

SURE BUSINESS DISCOUNT SPECIFIC TERMS AND CONDITIONS

The **Sure Business Discount (SBD)** scheme is provided by Sure (Guernsey) Limited ("Sure"). Customers that opt for the SBD scheme will be entitled to a discount on all their fixed network Call spend, the rate depending on the total value of their fixed network Call spend in the Relevant Billing Period.

SECTION 1 – Service Specific Terms and Conditions

These Sure Service Specific Terms and Conditions should be read in conjunction with the Sure General Terms and Conditions (which are available at www.sure.com). Where there is conflict these Service Specific Terms and Conditions supersede the General Terms and Conditions. By opting for the Sure Business Discount scheme You accept and agree to be bound by these Sure Service Specific Terms and Conditions and the Sure General Terms and Conditions.

1. Definition and Interpretation

The definitions in the Sure General Terms and Conditions also apply to these Sure Service Specific Terms and Conditions. These definitions are in addition:

"Billing Accounts" means the individual accounts associated to You, each of which may or may not have exchange lines, and corresponding Call charges from those exchange lines, associated with it

"Customer Account" means the aggregate of the Your Billing Accounts

"IDA" means indirect access/call bypass service

"Provisioning Interval" means the time taken between the date You place the Order for Sure Business Discount and the Service Delivery Date.

"Relevant Billing Period" means the period between the date of one bill and the date of the next, which for the avoidance of doubt is monthly only.

"Service Delivery Date" means the date on which We first apply the Sure Business Discount scheme to the Customer Account.

2. Provision of Service

2.1 We will apply the Sure Business Discount scheme to Your accounts as requested on the Order Form.

2.2 The Service will be provided at Customer Account level and apply to all fixed line Calls (except broadband pay as you go, 3rd Party IDA calls, and conference Call charges) made during the Relevant Billing Period on Billing Accounts within the Customer Account.

2.3 The Sure Business Discount cannot be taken on any exchange line to which a Sure Home Service applies.

2.4 We guarantee that the Provisioning Interval will not exceed 5 working days for existing Telephony customers. New Telephony customers are subject to the Provisioning Interval specified in the Sure Telephony Service Specific Terms & Conditions.

2.5 The Sure Business Discount will apply to Billing Accounts raised after the Provisioning Interval and the Sure Business Discount will apply in full. It is not pro-rated with respect to the date You placed the Order for the Sure Business Discount.

3. Term of Service

3.1 The Sure Business Discount is provided to You for a term of 18 months, commencing on the Service Delivery Date. At the end of the term We will contact You to discuss the options available to You and You must choose one option. The options may include, but are not necessarily limited to:

3.1.1 You signing a contract for the Sure Business Discount for a further 18 month period;

3.1.2 You opting to take another comparable service that we may offer at the time; or

3.1.3 You choosing to revert to the standard exchange line tariff, to which the Sure Business Discount scheme does not apply.

3.2 If You vary the volume of Calls made using Our call tariffs during the 18-month term Our obligation to apply the Sure Business Discount to Your Customer Account will not be affected.

3.3 If one of Your Sure exchange lines is terminated for any reason the provision of the Sure Business Discount to the other exchange lines within Your Customer Account will not be affected.

3.4 If all of Your Sure exchange lines are terminated for any reason this Agreement will automatically be terminated and We will cease to provide the Sure Business Discount to You.

3.5 Higher discount levels may require a longer term as specified in Table 1 below.

4. Discount

4.1 You will receive a discount depending on the level of Your total spend on fixed line calls over the Relevant Billing Period, in accordance with Table 1.

Table 1 – The Sure Business Discount Scheme

%DISCOUNT	THRESHOLD Spend	TERM
10%	£50 +	18 months
20%	£150 +	18 months
30%	£500 +	18 months
40%	£1,500 +	18 months
50%	£5583.33 +	18 months
60%	£20,833.33 +	18 months

4.2 Total spend on fixed line Calls will include all fixed line Calls made on exchange lines within Your Customer Account – but exclude broadband pay as you go, 3rd Party IDA calls, and conference Call charges.

4.3 If in any specific Relevant Billing Period Your total monthly spend (before any discount) is less than £50 You will receive no Sure Business Discount on the applicable bill.

4.4 Where You qualify to receive a Sure Business Discount the Calls will be shown charged at the full rate (before discount) on Your bill. The applicable Sure Business Discount will be shown as a single credit reducing the total amount owed.

4.5 Call charges will be calculated, except where We otherwise determine, using the details recorded at Our telephone exchange or provided to Us by Other Licensed Operators.

4.6 The call duration shall be the duration of the establishment of the means of communication.

4.7 There is no connection charge or periodic rental associated with the Sure Business Discount.

4.8 You acknowledge that You are aware that standard exchange line (or ISDN) connection charges apply to new exchange line services and the standard periodic exchange line (or ISDN line) rental applies.

5. General Terms and Conditions

You should refer to the Sure General Terms and Conditions for additional clauses under each of the above headings and for the following clauses, which also apply to the Telephony Service:

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

Issue 4

June 2013