

Terms & Conditions

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You agree not to use the website in a way that may impair the performance, corrupt the content or otherwise reduce the overall functionality of the website. You also agree not to compromise the security of the website or attempt to gain access to secured areas or sensitive information.

You agree to be fully responsible for any claim, expense, liability, losses, costs including legal fees incurred by us arising from any infringement of the terms and conditions set out in this agreement.

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We will under no circumstance accept liability for indirect, special, or consequential damages including any loss of business, revenue, profits, or data in relation to your use of our website.

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PLEASE READ CAREFULLY BEFORE DOWNLOADING THE SOFTWARE OR USING THE PRODUCT(S) OR BUZZ WEBSITES

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1.1 Buzz's internet communication software applications ("Internet Communications Software"), other "Buzz" branded software applications (together the "Buzz Software"), the "Buzz" branded software applications ("Buzz Software") and associated documentation (whether in printed or electronic form) including any improvements, modifications, enhancements, fixes, updates, upgrades and future versions thereto ("Updates") and whether made available for free or for a fee, (collectively the "Software") are licensed (not sold) to you by Buzz Networks Ltd.

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1.3 Any additional products or features of the Buzz Software or Buzz Software, or other "Buzz" or "Buzz Connect" branded products, that you pay for (including products or features available for free on a trial basis only) ("Paid For Products") are provided to you by Buzz Networks Ltd.

1.4 "Buzz Websites" means www.buzznetworks.co.uk, www.buzzconnect.co.uk, www.virtuallandline.co.uk (all of which are operated by Buzz Networks Ltd) and any other websites authorised by Buzz which link to these Terms.

1.5 "Buzz" means Buzz Networks Ltd, Unit 6 Glenmore Business Park, Blackhill Road,

Poole, Dorset, BH16 6NL

"Products" means collectively the Free Products and Paid For Products;

"you" or "your" means you, the registered holder of the User Account (as described in paragraph 6.1) and licensee under these Terms.

1.6 Your agreement with Buzz is made up of the terms and conditions set out in this document, together with any fair usage policies described in this document and Additional Terms referred to in paragraph 14 (collectively the "Terms"). To the extent of any inconsistency between the fair usage policies or any Additional Terms and this document, this document shall take precedence.

2. ACCEPTANCE OF THE TERMS

2.1 In order to download and/or use the Software, Products and/or Buzz Websites you must first accept these Terms. These Terms are accepted by you (a) when you click to accept or agree to the Terms; or (b) when you download and/or use the Software, Products and/or Buzz Websites. We advise you to print a copy of these Terms for your records. These Terms remain effective from the date of acceptance until terminated by you or Buzz in accordance with paragraph 11.

2.2 You cannot accept these Terms if: (a) you are not lawfully entitled to use the Software, Products and/or Buzz Websites in the country in which you are located or reside or (b) if you are not of legal age to form a binding agreement with Buzz.

3. CHANGES TO THE TERMS

3.1 Buzz may make changes to these Terms from time to time. Buzz will publish the changes at www.virtuallandline.co.uk/terms-and-conditions Changes to the fair usage policies and/or Additional Terms will be posted on the applicable Buzz Website. The changes will be effective when published. Please review the Terms on a regular basis. You understand and agree that your express acceptance of the Terms or your use of the Software, Products and/or Buzz Websites after the date of publication shall constitute your agreement to the updated Terms. If you do not agree with the amended Terms, you may terminate your relationship with Buzz in accordance with paragraph 11 below.

4. LICENCE

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- (b) undertake, cause, permit or authorise the modification, creation of derivative works or improvements, translation, reverse engineering, decompiling, disassembling, decryption, emulation, hacking, discovery or attempted discovery of the source code or protocols of the Software or any part or features thereof (except to the extent permitted by law);
- (c) remove, obscure or alter any copyright notices or other proprietary notices included in the Software;
- (d) use the Software or cause the Software (or any part of it) to be used within or to provide commercial products or services to third parties. The foregoing shall not preclude you using the Software for your own business communications, subject to paragraph 4.1 above;
- (e) other than for the purposes of download and installation, use the Software except through your User Account.

