

NO CLAIMS BONUS MAINTENANCE PROMOTIONS TERMS AND CONDITIONS (07/09)

1. A rebate will be provided to you at the end of the first year of a qualifying fixed-line telephone systems maintenance contract with us.
2. The rebate will be a percentage of the first year's maintenance charge. The level of the rebate will be based on the number of fault "tickets" that we are required to respond to in that year, as follows: 0 faults, 100% rebate; 1 – 3 faults, 50% rebate; and more than 3 faults, 0% rebate.
3. The rebate will only be applied to the maintenance charge for the second year under a contract with us and will not be available to you as a cash sum.
4. In order to qualify for this offer your annual maintenance charge must not exceed £5,000 (excluding VAT) per year.
5. The offer is subject to you: (i) entering into a new fixed-line telephone systems maintenance contract with us with a minimum term of 3 years and which is completed by 31st August 2009; and (ii) having a contract with us for outbound fixed-line voice calls for the first and second year of this period on a qualifying tariff and with a minimum monthly spend of £750 (excluding VAT but including any monthly line rental charges).
6. The maintenance service will include a remote scan of your PBX and basic system configuration, where practicable.
7. Provision of this offer is at our discretion for new customers of fixed-line telephone systems maintenance and may be withdrawn without notice at any time.
8. You will not be entitled to a rebate if you have breached the terms of your maintenance contract or your fixed-line voice contract with us.
9. The supply of fixed-line telephone systems maintenance services, and fixed-line voice telephone calls and line rental services, are subject to our standard terms and conditions set out at www.alternativenetworks.com/legal-notices/terms-and-conditions.
10. This offer cannot be used in conjunction with any other offer.