

C&W High Speed Mobile Data Service Specific Terms and Conditions

C&W HIGH SPEED MOBILE DATA SERVICE PRODUCT DESCRIPTION

The C&W 'High Speed Mobile Data Service' provides You with the ability to access the Internet and email via your handset, a laptop or desktop PC equipped with an available USB port. It is a mobile Internet and email access solution, which utilises C&W's high speed mobile data network and requires You to purchase and use a Data Card or similar access device with Your computer. The High Speed Mobile Data Service does not include GSM voice calls, SMS or MMS as a part of the package. The High Speed Mobile Data Service is supplied to You through the Data SIM Card if You are an existing C&W mobile customer. In order to use the High Speed Mobile Data Service on a laptop or other PC, You will have to buy a Data Card or similar access device. These are available from Us at one of Our shops or one of Our selected dealers. This Agreement does not cover the supply and use of Data Cards.

SECTION 1 – Service Specific Terms and Conditions

These C&W Service Specific Terms and Conditions should be read in conjunction with the C&W General Terms and Conditions. Where there is conflict these Service Specific Terms and Conditions supersede the General Terms and Conditions.

1. DEFINITION AND INTERPRETATION

The C&W General Terms and Conditions include definitions. These definitions are in addition:

"Application Form" means the Application Form filled out by You and provided to Us when You apply for the High Speed Mobile Data Service.

"Acceptable Use Policy" refers to a separate C&W document showing the rules and etiquette governing Our customers in their use of the Internet. It is available at surecw.com.

"Content" means data, information, software, photographs, video, graphics, music, sound and any other material appearing on or available through the provision of the High Speed Mobile Data Service by You including, without limitation, news, travel, sport and share price information supplied by Us or by other content providers from time to time and which is received by You through the High Speed Mobile Data Service.

"Data Card" means a USB Modem or similar access device manufactured by a third party supplier that, when used in conjunction with a laptop enables access to high speed data over a suitable network such as GPRS / Edge or HSDPA.

"Data Limit" means the maximum amount of data that You can use in one month without incurring additional charges. At launch the limit is set at 10 Gb per month, but We reserve the right to change the Data Limit at any time without prior notice..

"Data SIM Card" means the Subscriber Identity Module containing data (including Your identity), which has been supplied to You by Us to provide You with access to the Internet through the High Speed Mobile Data Service.

"EDGE" means Enhanced Data rates for Global Evolution. It is an enhancement to the GPRS network that provides data transmission up to 170 Kbps

"GSM" means the digital mobile system known as Global System for Mobile Communications.

"GPRS" means the standard for wireless communications, which runs at speeds up to 115 kilobits per second known as General Packet Radio Service.

"HSDPA" means the standard for wireless communications known as High Speed Download Packet Access

“Internet” means the global network that links millions of computers, using phone and cable links. This provides worldwide communications to homes, schools, businesses and governments. The WWW runs on the Internet.

“Laptop” means a portable personal computer or other access device that You may use to access Our GPRS Telecommunications Network.

“High Speed Mobile Data Service” means the service provided by Us to You that provides You with the ability to receive and send data packets using a device which is able to attach to an HSDPA, GPRS or EDGE network.

“Mobile Email” means email collected and sent using Our GPRS network. Any mail server to which You subscribe can be accessed as long as it provides POP and SMTP access.

“Multi-media Messaging Service” means a descendent of SMS (Short Messaging Service) which extends text messaging to include longer text, graphics, photos, audio clips, video clips or any combination of such within certain size limits.

“PIN” means the Personal Identity Number assigned to the Data SIM Card. When enabled, the PIN is required in order to connect to Our GPRS Network using Your Data SIM Card. When disabled You can use Your Data SIM Card without entering a PIN. The PIN is disabled by default.

“Service Delivery Date” means the date on which We make the Service ready for use.

