and signed by both parties, covering such change, including any change

to the Charges and/or the Proposal, both parties shall continue to perform their respective obligations under the Agreement as if such change had not been requested.

9. LIQUIDATED DAMAGES – YOUR ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE

9.1. If you purport to terminate/break the Agreement during: (a) the Initial Term, you shall pay us on demand a sum calculated as the sum total of the remainder of all total monthly Charges, (such monthly Charges to be calculated as the mean average of the monthly Charges paid or liable to be paid for each month over the Initial Term prior to the date of your purporting to terminate/break the Agreement or ceasing to pay any Charges due thereunder) for each remaining month (or parts thereof) of the Initial Term from the date of your purporting to terminate or break the Agreement, or ceasing to pay any Charges due thereunder, less any amount paid by you to your Network Provider by way of an early termination or break fee (we reserve the right to request written evidence of such a payment), which resulting figure shall be multiplied by 0.48 [and paid in addition to a sum calculated at the value of any Incentives provided to you, and an administrative fee of [£15] [per telephone number] in respect of the work (calculated on a time and material basis) involved in [transferring each telephone number you have taken out under the Agreement] in acknowledgement of our reasonably incurred administrative cost. or, (b) any Extended Term, where your contract with your Network Provider continues into the relevant Extended Term, you shall pay us on demand a sum calculated as the sum total of the remainder of all total monthly Charges (such monthly Charges to be calculated as the mean average of the monthly Charges paid or liable to be paid for each month over the Initial Term and any previous or current Extended Term(s) prior to the date of your purporting to terminate/break the Agreement or ceasing to pay any Charges due thereunder) for each remaining month (or parts thereof) of the relevant Extended Term from the date of your purporting to terminate or break the Agreement, or ceasing to pay any Charges due thereunder, less any amount paid by you to your Network Provider by way of an early termination or break fee (we reserve the right to request written evidence of such a payment), which resulting figure shall be multiplied by 0.48 and paid in addition to a sum calculated at the value of any Incentives provided to you, and an Administrative Fee per telephone number transferred as set out above.

9.2. If you purport to terminate the Agreement during any Extended Term (where your contract with your Network Provider does not continue into the relevant Extended Term), or where you give us notice that you do not wish the Agreement to renew into any Extended Term (as set out within Clause 10.1 below), you shall pay us on demand an Administrative Fee per telephone number transferred, as set out in Clause 9.1. The payments to be made under Clauses 9.1 and 9.2 shall be made as liquidated damages (**Liquidated Damages**).

9.3. By agreeing that these Specific Terms and the General Terms govern the Agreement between you and us, you confirm and we confirm that this sum represents a genuine and reasonable pre-estimate of our loss, based upon our experience of the industry and the nature of the costs we may incur.

9.4. For the avoidance of doubt, your payment of the Liquidated Damages shall be without prejudice to any of our other rights and remedies and shall not affect your liability to pay any other amount which may be due under the terms of the Agreement, including without limitation, any accrued interest in respect of any overdue payments.

10. TERM AND TERMINATION

10.1. The Agreement between you and us in respect of the provision of the Deliverables shall come into effect on the date of signing of the Order Form and, subject to the other provisions of the Agreement, shall continue in force for the Initial Term, and shall, unless either party serves 3 months' prior written notice upon the other that they do not wish the Agreement to be renewed (such notice to

CURVEBALL SOLUTIONS UK LIMITED
SCHEDULE A: SPECIFIC TERMS – MOBILE PHONE SUPPLY

expire no sooner than the end of the Initial Term) be renewed annually thereafter for successive terms of 2 years each (**Extended Terms**), unless and until terminated by either party giving to the other no less than 3 months' prior written notice, such notice to expire no sooner than the end of the relevant Extended Term, or otherwise until the termination of the Agreement in accordance with any of its provisions.

11. EFFECTS OF TERMINATION

- 11.1.** Termination of the Agreement shall be without prejudice to any rights or liabilities accrued at the date of termination.
- 11.2.** Upon termination of the Agreement due to your breach of the Agreement, or due to the occurrence of any of the circumstances specified in clause 12.2 of the General Terms, you shall, upon our request, (a) promptly return to us the Products (for termination/break of the Agreement during the Initial Term only), (b) pay the Liquidated Damages, (c) repay any Incentives (or the liquidated value of same) provided to you; and/or (d) pay any other outstanding Charges that may be due under the terms of the Agreement.
- 11.3.** In the event that you terminate or purport to break the Agreement for any reason we shall not, under any circumstances, be liable for the costs of any alternative supplier or Network Provider you may source.
- 11.4.** Upon termination of the Agreement for any reason, you shall, at our request, promptly return to us or otherwise dispose of any Confidential Information which you may have in your possession or under your control, and pay to us all outstanding Charges and other payments, including interest, due under the terms of the Agreement.

