



## **Service Terms & Conditions**

1. The services signed for overleaf are brought to you by 900telecom SL. The "Agreement Holder" is hereinafter referred to as the "Customer".
2. The 900telecom SL products and services are not to be used in conjunction with other similar services without prior arrangement.
3. Responsibility for monies owed is solely the responsibility of the customer. Any charges or costs incurred by 900telecom SL in the collection of debt and any charges made to 900telecom SL by the banks or any other institution for presenting or refusing direct debits or credit card transactions will be passed on to the customer. The customer authorizes 900telecom SL to use the customer's bank account and / or credit / debit card details supplied for the pursuance of settling any outstanding payments to 900telecom SL in any way 900telecom SL deems necessary.
4. Any charges due to disconnection for non-payment of accounts will be passed on to the customer. 900telecom SL will not be liable for any losses incurred by the customer in such an event.
5. Post-paid accounts will be debited either by bank direct debit or credit / debit card and it is the responsibility of the customer to ensure there is sufficient credit to pay the accounts in full.
6. 900telecom SL is not responsible for any problems on the network resulting in temporary or long term loss of service. There cannot be any claims on 900telecom SL of whatsoever nature for such loss of service with the exception of those acknowledged in the Spanish legislation including those of article 115 of the RD424/2005.
7. On the signing of this agreement, the customer gives 900telecom SL consent to use the details contained in the agreement for the purpose of billing and in any way 900telecom SL feels it will benefit the customer, subject to the laws and regulations in Spain.
8. It is 900telecom SL's policy to work on behalf of its customers to achieve the best rates and services and therefore 900telecom SL reserves the right to change services and prices without prior notice.
10. A 10.00€ administration fee is payable for every incident of direct debit rejection or credit card denial.
11. Once 900telecom SL takes your line rental away from Movistar, there should be no reason to receive any further invoices from Movistar UNLESS there are specific call plans that you have contracted with Movistar. 900telecom SL will not take responsibility for any further charges or possible bills sent by Movistar.
12. All calls made by 900telecom to the customer will be recorded and all calls made by the customer to 900telecom SL will be recorded.
13. 900telecom SL will not supply 900telecom SL clients with telephone handsets. It is assumed that the client already owns an analogue telephone. 900telecom SL will not take responsibility if the client is invoiced by Movistar for the telephone originally obtained from Movistar when the land line was initially installed.
14. Duration: Line rental and ADSL agreements will have duration of 18 months and will be automatically renewed at the end of the period unless and until either of us gives the other 30 days written notice of termination before the relevant anniversary. There is an early cancellation fee of 30.00€ if contract term is not met.
15. All saver and mini saver plans are on a rolling term contract basis for the duration of the saver (6 or 12 months). There is a 30 day notice period to be given prior to each anniversary if the customer wishes to cancel. The savers can be cancelled mid-term but the payment is non-refundable as the customer will have enjoyed savings during that period.
15. Line installation will be charged at a nominal fee of 25.00€ when the customer maintains the service for 1 calendar year. A cancellation fee of 250€ is payable for this service if cancelled early.
16. 900telecom SL reserves the right to terminate this agreement and all services immediately in the event of any non-payment of any outstanding account where payment has been requested by direct debit or credit/debit card.
17. All services are invoiced in advance by at least 8 weeks to account for the direct debit guarantee scheme. Therefore an invoice for 01/07/12 will show service charges for September 2012 period. But clients will only be invoiced 1 calendar month per period (after any initial period). Calls are invoiced monthly in arrears.
18. Should you terminate your agreement before the end of the contractual period, you may be liable to a termination fee and all outstanding invoices must be settled immediately on day of termination.
19. Outstanding debt accounts will be notified to Experian and Avonmere throughout Europe.
20. Free UK TV will only be supplied to ADSL customers and access to the service will be terminated upon suspension or termination of ADSL service.