

PREMIUM RATE CUSTOMER SERVICES

Sure provides Premium Rate Customer Services which incur an additional charge to the customer. Premium Rate Customer Services will be delivered and charged subject to the following terms and conditions.

These Premium Rate Customer Service Terms and Conditions are to be read in conjunction with C&W Isle of Man General Terms and Condition both of which apply. Where there is conflict, these Premium Rate Customer Services Terms and Conditions supersede all others.

1. Customers will be informed during a standard Customer Service call with Sure Customer Services Centre, when Premium Rate Customer Service Charges are going to be incurred.
2. The customer will be given an opportunity to terminate the Customer Services call thereby declining the offer of our Premium Rate Customer Services.
3. If the customer chooses to take up one of our Premium Rate Customer Services, they will be liable for the charges outlined in Table A.
4. C&W may choose without giving notice to its customers, to change the charges for its Premium Rate Customer Service at any time and reserves the right in its sole discretion to do so.
5. C&W May choose without giving notice to its customers, to change the range of available Premium Rate Customer Services at any time and reserves the right in its sole discretion to do so.
6. Our charges for consultation services on Internet, customer equipment & software issues are charged on a time basis. We cannot guarantee the consultation will resolve the issue and we may need to refer you to a third party. Regardless of the outcome, we will still make a charge for time spent providing the consultation to you.

Table A – Premium Rate Customer Services and Charges

Service Description	Charge
Self-Service functions which customer asks Sure to activate on its behalf	£2
Itemisation & copy bills	£2
Consultation Services: -Internet, customer equipment & software use	£15