

Your Pay Monthly Agreement

This Agreement sets out both of our rights and responsibilities. The summary below sets out the important terms and conditions of your agreement.

Your Full Pay Monthly Agreement with us (this "Agreement") is shown below the summary and is made up of a "Services Agreement" and "General Terms".

Please ensure you read and understand the full terms before you sign up.

A Quick Summary

- 1. Changes to your call plan** – We may need to adjust your call plan, in response to changes in your use. You will be given 30 days' notice of any change to your Monthly Subscription Charges and your Direct Debit will be varied from your next payment following this period.
- 2. Price adjustments** – Periodically we may need to adjust our pricing due to changes in our cost. You will be given 30 days' notice of any change to your Monthly Subscription Charges and your Direct Debit will be varied from your next payment following this period. During your initial contract period no adjustment will be applied to your Monthly Subscription Charges.
- 3. Payment and charges** – As you already have a SIM Card, your service will begin immediately. You must pay the Charges for the Services you subscribe to and use every month by the date on your bill. We may charge fees if you're late in paying. You have to pay by direct debit.

Your inclusive allowances cover standard mainland UK calls, texts and data. Special numbers and services (such as premium rate numbers and some 08 numbers) are not included. Please see www.friendsandfamilyalert.com/pricing for more details about specific tariffs and Charges outside your allowances.

- 4. Minimum Period** – Your agreement has a minimum term called a Minimum Period. After that Minimum Period, you can end the Agreement by giving us 30 days' Notice (you will have to pay Charges during this notice period).

Continued overleaf.

If you want to end the Agreement during the Minimum Period or we end this Agreement as a result of your material breach, then you will have to pay a fee of no more than your Monthly Subscription Charges multiplied by the number of months left in your Minimum Period. Full details are in **paragraph 8** of the Agreement.

5. The Services we supply and what you can expect of us – Our roaming service aims to give the best coverage possible, but a mobile telephone signal may not be available everywhere in the UK.

The Services are not fault free and speed and quality, for example, can be affected by things like the thickness of the walls of the building you are in, atmospheric conditions, technical issues with the Network and the number of people near you trying to access the Services at the same time. All of the networks we work with will use reasonable skill and care in providing you with the Services and will attempt to re-perform disrupted Services when possible.

6. What we expect of you – We may end the Agreement if: you don't pay any Charges that are due or if you are bankrupt. We can also end the Agreement if we reasonably believe the Service is being used: fraudulently, illegally, in a way that harms the Network, contrary to our Fair Use Policy, or to cause annoyance (among other things).

7. How we use your information – We will collect information about how you use our Services and third party services you use in conjunction with our Services, including for example your location and account activity, to enhance your overall experience with us and make it more relevant to you. We may use and analyse your personal details to help us run your Service(s) and account, including for credit checking and fraud prevention.