12. GENERAL

- 12.1.** Conflict: In the event of any conflict or inconsistency between the constituent parts of this Agreement, they shall prevail in the following order: (a) the Order Form, (b) the Proposal (c) these Specific Terms, and (d) the General Terms.
- 12.2.** Survival: Without prejudice to the generality of clause 14.8 of the General Terms, the terms of Clauses 1, 2, 4.4, 4.5, 6.4, 7, 9, 10, 11 and 12 shall survive expiry, variation or termination of the Agreement.

13. CURVEBALL MOBILE KEY POINTS

- 13.1.** We Curveball Solutions UK Limited are providing you with Mobile Services using approved phones, SIM's and network resources provided by our network provider, Gamma Telecom Ltd, who procure elements from one or more Mobile Network Operators (MNO).
- 13.2.** The terms for Service only cover the terms on which you may use the Services. They do not cover your purchase of your Handset.
- 13.3.** Services will be provided within our network provider, or its MNO's network area in the UK and by roaming on to other networks but it's always possible that the quality of coverage may be affected at times.
- 13.4.** You must not use the Services for any illegal or improper purposes. Any under the Age of 18 is not permitted to access Age Restricted Services.
- 13.5.** You agree that we may provide your personal data to Gamma Telecom Limited and that we and our network provider, or their MNO, can process your organisations information and users personal data, which we collect or which you submit to us during any sales or registration process, for a number of purposes, including to open and manage and account for Services, to deliver products and services ordered for you, for security and emergency service support, for credit checking and fraud prevention, and for product analysis and direct marketing (subject to your preferences) as set out in our "Privacy Notice" in the Terms for Services. Upon written notice to you by Gamma Telecom Limited all of Curveball Solutions UK Limited rights and obligations, including all accrued rights and obligations, under this Agreement will be assigned and transferred to Gamma Telecom Limited or to its nominee.
- 13.6.** A person who is not a party to this contract has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any

term of this Agreement, besides Gamma Telecom Limited or its nominee may enforce any term of this contract directly against you.

14. GSM GATEWAY & VOIP

- 14.1** You shall not connect any GSM Gateway to the network for illegal purposes including the unlawful provision of electronic communication services (as defined in the Communications Act 2003) to a third party or which is not compliant with any relevant laws or the MNO's commercial policy. You shall not use the Services for the purposes of Voice-over-Internet-Protocol service or similar service, unless otherwise agreed in writing by us.

15. CURVEBALL MOBILE PROTECTION PLAN

- 15.1.** What you're entitled to with Protection Plan from Curveball Solutions UK Limited;
 - 15.1.1.** If Your Equipment is Damaged, Accidentally Lost or Stolen, in return for paying Your Premium, We, subject to the terms, conditions and exclusions below will at Our discretion either:
 - 15.1.2.** Repair Your Equipment
 - 15.1.3.** Replace Your Equipment with a product of similar specification with an excess fee. See below Section 4 for further information.

16. You are covered for:

- 16.1.** Accidental Damage and Cracked Screens: We will pay for repair costs if your device is damaged accidentally and we feel you have taken reasonable precautions. We do not cover cosmetic damage.
- 16.2.** Malicious Damage: if your device is deliberately damaged by an unauthorised individual we will repair the device.
- 16.3.** Stolen Device: If your device is stolen we will replace it.
- 16.4.** Accidental Loss: If your device is accidentally lost then we will replace it with an excess fee.
- 16.5.** Breakdown: If your device suffers a breakdown we will repair your device for you or replace your device if it is deemed unrepairable.
- 16.6.** Liquid Damage: If your device is damaged as a result of accidentally coming into contact with any liquid we will repair or replace it.
- 17. Note:** If you make a successful Claim, We will endeavour to repair your equipment. If unsuccessful we will provide you with Replacement Equipment. Wherever possible we will replace Your Equipment with a model of a similar specification –this might be a different model from a different manufacturer. In the event that we are unable to replace Your Equipment with the exact model, we accept no responsibility for delay should you decide to wait for an exact replacement rather than accept a model of similar specification.