4.3 Third-Party Technology. If you are using Software pre-loaded on, embedded in, combined, distributed or used with or downloaded onto third party products, hardware, software applications, programs or devices ("Third-Party Technology"), you agree and acknowledge that: (a) you may be required to enter into a separate licence agreement with the relevant third party owner or licensor for the use of such Third-Party Technology; (b) some Products and/or functionality may not be accessible through the Third-Party Technology and (c) Buzz cannot guarantee that the Software shall always be available on or in connection with such Third-Party Technology.

4.4 Third Party Notices. The Software may include third party code that Buzz, not the third party, licenses to you under this agreement. Notices, if any, for the third party code are included for your information only. Third party scripts, linked to, called or referenced from the Software, are licensed to you by the third parties that own such code, not by Buzz.

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5.1 Equipment: In order to use the Software and the Products you will need an Internet broadband connection. You are responsible for providing all equipment required to access the Internet or enable communications such as headsets, microphones and webcams.

5.2 Use of Your Equipment: The Virtual Landline may use the processing capabilities, memory and bandwidth of the computer (or other applicable device) you are using, for the limited purpose of facilitating the communication and establishing the connection between Virtual Landline users. If your use of the Virtual Landline is dependent upon the use of a processor and bandwidth owned or controlled by a third party, you acknowledge and agree that your licence to use the Virtual Landline is subject to you obtaining consent from the relevant third party for such use. You represent and warrant that by accepting these Terms, you have obtained such consent.

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6. YOUR OBLIGATIONS

6.1 User Account. Prior to your first use of the Buzz Software and your first use of the Buzz Software, you will be asked to create a User Account and choose a user ID and password. We recommend that you choose a password that is hard to guess and consists of letters, numbers and symbols. You may only use the Software through your User Account. You are solely responsible and liable for all activities conducted through your User Account. To prevent unauthorised use, you shall keep your password confidential and shall not share it with any third party or use it to access third party websites or services. If you suspect that someone else knows your password, then you shall immediately change it in order to protect the security of your User Account. It is your responsibility to ensure that you do not respond to any

unsolicited requests for credit card details, passwords or other data. Buzz takes no responsibility for your failure to comply with the obligations in this paragraph 6.1.

6.2 Lawful Use: You must use the Software, Products and Buzz Websites in accordance with the laws of where you are located. In some countries there are restrictions on the download and use of the Software, Products and/or Buzz Websites. It is your responsibility to ensure that you are legally allowed to use the Software, Products and/or Buzz Websites where you are located.

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- (b) use any type of spider, virus, worm, trojan-horse, time bomb or any other codes or instructions that are designed to distort, delete, damage, emulate or disassemble the Software, Products, Buzz Websites, communication or protocols;
- (c) send unsolicited communications (also referred to as "SPAM", "SPIM" or "SPIT") or any communication not permitted by applicable law or use the Software, Products or Buzz Websites for the purposes of phishing or pharming or impersonating or misrepresenting affiliation with another person or entity;
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- (e) use the Software, Products or Buzz Websites to cause or intend to cause embarrassment or distress to, or to threaten, harass or invade the privacy of, any third party; or
- (f) use (including as part of your User ID and/or profile picture) any material or content that is subject to any third party proprietary rights, unless you have a licence or permission from the owner of such rights; or
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- (h) impact or attempt to impact the availability of the Software, Products or Buzz Websites for example, with a denial of service (DOS) or distributed denial of service (DDoS) attack;
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or that is confusingly similar thereto. Please also see Buzz's Trademark Guidelines for further details on use of its marks.

8. CHARGES

8.1 Calling phones and premium rate numbers with Buzz Credit:

(i) Calling landlines and mobiles: The charges payable for calling phones (outside of a subscription) consist a per-second rate as set out on

www.virtuallandline.co.uk/tariffs All calls will be disconnected and require a re-dial after a 4-hour duration and an additional connection.