2. PROVISION OF SERVICE

- 2.1 We will provide You with the High Speed Mobile Data Service using Our HSDPA or GPRS data network as requested by You on the Application Form from the Service Delivery Date.
- 2.2 If using the laptop service You must have a suitable Data Card or similar access device to use as a modem in order to access the High Speed Mobile Data Service. Not all Data Cards are suitable for use as an HSDPA or GPRS modem.
- 2.3 You must provide true, accurate, current and complete information when registering and notify Us immediately of any changes or mistakes in such information.
- 2.4 We will not accept any responsibility for failure to provide You with the High Speed Mobile Data Service if Your Laptop is not compatible with the use of a Data Card, regardless of whether that Data Card was purchased directly from Us or from any other Data Card supplier.
- 2.5 If using the laptop service we will be able to provide You with details of the technical requirements and specifications that Your Laptop will need in order for You to be able to use it with a Data Card and to be able to use the High Speed Mobile Data Service.
- 2.6 The High Speed Mobile Data Service is currently available for purchase in Guernsey and Jersey only, however zones in which the service can be used can be found at www.surecw.com
- 2.7 As part of the Monthly subscription We will provide You with a Data Limit as specified when You sign up for the Service. Any data downloaded in addition to this Data Limit will be charged at Our standard data rates which can be found at www.surecw.com.
- 2.8 The Monthly Subscription charge applies to usage on the SURE network within Jersey, Guernsey and the Isle of Man (EDGE).
- 2.9 Access to the High Speed Mobile Data Service outside Guernsey and Jersey is NOT available on the standard product. This is a value added service, which can be requested when You sign-up for the Service or at a later date by contacting Your account manager In the latter case this is only available where We have put in place data roaming agreements with other telecommunications service providers. The locations in which You can use the High Speed Mobile Data Service are set out at www.surecw.com. Additional charges will be incurred when using the High Speed Mobile Data Service outside Guernsey

and Jersey. These additional charges will be added to Your monthly bill and are outlined at www.surecw.com.

- 2.10 We have no control of the content or appearance of any Internet sites that You may choose to access using the High Speed Mobile Data Service. You are free to access these sites but We accept no responsibility for their content or quality of service.

3. USE OF SERVICE

The C&W Acceptable Use Policy applies to the use of the High Speed Mobile Data Service for access to the Internet. The Acceptable Use Policy is available on the C&W website at www.surecw.com.

4. TERM OF SERVICE

The High Speed Mobile Data service is subject to a 12 month contract (the Initial Term) as defined on the application form that You sign when You first take the Service.

5. CHARGES

- 5.1 You will pay Us a monthly subscription charge for the High Speed Mobile Data Service.
- 5.2 Depending on the service You take, a connection charge may be applied. More details will be provided at time You sign-up for the Service.
- 5.3 The monthly subscription charges and any usage above the Data Limit or other additional charges are set out in the Price List at www.surecw.com
- 5.4 We reserve the right to vary any of the charges that apply to the provision of the High Speed Mobile Data Service at any time but will give You a minimum period of 21 days notice of the same in accordance with the variation clause in the C&W General Terms and Conditions, and such revised charge will be applied for the next billing period following the expiry of the 21 day period.

6. PAYMENT

- 6.1 Subscription for the High Speed Mobile Data Service will start on the Service Delivery Date, unless We notify You of a later date for the start of the High Speed Mobile Data Service from when the subscription will be payable.
- 6.2 The monthly bill for the High Speed Mobile Data Service will be sent directly to You. If you opt for the access device option this bill will be separate from any existing Sure Mobile service bills You currently receive.
- 6.3 Subscription is payable in advance on a monthly basis. You must pay the subscription in accordance with Our billing cycle.
- 6.4 Payment of additional charges that You may incur whilst using the Internet including the purchase of certain goods or other Services are not included in the charges for the High Speed Mobile Data Services.

7. RESTRICTIONS ON USE

- 7.1 We may from time to time give You instructions about the use of Service that We reasonably believe are in the interests of health, safety or quality of service to You or other customers and You will comply with all such reasonable instructions.
- 7.2 The High Speed Mobile Data Service may only be used in accordance with the Telecommunications (Bailiwick of Guernsey) Law 2001 ,Telecommunications (Jersey) Law 2002, and any instructions that We may notify to You.
- 7.3 The High Speed Mobile Data Service shall not be used:

