

## Terms and Conditions for the Supply of Services (Pre-paid)

### The customer's attention is drawn in particular to the provisions of clause 9 (limitation of liability)

#### 1. Interpretation

##### 1.1 Definitions

**Business Day:** a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.

**Charges:** the charges payable by the Customer for the supply of the Services in accordance with clause 5.

**Commencement Date:** has the meaning given in clause 2.2.

**Conditions:** these terms and conditions as amended from time to time in accordance with clause 12.5.

**Contract:** the contract between Intratone and the Customer for the supply of Services in accordance with these Conditions.

**Contract Period:** the period specified in the Order and subject to clause 10.

**Control:** has the meaning given in section 1124 of the Corporation Tax Act 2010, and the expression **change of control** shall be construed accordingly.

**Controller, Processor:** as defined in the Data Protection Legislation.

**Customer:** the person or firm who purchases Services from Intratone.

**Customer Client:** the landlord/owner or property manager of the Serviced Premises.

**Customer Data:** any data including Personal Data about End Users processed by Intratone on behalf of the Customer.

**Customer Default:** has the meaning set out in clause 4.2.

**Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive (2002/58/EC) (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended and the guidance and codes of practice issued by the relevant data protection or supervisory authority and applicable to a party.

**Intellectual Property Rights:** patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

**Improper Use:** has the meaning set out in clause 4.2.

**Intratone:** Intratone UK limited registered in England and Wales with company number 11200357 of 208 Blythe Road, London, United Kingdom, W14 0HH.

**Intratone Products:** any goods manufactured by Intratone and supplied to the Customer that enable the Customer and/or Customer Client to use the Services and are subject to the Terms and Conditions Supply of Goods.

**Management Website:** Intratone's management support software made available at [www.intratone.info](http://www.intratone.info).

**Order:** the Customer's order for Services as set out in the Customer's written acceptance of Intratone's quotation.

**Personal Data:** as defined in the Data Protection Legislation

**Serviced Premises:** the premises where Intratone Products are installed by the Customer.

**Terms of Use:** the terms applicable to the use of the Management Website by the Customer, a copy of which is available on the Management Website.

**Terms and Conditions for the Supply of Goods:** Intratone's terms of business for the supply of Intratone Products to the Customer.

**Transmission Module:** the box containing the sim card which allows the transmission of communication between the intercom and the End User and as set out in the Specification.

**Services:** the intercom services supplied by Intratone to the Customer as set out in the Specification.

**Specification:** the description or specification of the Services provided in writing by Intratone to the Customer.

**End Users:** the residents of the Serviced Premises as specified on the Management Website by the Customer.

##### 1.2 Interpretation

- (a) A reference to a statute or statutory provision is a reference to it as amended or re-enacted. A reference to a statute or statutory provision includes all subordinate legislation made under that statute or statutory provision.
- (b) Any words following the terms including, include, in particular, for example or any similar expression, shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- (c) A reference to writing or written includes email.

#### 2. Basis of contract

- 2.1 The Order constitutes an offer by the Customer to purchase Services in accordance with these Conditions.

- 2.2 The Order shall only be deemed to be accepted when Intratone issues written acceptance of the Order at which point and on which date the Contract shall come into existence (**Commencement Date**).
- 2.3 Any samples, drawings, descriptive matter or advertising issued by Intratone, and any descriptions or illustrations contained in Intratone's catalogues or brochures, are issued or published for the sole purpose of giving an approximate idea of the Services described in them. They shall not form part of the Contract or have any contractual force.
- 2.4 These Conditions apply to the Contract, together with the Terms of Use of the Intratone Management Website, to the exclusion of any other terms that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing. If there is any inconsistency between the present Conditions and the Terms of Use, the provisions in the Conditions shall prevail. If there is any conflict between the present Conditions and Intratone's Terms and Conditions for the Sale of Goods, the provisions in the present Conditions shall prevail.
- 2.5 For the avoidance of doubt, the purchase of Intratone Products by the Customer shall constitute a separate contract to which the Terms and Conditions for the Supply of Goods apply.
- 2.6 Nothing in these Conditions shall create any contractual relationship for the supply of the Services between Intratone and the Customer Client and/or End User.
- 2.7 Any quotation given by Intratone shall not constitute an offer, and is only valid for a period of 6 months from its date of issue.