(ii) Premium rate numbers: The charges payable for calling premium rate numbers consist of a per-second rate available at www.virtuallandline.co.uk/tariffs. No connection fee is payable.

(iii) Buzz may change the rates for calling phones and premium rate numbers at any time without notice to you by posting such change at

www.virtuallandline.co.uk/tariffs. The new rate will apply to your next purchase after the new rates have been published. Please check the latest rates before you make your call. If you do not accept the new rates, do not make your call.

(iv) The duration of a call shall be based on one-second increments. Fractions of seconds will be rounded up to the next second. At the end of a call, fractional pence charges will be rounded up to the nearest whole pence, for example a total call price of £0.034 will be rounded up to £0.04. During the call, charges incurred will be deducted automatically from the Buzz Credit balance in your User Account.

8.2 Charges for other Paid For Products: The charges for other Paid For Products will be confirmed to you before you complete a purchase from Buzz. Buzz may change the charges payable for the purchase of such Products at any time without any notice to you. You can choose whether or not to accept the new charges prior to completing your next purchase of the applicable Product. The new charges will apply to your next purchase after the new charges have been published.

8.3 Promotional Offers: From time to time, Buzz may offer Paid-For Products for free for a trial period. Buzz reserves the right to charge you for such Products (at the normal rate) in the event that Buzz determines (in its reasonable discretion) that you are abusing the terms of the offer, including if you are using any service, proxy or other devices or anonymous IP address that prevents us from locating you.

8.4 Tax: Buzz may collect VAT or other indirect taxes at the appropriate rate (as per applicable tax rules) at the time of purchase of Buzz Credit. 20% UK VAT generally applies if you are located in the EU and the Products are purchased and used in the EU. You explicitly waive any right to VAT reimbursement from Buzz if the amount of VAT ultimately payable by the latter to the tax authorities would for any reason be lower than the amount of VAT collected from you at the time of purchase. Your Buzz Credit balance is displayed exclusive of any such taxes. The territories in the EU set out below are outside the scope of EU VAT under Council Directive 2006/112/EC on the common system of VAT, as amended. The Buzz Website does not enable users in such territories to take advantage of this VAT exemption and we therefore do not provide the Products in such territories: Mount Athos, Canary Islands, French

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8.5 Third-Party Charges: Using the Software on mobile applications will use some of the data allowance available on the data package to which you have subscribed with your mobile network operator. Out-of-country usage may lead to significantly higher costs than regular usage, and you are solely responsible for keeping yourself informed and paying for possible roaming and other applicable charges levied by your mobile network operator.

9. PAYMENT

9.1 Top Up Credit. You can pay for out of bundle items using Top Up Credit. You can purchase Top Up Credit using any payment method made available to you by Buzz from time to time. The Top Up Credit that you purchase will be credited to your User Account at the time of purchase.

9.2 Other payment methods. Buzz does not guarantee that you will be able to use your Buzz Credit balance to purchase all Products. Where Top Up Credit cannot be used to pay for a Product, Buzz will make another payment method available to you. Buzz reserves the right to remove or amend the available payment methods at its sole discretion.

9.3 Recurring Payments. Where you purchase Products on a subscription basis (monthly subscriptions), you acknowledge and agree that this is a recurring payment and payments shall be made to Buzz by the method you have chosen at the recurring intervals chosen by you, until the subscription for that Product is terminated by you or by Buzz.

10. REFUND POLICY

10.1 When you purchase Paid-For-Products directly from Buzz you will be entitled to a cancellation period of fourteen (14) days (a "Cooling-Off Period") unless you have made use of the Paid-For-Products in any way, in which case the Cooling-Off Period will be extinguished and your purchase cannot be cancelled or refunded.

10.2 Outside of the Cooling-Off Period, subscriptions are non- refundable. Top UP credit balances may be refunded at our sole discretion.

10.3 Expenditure of Top Up Credit, allocation of a Buzz Number, or use of any aspect of a subscription amounts to "use" of a Paid-For-Product. You hereby expressly agree that Buzz Numbers may be allocated before the end of the Cooling-Off Period.