- 7.3.1 for any communication that is grossly offensive or of an indecent, obscene or menacing character;
- 7.3.2 for the purpose of causing annoyance, inconvenience, grievance or needless anxiety to another by sending messages that are known to be false or of a persistent nature; or
- 7.3.3 in breach of instructions We have given under paragraph 7.1 or in breach of the Acceptable Use Policy.
- 7.4 We may give You immediate notice and suspend provision of the High Speed Mobile Data Service:
 - 7.4.1 if it is used in a manner that materially harms the integrity, security or interoperability of the Telecommunications Network;
 - 7.4.2 is used with equipment that is not approved for connection to the Telecommunications Network;
 - 7.4.3 under the direction of a competent authority, if it is used in a manner, or in relation to, the commission of offences against the laws of the Balliwick; or
 - 7.4.4 if it is used in a manner that breaches clause 7.3 above.

8. TERMINATION

- 8.1 This Agreement may be terminated by any of the following events:
 - 8.1.1 1 (one) month's notice given to You by Us;
 - 8.1.2. 1 (one) month's notice given to Us by You;
 - 8.1.3. immediately by Us upon breach of any of the terms and conditions contained in this Agreement or failure by You to pay any charge due to Us;
 - 8.1.4. by You for unavailability of the High Speed Mobile Data Services under paragraph 11 of these terms and conditions;
 - 8.1.5 if We materially change the subscription charge or terms and conditions of this Agreement to Your detriment.
- 8.2 Termination of this Agreement and provision of the High Speed Mobile Data Service is always subject to the payment by You of the relevant charge for the provision of the High Speed Mobile Data Service for the Initial Term of the service set out in clause 4 above.
- 8.3. Any charges paid in advance for any period of time after termination takes effect will be refunded except in the case of termination under paragraph 8.1.3. above. You undertake to pay any charges incurred up to the date of termination.
- 8.4 We may terminate this Agreement immediately if You use the High Speed Mobile Data Service in a way that does not comply with Our Acceptable Use Policy or these Terms and Conditions.
- 8.5 Your notice to terminate the provision of the High Speed Mobile Data Service does not avoid any other liability for any element of the High Speed Mobile Data Service or other service already provided by Us to You.

9. SECURITY

- 9.1 Your High Speed Mobile Data Service is to be used by a single user only. You acknowledge that You are responsible for ensuring that no unauthorised access to the High Speed Mobile Data Service is obtained using Your account and that You are liable for all such activities conducted through Your High Speed Mobile Data Service whether authorised or not.
- 9.2 It is possible to enable PIN protection on Your Data SIM Card in order to restrict unauthorised access. If a PIN has been enabled, You, as the registered user of the High Speed Mobile Data Service, will:

- 9.2.1 keep Your PIN secure and not let it become public knowledge and ensure that Your PIN will not be stored anywhere on a Laptop in plain text;
- 9.2.2 provide true, accurate, current and complete information when registering on the website and notify Us immediately of any changes or mistakes; and
- 9.2.3 if Your PIN becomes known to any unauthorised user, You will inform Us immediately and change Your PIN as soon as possible.
- 9.3 You are responsible for the security and use of any password or PIN numbers used with the High Speed Mobile Data Service. You are advised not to save them in plain text format or use caching systems such as the password cache in Your web browser. We will not be held liable for any loss that You may suffer as a result of Your failure to comply with this clause.
- 9.4 We make every effort to ensure the security of Your communications. You are however advised that for reasons beyond Our control, there is a risk that Your communications may be unlawfully intercepted or accessed by someone other than the intended recipient. Although Your communications over the air interface with Our systems are secure and encrypted, We have no control over the security of third party networks. Please note that the Internet is not a secure environment; unwanted programs or material may be downloaded without Your knowledge. These programmes may perform actions that You have not authorized and possibly without Your knowledge. You are responsible for protecting Your equipment and data against these types of programs.