#### 3. Supply of Services

- 3.1 Intratone shall supply the Services to the Customer in accordance with the Specification in all material respects.
- 3.2 The Services shall include the supply by Intratone of a sim card which shall remain the property of Intratone for the duration of the Contract.
- 3.3 Intratone reserves the right to amend the Specification if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and Intratone shall notify the Customer in any such event.
- 3.4 Intratone warrants to the Customer that the Services will be provided using reasonable care and skill.

#### 4. Customer's obligations and warranties

- 4.1 The Customer shall:
  - (a) use the Services in accordance with the Contract;
  - (b) co-operate with Intratone in all matters relating to the Services;
  - (c) prepare at its own costs and risks the Serviced Premises for the supply of the Services, including the installation by a qualified professional of Intratone Products of connection lines and/or electric power supply;
  - (d) not do anything to preclude the installation maintenance and/or repair of any Intratone Products necessary in order to provide the Services;
  - (e) provide Intratone with such information and materials as Intratone may reasonably require in order to supply the Services;
  - (f) provide Intratone, its employees, agents, consultants and subcontractors, with access to any part of the Serviced Premises as reasonably required by Intratone to perform its obligations under the Contract;
  - (g) comply at all material times with the Terms of Use (where applicable);
  - (h) obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date on which the Services are to start;
  - (i) use the Services in accordance with the rights and interests of the End Users as required or authorised by applicable law; and
  - (j) comply with all applicable laws.
- 4.2 The Customer shall not:
  - (a) use the Services for purposes other than those provided for in the Contract;
  - (b) use the Services in such a way that disrupts, interferes with or restricts the use of the Management Website, the Transmission Module, the intercom the access control functions and/or any of the Intratone Products associated with the Services;
  - (c) unbundle or allow any third party to unbundle Intratone Products and/or Services;
  - (d) use the Management Website in breach of the Terms of Use; and/or
  - (e) use the Management Website in breach of clause 6, each being an **Improper Use**.
- 4.3 The Customer declares and warrants that:
  - (a) The information provided in clause 4.1(d) is complete and accurate in all material respects and, including but not limited to:
    - (i) the number of dwellings to which the Services are provided; and
    - (ii) any increase in the number of dwellings to which the Services are provided, and the Customer Data and its use do not violate or infringe upon any property, confidentiality, consumer protection rights, any rights under the Data Protection Legislation or any other rights of third parties, and is not unlawful.
- 4.4 If Intratone's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Customer or failure by the Customer to perform any relevant obligation (**Customer Default**):
  - (a) without limiting or affecting any other right or remedy available to it, Intratone shall have the right to suspend performance of the Services until the Customer remedies the Customer Default (as set out in clause 10.2), and to

- rely on the Customer Default to relieve it from the performance of any of its obligations in each case to the extent the Customer Default prevents or delays Intratone's performance of any of its obligations;
- (b) Intratone shall not be liable for any costs or losses sustained or incurred by the Customer arising directly or indirectly from Intratone's failure or delay to perform any of its obligations; and
- (c) the Customer shall reimburse Intratone on written demand for any costs or losses sustained or incurred by Intratone arising directly or indirectly from the Customer Default.

## 5. Charges and payment

- 5.1 The Charges for the Services shall be the charges set out in the Order or if no charges is quoted, the price set out in Intratone's current price list at the date of the Contract.
- 5.2 The Customer shall pay invoices submitted by Intratone:
- (a) within 30 days of the date of the invoice; and
- (b) in full and in cleared funds to a bank account nominated in writing by Intratone, and
- (c) time for payment shall be of the essence of the Contract.
- 5.3 All amounts payable by the Customer under the Contract are exclusive of amounts in respect of value added tax chargeable from time to time (VAT). Where any taxable supply for VAT purposes is made under the Contract by Intratone to the Customer, the Customer shall, on receipt of a valid VAT invoice from Intratone, pay to Intratone such additional amounts in respect of VAT as are chargeable on the supply of the Services at the same time as payment is due for the supply of the Services.
- 5.4 If the Customer fails to make any payment due to Intratone under the Contract by the due date for payment, then the Customer shall pay interest on the overdue amount at the rate of 4% per annum above Bank of England's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. The Customer shall pay the interest together with the overdue amount.
- 5.5 All amounts due under the Contract shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).
6. **Acceptable use.** The Customer shall use the Services in accordance with the rights and interests of the End Users and as required or authorised by applicable law.