10.4 If you believe that Buzz has charged you in error, you must contact Buzz within 90 days of such charge. No refunds will be given for any charges more than 90 days old.

10.5 Buzz reserves the right to refuse a refund request if it reasonably believes (i) that you are trying to unfairly exploit this refund policy, for example, by making repetitive refund requests in respect of the same Product; (ii) if you are in breach of these Terms or (iii) if Buzz reasonably suspects that you are using our Products or Software fraudulently or that your User Account is being used by a third party fraudulently.

10.6 This refund policy does not affect your statutory rights.

11. ENDING YOUR RELATIONSHIP WITH BUZZ

11.1 You may terminate your relationship with Buzz at any time and without recourse to the courts by requesting closure of your User Account, ceasing to use the Software, Products and/or Buzz Websites and cancelling any recurring payments.

11.2 Buzz may terminate its relationship with you, or may terminate or suspend your use of the Software, User Account(s), Products or Buzz Websites at any time and without recourse to the courts:

- (a) if you are in breach of these Terms;
- (b) if Buzz reasonably suspects that you are using the Software, the Products and/or Buzz Websites to break the law or infringe third party rights;
- (c) if Buzz reasonably suspects that you are trying to unfairly exploit or misuse the refund policy, or any of our policies.
- (d) if Buzz reasonably suspects that you are using our Products, Software and/or Buzz Websites fraudulently or that your User Account is being used by a third party fraudulently;
- (e) in respect of a particular Product, on thirty (30) days notice if Buzz decides to cease offering that Product;
- (f) immediately, if required due to a change in laws/regulation by a regulator or authority with a lawful mandate, or by any of Buzz's partners;
- (g) on thirty (30) days notice if Buzz decides to cease offering the Software to users in your jurisdiction generally.

11.3 Buzz shall effect such termination by preventing your access to your User Account, the Software, Products and/or Buzz Websites (as applicable). We reserve the right to cancel User Accounts that have been inactive for more than one (1) year.

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12. EXCLUSION OF WARRANTIES, LIMITATION OF LIABILITY AND INDEMNITY

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12.3 Nothing in these Terms shall exclude or restrict Buzz's liability for (a) death or personal injury, (b) loss resulting from Buzz's wilful default or gross negligence, (c) fraud or deliberate misrepresentation, or (d) any liability which cannot be limited or excluded by applicable law.

12.4 No Liability: YOU ACKNOWLEDGE AND AGREE THAT BUZZ WILL HAVE NO LIABILITY WHATSOEVER, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT THE POSSIBILITY OF SUCH DAMAGES OR LOSSES HAS BEEN NOTIFIED TO BUZZ, IN CONNECTION WITH OR ARISING FROM YOUR USE OF BUZZ WEBSITES, OR THE VIRTUAL LANDLINE OR OTHER SOFTWARE THAT IS PROVIDED FREE OF CHARGE. YOUR ONLY RIGHT OR REMEDY WITH RESPECT TO ANY PROBLEMS OR DISSATISFACTION WITH SUCH SOFTWARE AND/OR BUZZ WEBSITES IS TO IMMEDIATELY DEINSTALL SUCH SOFTWARE AND CEASE USE OF SUCH SOFTWARE AND/OR BUZZ WEBSITES.

12.5 Limitation of Liability: Subject to paragraphs 12.3 and 12.4 above, Buzz shall not be liable to you, whether in contract, tort (including negligence) or any other theory of liability, and whether or not the possibility of such damages or losses has been notified to Buzz, for:

- (a) any indirect, special, incidental or consequential damages; or
- (b) any loss of income, business, actual or anticipated profits, opportunity, goodwill or reputation (whether direct or indirect); or
- (c) any damage to or corruption of data (whether direct or indirect);
- (d) any claim, damage or loss (whether direct or indirect) arising from or relating to:
 - (1) the service limitations set out in paragraph 5.8;
 - (2) your failure to provide accurate physical location information to an Emergency

Services operative; or

(v) conduct of third party Emergency Services operatives and calling centres to which you may be connected.