10. LIABILITY

- 10.1 We are not responsible for the Content of any material made available and/or accessible by use of the High Speed Mobile Data Service.
- 10.2 If any information provided by You is untrue, inaccurate, not current or incomplete, We have the right to terminate Your High Speed Mobile Data Service and refuse any and all current or future use of the High Speed Mobile Data Service.
- 10.3 We do not undertake to provide any other services to You under these terms and conditions other than the provision of the High Speed Mobile Data Services and do not accept any responsibility for any computer, telephone or other equipment used by You to access the High Speed Mobile Data Service. The provision of such services may be covered by other relevant terms and conditions.
- 10.4 We are not liable in any way for any activities of You in particular but not limited to any acts which under the laws of any jurisdiction infringe any third party's intellectual property rights (including the use of any Domain Name), infringe obscenity laws, constitute threats, are in any way defamatory or are illegal in any other way.
- 10.5 You agree to indemnify Us and hold Us blameless in relation to any claim brought by third parties located in any jurisdictions (whether governments, corporate bodies or private individuals) alleging that any use of the High Speed Mobile Data Service by You is unlawful or infringes any rights held by such entities. You shall immediately notify Us in writing of any such claims of which You become aware and We may elect to defend such claims. You agree to offer all reasonable assistance to Us in defending such claims at Your sole expense.
- 10.6 You agree to pay all costs, damages, awards and professional fees of any kind incurred in relation to any claims made against You or against Us relating to Your use of the High Speed Mobile Data Service.
- 10.7 We will use reasonable endeavours to maintain the quality of the High Speed Mobile Data Service and to ensure the High Speed Mobile Data Service is available at all times but makes no warranties regarding availability or quality of the same and are not liable for any loss of any nature suffered by You or any third party as a result of any event outside the control of Us and in any event are not liable for any loss suffered by You or any third party as a result of any interruption to the High Speed Mobile Data Service lasting less than 3 (three) days. You acknowledge that We are not responsible for maintaining any insurance cover of any nature to cover loss by anyone other than Ourselves.

- 10.8 We are not responsible for maintaining any site or address on the Internet other than Our own site and address and We do not warrant or represent the continued availability of any other site or address. You are responsible for obtaining any insurance which, You may require for any potential loss which You may suffer through the unavailability of the High Speed Mobile Data Service.
- 10.9 You acknowledge that by entering into any contract or other obligation with any third party through the Sure High Speed Mobile Data Service, We will neither become a party to such arrangements nor assume any liability there under. You acknowledge that the use of the Internet is solely at Your own risk and subject to all applicable national and international laws and regulations. We have no responsibility for any information or other services obtained by You on the Internet.

11. TEMPORARY UNAVAILABILITY OF SERVICE

If the High Speed Mobile Data Service is unavailable due to circumstances beyond Our control for a continuous period of more than 30 (thirty) days You shall be entitled immediately to terminate this Agreement and the High Speed Mobile Data Service and We will refund any charges paid for in advance for the unavailable period and any period thereafter.

12. INTELLECTUAL PROPERTY RIGHTS

- 12.1 All copyright and other intellectual property rights in any material (including text, photographs, videos, graphics, logos, music, sound and other material images) contained in the High Speed Mobile Data Service or the Internet access software that You use to access the High Speed Mobile Data Service is either owned by Us or has been licensed to Us by the rights owner(s) for use with the provision of the High Speed Mobile Data Service. You are only allowed to use the High Speed Mobile Data Service as set out in these Terms and Conditions.
- 12.2 The words or marks "Cable & Wireless Guernsey", "Cable & Wireless Jersey" and "Sure" however represented, including stylised representations, all associated logos and symbols, and combinations of any of the foregoing with another word or mark, are the trade marks of Cable & Wireless Guernsey or one of the Cable & Wireless Guernsey Group companies or third parties, or Cable & Wireless Jersey or one of the Cable & Wireless Jersey Group companies or third parties. ALL RIGHTS RESERVED.

13. GENERAL TERMS AND CONDITIONS

You should refer to the C&W General Terms and Conditions for additional clauses under each of the above headings and for the following:

Special Provision of Service	Fault Repair	Relocation and Reconfiguration
Temporary Service	Interconnection	Default
Cancellation	Suspension	Call Monitoring and Recording
Information and Permissions	Complaints and Arbitration	Assignment
Copyright	Duration and Entire Agreement	Indemnity
Law	Matters Beyond Reasonable Control	Notice
Use of Information	Severability	Variation
Waiver		

14. TO CONTACT US

If You wish to contact Us about any aspect of High Speed Mobile Data Service please send an email to contact@surecw.com , or contact us on 0808 1015 247