## 7. Intellectual property rights

- 7.1 All Intellectual Property Rights in or arising out of or in connection with the Services (other than Intellectual Property Rights in any materials provided by the Customer) shall be owned by Intratone.
- 7.2 Intratone grants to the Customer, or shall procure the direct grant to the Customer of a fully paid-up, worldwide, non-exclusive, royalty-free licence during the term of the Contract to use the Intellectual Property Rights for the purpose of receiving and using the Services pursuant to the Contract.
- 7.3 The Customer shall not sub-license, assign or otherwise transfer the rights granted in clause 7.2.
- 7.4 The Customer grants Intratone a fully paid-up, non-exclusive, royalty-free, non-transferable licence to copy and modify any materials provided by the Customer to Intratone for the term of the Contract for the purpose of providing the Services to the Customer.

## 8. Data protection

- 8.1 Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 8 is in addition to, and does not relieve, remove or replace, a party's obligations or rights under the Data Protection Legislation.
- 8.2 The parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and Intratone is the Processor.
- 8.3 Without prejudice to the generality of this clause 8:
- (a) the Customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of Customer Data to Intratone for the duration and purposes of the Contract;
- (b) Intratone shall process Customer Data in accordance with the Terms of Use (where applicable); and
- (c) this clause 8 is subject to the Terms of Use (where applicable).

## 9. Limitation of liability: THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE.

- 9.1 The restrictions on liability in this clause 9 apply to every liability arising under or in connection with the Contract including liability in contract, tort (including negligence), misrepresentation, restitution or otherwise.
- 9.2 Neither party may benefit from the limitations and exclusions set out in this clause in respect of any liability arising from its deliberate default.
- 9.3 Intratone shall not be held liable in the event of:
- (a) any breach of clause 4;
- (b) any Customer Default;
- (c) any Improper Use;
- (d) any equipment provided by the Customer or third party being incompatible with Intratone Products;
- (e) a faulty installation by the Customer or a third party (including a qualified professional) of Intratone Products;
- (f) any computer viruses or malware transmitted by the Internet during data transmission as part of the Services
- (g) any breakage or disruption of the intercom features or the access control functions attributable to the Customer

- (h) any incorrect use by the Customer, Customer Client, or any other third party authorised by the Customer or the Customer Client, of the Management Website and any outcomes produced by such use particularly in the event of usage errors, loss of data and/or failure to safeguard said data.
- 9.4 Nothing in the Contract limits any liability which cannot legally be limited, including but not limited to liability for:
- (a) death or personal injury caused by negligence;
- (b) fraud or fraudulent misrepresentation; and
- (c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).
- 9.5 Subject to clause 9.4, Intratone's total liability to the Customer shall in no circumstances exceed the sum paid by the Customer for the Services under the Contract.
- 9.6 Subject to clause 9.4, the following types of loss are wholly excluded:
- (a) loss of profits;
- (b) loss of sales or business;
- (c) loss of agreements or contracts;
- (d) loss of anticipated savings;
- (e) loss of use or corruption of software, data or information;
- (f) loss of or damage to goodwill; and
- (g) indirect or consequential loss.
- 9.7 Intratone has given commitments as to compliance of the Services with relevant specifications in clause 3. In view of these commitments, the terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