(e) any claim, damage or loss (whether direct or indirect) arising from or relating to:

(i) any product or service provided by a third party under their own terms of service

(ii) any Third Party Technology;

(iii) any third party website.

12.6 Subject to paragraphs 12.3 - 12.5 above, Buzz's total liability to you under or in connection with these Terms (whether in contract, tort (including negligence) or any other theory of liability)) SHALL NOT EXCEED IN AGGREGATE THE AMOUNT PAID BY YOU FOR THE PRODUCTS IN THE 12 MONTH PERIOD IMMEDIATELY PRIOR TO THE DATE OF THE EVENT GIVING RISE TO THE RELEVANT CLAIM, SUBJECT TO A MAXIMUM OF FIVE THOUSAND EUROS IN ALL CASES.

12.7 If any third party brings a claim against Buzz in connection with, or arising out of (i) your breach of these Terms; (ii) your breach of any applicable law of regulation; (iii) your infringement or violation of the rights of any third parties (including intellectual property rights); (iv) your User Submissions or (v) your complaint in relation to any User Submission, you will indemnify and hold Buzz harmless from and against all damages, liability, loss, costs and expenses (including reasonable legal fees and costs) related to such claim.

13. THIRD-PARTY WEBSITES, PRODUCTS AND SERVICES

13.1 Third parties may offer products or services via the Software and/or Buzz Websites, including games, applications, images, ring tones, or avatars. Whilst Buzz takes no responsibility for such products or services, if you encounter any problems with payment for or download, use of installation of such products or services, Buzz will use commercially reasonable endeavours to assist or resolve the problems. The third party products or services may be subject to the third party provider's own terms and privacy policy that you may have to accept upon download or installation. You should review such terms before making any purchase or using any third party product or service and Buzz shall not be responsible for your failure to do so.

13.2 You acknowledge and agree that any third-party product information and pricing that is shown on the Buzz Websites regarding third-party products and services is given to Buzz by the applicable third-party merchant ("Merchant"). The Merchant has the ability to change its pricing or terminate its product availability at anytime. Buzz is not involved in any transactions between you and any Merchant whose products and/or services are listed on the Buzz Websites. Buzz does not control, is not responsible for and does not guarantee: (i) the pricing, quality, performance, availability or terms and conditions of purchase of products or services provided by the Merchant; (ii) any payment transactions, delivery, returns or after sales activities related to the products or services purchased on the Merchants' websites; (iii) the availability of the Merchant's websites; (iv) the completeness, truth or accuracy of any advertising or other materials on, or available from, the Merchants' websites, nor any listing or other content about such products and

services displayed on the Buzz Websites; (v) links to the Merchants' websites that are featured on the Buzz Websites. Any questions, complaints, or claims related to any product or service provided by a Merchant should be directed to the applicable Merchant.

13.3 The Software and Buzz Websites may include hyperlinks to other third party websites. Buzz is not responsible for such third party websites or the availability of such websites and does not endorse any content or material on such third party websites. Your use of each of these third party websites is subject to the terms and conditions posted on the applicable website.

14.YOUR CONFIDENTIAL INFORMATION AND YOUR PRIVACY

Buzz is committed to respecting your privacy and the confidentiality of your personal information. We will process your personal information, the traffic data and the content of your communication(s) in accordance with our Privacy Policy:

<https://www.virtuallandline.co.uk/privacy-policy/>

15.HOW TO CONTACT BUZZ

15.1 To contact Buzz in relation to the Buzz Software or "Buzz" branded Products, please submit a support request to <https://www.virtuallandline.co.uk/contact/>

15.2 To contact Buzz in relation to the Buzz Software or "Buzz" branded Products, please submit a support request to www.virtuallandline.co.uk/contact

15.3 If you contact Buzz by any means other than as set out in paragraphs 15.1 or 15.2, your request may not be acknowledged.

16.MISCELLANEOUS

16.1 You agree to the use of electronic communication in order to enter into contracts, place orders, and create other records and to the electronic delivery of notices, policies and changes thereto and records of transactions with Buzz.