18. What you are not covered for:

- 18.1** Any loss or Theft of Your Equipment deliberately left away from Your person,
- 18.2** Any incident giving rise to a Claim involving Accidental Loss, Theft or Malicious Damage that is not reported to Us within 72 hours of discovery (other than where extenuating circumstances prevent You from doing so).
- 18.3** Any Claim involving Theft or Malicious Damage that you do not provide us with a crime reference number for within 72 hours of discovery (other than where extenuating circumstances prevent you from doing so).
- 18.4** Any incident giving rise to a Claim involving Accidental Damage that is not reported to us within 14 days of discovery (other than where extenuating circumstances prevent you from doing so).
- 18.5** Cost of repair or replacement where covered by the relevant manufacturer's guarantee or warranty.
- 18.6** Theft of Your Equipment from a vehicle unless locked and forced entry to the vehicle is evident and reasonable care has been taken to conceal Your Equipment in a glove box or in the car boot. We will request proof that the vehicle has been forcefully entered.

CURVEBALL SOLUTIONS UK LIMITED
SCHEDULE A: SPECIFIC TERMS – MOBILE PHONE SUPPLY

- 18.7** Theft from any property not accompanied by evidence of forced entry or exit.
- 18.8** Any costs for calls, texts or data downloads made after Your Equipment was Accidentally Lost or Stolen.
- 18.9** Confiscation by any government or public authority.
- 18.10** Costs incurred in Your Equipment being routinely serviced, inspected, adjusted or cleaned.
- 18.11** Any costs for repairing or replacing aerials, batteries or chargers where these items are the only part of Your Equipment Accidentally Lost, Stolen or Damaged.
- 18.12** Any Damage, Accidental Loss or Theft as a consequence of war, invasion, act of foreign enemy, hostilities, civil war, terrorism, rebellion, revolution or military or usurped power.
- 18.13** Any Claim where you are not a resident of the UK at the time of the incident giving rise to the Claim.
- 18.14** Loss of data or software or costs of replacing any personalised ring tones, graphics, downloaded material or applications.
- 18.15** Normal wear and tear or deterioration, depreciation, rusting or oxidation, atmospheric or climatic conditions of Your Equipment.
- 18.16** Damage to Your Equipment resulting from alterations, maintenance including cleaning and restoring, repairs, faulty or defective design.

19. In the event of a successful Claim We will not cover the Excess which must be paid by you.

20. TERM OF COVER

- 20.1** The period of cover will start from the date of agreement being the later of either:
- 20.2** Date of receipt of the mobile phone to be covered by the mobile protection plan.
- 20.3** Agreement communicated either via telephone or written to instate the mobile protection plan.
- 20.4** The minimum term of the protection plan policy is 24 months.
- 20.5** There is no maximum term of contract as your contract is independent of your mobile talk plan contract.

21. PAYMENTS OF PREMIUMS

21.1. Payments for the protection are taken monthly. This will appear on your bank statement as "London & Zurich". Your first payment may be for two months. Premiums will be taken on either the 5th or 25th of each month dependent on what has been agreed with the holder. Failure to maintain premiums will invalidate the Protection Plan. Curveball Solutions UK Limited reserve the right not to honour any claims were premiums are due and have not been paid. If the holder stops his premiums without providing written confirmation of cancellation of the policy then the holder will be liable to pay all premiums due until holder meets the terms of the cancellation policy. All premiums are quoted as inclusive of VAT at the rate of 20%. Should the rate of the VAT change then Curveball Solutions will adjust premiums to match the correct rate.

22. HOW TO CLAIM

22.1. To make a claim please call Curveball Solutions UK Limited on **0151-547-4321**. To help us deal with your claim as quickly as possible please have the following information to hand:

- IMEI Number
- The make/model of your phone
- Proof of Purchase
- Time and Date of incident and details of the incident
- Crime Reference Number
- Send Us Your Device. We cannot process a claim without it.

22.2. To make a claim on Accidental loss or a stolen device you must report this within 3 days of discovery. You must report a Stolen Device to the police to obtain a crime reference number to support your claim. If this crime reference number cannot be verified, we will request a

police report. We will not proceed with a claim until we have this information.

- 22.3.** Before any claim can be processed, you must pay the stated excess fee.
- 22.4.** If we replace your device, your damaged or lost device becomes the possession of Curveball Solutions UK Limited. If your device is found you must notify us and send it to us if we ask you to.
- 22.5.** Please be aware it is your responsibility to send your device to us when you make a claim.
- 22.6.** Please note Postage and Packaging is not covered with Curveball Solutions Protection Plans. Prepaid envelopes can be arranged but will be invoiced to you. Please be aware that the handset that you make a claim on must match the IMEI number that we have on record for your account. This number will be confirmed in a letter to you. If for whatever reason this changes, it is your responsibility to inform Curveball Solutions UK Limited of this change