## 10. Duration, suspension and termination

- 10.1 **Duration.** Intratone shall provide the Services during the Contract Period unless terminated earlier in accordance with clause 10.3.
- 10.2 **Suspension of the Service**
- (a) Without affecting any other right or remedy available to it, Intratone may suspend the Services under the Contract and/or any other contract between the Customer and Intratone:
- (i) if the Customer fails to pay any amount due under the Contract on the due date for payment, the Customer becomes subject to any of the events listed in clause 10.3 or Intratone reasonably believes that the Customer is about to become subject to any of them;
- (ii) in case of a Customer Default; or
- (iii) in case of Improper Use.
- (b) Intratone shall resume the provision of the Services provided the Customer remedies the cause of the suspension of the Services within 7 days of Intratone's written notice to do so. If the Customer does not remedy the cause of the suspension of the Service, Intratone may terminate the Contract with immediate effect.
- 10.3 **Termination**
- (a) Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other if:
- (i) the other party commits a material breach of any term under this Contract and (if such a breach is remediable) fails to remedy that breach within 30 days of that party being notified in writing to do so;
- (ii) the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction;
- (iii) the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business; or
- (iv) the other party's financial position deteriorates to such an extent that in the terminating party's opinion the other party's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- (b) Without affecting any other right or remedy available to it, Intratone may terminate the Contract with immediate effect by giving written notice to the Customer if:
- (i) the Customer fails to pay any amount due under the Contract on the due date for payment;
- (ii) if Intratone exercise its rights under clause 10.2; or
- (iii) there is a change of control of the Customer.

## 11. Consequences of termination

- 11.1 On termination of the Contract, the Customer shall immediately:
- pay to Intratone all of Intratone's outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, Intratone shall submit an invoice, which shall be payable by the Customer immediately on receipt
- 11.2 Termination of the Contract shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.
- 11.3 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination of the Contract shall remain in full force and effect.

## 12. General

### 12.1 Force majeure

- (a) Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under the Contract if such delay or failure result from events, circumstances or causes beyond the party's reasonable control (**Force Majeure Event**). A Force Majeure Event shall include, without limitation: (i) acts of God, flood, drought, earthquake or other natural disaster; (ii) epidemic or pandemic; (iii) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; (iv) nuclear, chemical or biological contamination or sonic boom; (v) any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition; (vi) collapse of buildings, fire, explosion or accident; and any labour or trade dispute, strikes, industrial action or lockouts (other than in each case by the party seeking to rely on this clause, or companies in the same group as that party); (vii) non-performance by suppliers or subcontractors (other than by companies in the same group as the party seeking to rely on this clause); and (viii) interruption or failure of utility service.
- (b) In a Force Majeure Event, the affected party shall:
- (i) as soon as reasonably practicable after the start of the Force Majeure Event, notify the other party in writing of the Force Majeure Event, the date on which it started, its likely or potential duration, and the effect of the Force Majeure Event on its ability to perform any of its obligations under the Contract; and
- (ii) be entitled to a reasonable extension of the time for performing such obligations.
- (c) If the period of delay or non-performance continues for 3 months, the party not affected may terminate this agreement by giving 7 days' written notice to the affected party.

### 12.2 Assignment and other dealings

- (a) Intratone may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Contract.
- (b) The Customer shall not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any of its rights and obligations under the Contract without the prior written consent of Intratone.

### 12.3 Confidentiality

- (a) Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by clause 12.3(b).
- (b) Each party may disclose the other party's confidential information:
- (i) to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause 12.3; and
- (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.
- (c) Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

### 12.4 Entire agreement

- (a) The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- (b) Each party acknowledges that in entering into the Contract it does not rely on, and shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the Contract. Each party agrees that it shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in the Contract.
- (c) Nothing in this clause shall limit or exclude any liability for fraud.

### 12.5 Variation

- (a) Except as set out in these Conditions, no variation of the Contract shall be effective unless it is agreed in writing and signed by the parties (or their authorised representatives).
- (b) The parties shall have 4 months from the proposal of the variation by Intratone to agree such variation. In the absence of such agreement, both parties shall have the right to terminate the Contract provided the party seeking the termination gives the other party one month's written notice.

- 12.6 **Waiver.** A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

- 12.7 **Severance.** If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause 12.7 shall not affect the validity and enforceability of the rest of the Contract.

### 12.8 Notices

- (a) Any notice given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or sent by fax to its main fax number or sent by email to the address specified in the Order.
- (b) A notice or other communication shall be deemed to have been received: if delivered personally, when left at the address referred to in clause 12.8(a); if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; if delivered by commercial courier, on the date and at the time that the courier's delivery receipt is signed; or, if sent by email, one Business Day after transmission.
- (c) This clause 12.8 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any other method of dispute resolution.
- 12.9 **Third party rights.** Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
- 12.10 **Governing law.** The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by, and construed in accordance with the law of England and Wales.
- 12.11 **Jurisdiction.** Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.