

O2 WEBSITES SERVICE SCHEDULE

The following terms and conditions apply to the provision of the O2 Websites Service.

1 DEFINITIONS

In this Service Schedule, in addition to those terms defined in the General Conditions, the following terms and expressions apply:

TERM / EXPRESSION	MEANING
“Acens”	means Acens Technologies S.L a company incorporated in Spain with registered address C/San Rafael 14, Alcobendas Industrial Park, 28108;
“O2 Websites”	means the O2 Websites web page, which is available on http://www.o2websites.co.uk/home ;
“O2 Websites Service”	means website builder, website hosting, domain name registration, email services, digital advertising products and other website services and solutions;
“Licence”	means the end user licence agreement required to use the O2 Websites Service;
“Materials”	means the site content uploaded by the Customer and its users from time to time for incorporation in the applicable Website; and
“Website”	means the Customer website created using the O2 Website Service.

2 O2 Websites Service

- 2.1 The O2 Websites Service enables each Customer to design and build websites, website hosting, domain name registration, email services, digital advertising products and other website services and solutions.

3 TERM AND TERMINATION

- 3.1 Unless otherwise stated, the O2 Websites Service is available to purchase with a minimum period of 30 days. The Customer will continue to be charged the monthly Rental Charge until the Agreement is terminated by either party.
- 3.2 Subject to the anything contrary agreed between the parties, the Customer can choose to cancel the O2 Websites Service at any time upon 30 days written notice. For the avoidance of doubt, the monthly Rental Charge shall be payable by the Customer during any such notice period.
- 3.3 O2 can choose to cancel the O2 Websites Service at any time upon 60 days written notice. For the avoidance of doubt, the monthly Rental Charge shall be payable by the Customer during any such notice period.

4 CUSTOMER OBLIGATIONS

- 4.1 Provision of the O2 Websites Service is subject to the Customer:
- complying at all times with the provisions of this Service Schedule and the End User Licence Agreement; and
 - paying the Charges in accordance with the Agreement.

4.2 Customer shall comply with any reasonable instructions given to it from time to time by O2 or its Third Party supplier concerning the O2 Websites Service.

4.3 In order to place an order for the O2 Websites Service, the Customer should contact the dedicated customer support team via telephone by calling 0203 514 1423 or 0800 098 8551. O2 will provision the service and will follow up with a call to start the process of getting your website service up and running.

5 SUPPORT

O2 will provide the Customer with first line support for the O2 Websites Service Monday-Friday 9am-6pm via telephone by calling 0203 514 1423 or 0800 098 8551 or by emailing support@o2websites.co.uk.. Technical product support will be available Monday-Friday 9am-6pm. Support relating to billing queries will be available Monday-Friday 9am-6pm.

6 CHARGES

The Rental Charges for the O2 Websites Service will be payable by the Customer in advance on a monthly basis.

The Customer shall raise any invoice issues and/or queries with O2 within 14 days of receipt of said invoice.

In addition to any Rental Charges for the O2 Websites Service, the Customer may incur Charges incidental to using the O2 Websites Service, for example, Charges for Internet access, data & voice roaming, and other data transmission Charges. Such Charges will be charged in accordance with the Customer's mobile airtime agreement.

7 LIMITATIONS

O2 will use reasonable care in providing the O2 Websites Service; however, O2 does not warrant that the O2 Websites Service will be error free.

8 END USER LICENSE AGREEMENT (EULA)

The Customer must adhere to the EULA for the O2 Websites Service which can be located at the following web page <http://www.o2.co.uk/termsandconditions/business/>

9 CHANGES TO THE TERMS

O2 reserves the right to vary the terms of this Service Schedule from time to time in order to accommodate future changes to the O2 Websites Service. O2 will give the Customer at least 28 days' notice in writing of any such change.

For the purposes of Clause 13.3 (b) of the General Conditions, any changes to the terms of this Service Schedule shall not be to the Customer's material disadvantage.