16.3 These Terms constitute the entire agreement between you and Buzz with respect to your use of the Software, Products and/or Buzz Websites and replace any prior agreements between you and Buzz with respect to the Software, Products and/or Buzz Websites.

16.4 If any provision of these Terms (or part of it), is found by any court or administrative body of competent jurisdiction or an arbitrator to be illegal, invalid or unenforceable, then such provision (or part of it) shall be removed from the Terms without affecting the legality, validity or enforceability of the remainder of the Terms. Paragraph 20.3(i) says what happens if parts of paragraph 20.3 (arbitration and class action waiver) are found to be illegal, invalid or unenforceable. Paragraph 20.3(i) prevails over this paragraph if inconsistent with it.

16.5 The failure by Buzz to exercise, or delay in exercising, a legal right or remedy

provided by these Terms or by law shall not constitute a waiver of Buzz's right or remedy. If Buzz waives a breach of these Terms, this shall not operate as a waiver of a subsequent breach of the Terms.

16.6 You may not assign these Terms or any rights or obligations contained in them. Buzz may, without prior notice, assign these Terms or any rights or obligations contained in them to any third party.

16.7 This paragraph 18, along with paragraphs, 4.2, 12, 20.3 and any other provisions, which are expressed or clearly intended to survive or operate in the event of termination, shall survive termination of the Terms.

16.8 You acknowledge and agree that if Buzz is unable to provide the Software, Products and/or Buzz Websites as a result of a force majeure event, Buzz will not be in breach of any of its obligations towards you under these Terms. A force majeure event means any event beyond the control of Buzz.

16.9 These Terms other than paragraph 20.3 shall be governed by and interpreted in accordance with the laws of Great Britain and shall be subject to the jurisdiction of the courts of the district.

17. NUMBER PORTABILITY

17.1 Customers may port their numbers away from the Virtual Landline service only after using the service for a minimum of six months or paying the equivalent number of monthly subscription charges. Please, note, that porting is a complex manual process, that may take 2-4 weeks depending on the circumstances. It is your responsibility to check if your current provider allows porting/number transferring.

18. PRODUCT SPECIFIC TERMS

18.1 Virtual Landline Numbers (VL Number)

(a) Availability and use. Where we provide you with a VL Number, you agree that:

(i) the number provided may, at some point, have been previously used, and, after a quarantine period, recycled and released back in to the number pool;

(ii) the number provided to you is subject to applicable numbering rules and regulatory practices;

(iii) you will comply on an ongoing basis with any specific number allocation requirements that we make you aware of, or any reasonable instructions that Buzz or Buzz's partners may give to you with regard to the use of the numbers and the Products;

(iv) you will not transfer or attempt to transfer your number to any third party. In particular, you are responsible for compliance with any requirements related to residency and or location; and

(v) you will supply accurate, complete and up-to-date information to us where we request it and inform us where such information changes. Buzz reserves the right to change the terms related to Buzz Numbers, including without limitation to impose or amend any residency requirements and/or require the provision of further user information for continued access to such numbers.

(b) Other changes to numbers. If Buzz needs to withdraw or change the number that has

been made available to you, Buzz will use commercially reasonable endeavours to notify you by e-mail, stating the effective date of the change and where possible, your new number. If you do not wish to accept this new number, you are entitled to terminate your number.

18.2 Subscriptions

(a) Fair Usage Policy. At Buzz, we want all of our customers to get the best calling plans, known as 'subscriptions', at the lowest possible price. This Fair Usage Policy ("FUP") is designed to prevent fraud and abuse of our subscriptions by a small number of users. Buzz's subscriptions are for individual use only (personal or business communications) in accordance with our Terms of Use and this FUP ("Legitimate Use"). The following is a non-exhaustive list of practices that would not be considered Legitimate Use:

- (i) Using subscriptions for telemarketing or call centre operations;
- (ii) Re-selling subscription minutes;
- (iii) Sharing subscriptions between users whether via a PBX, call centre, computer or any other means;
- (iv) Calling numbers (whether singly, sequentially or automatically) to generate income for yourself or others as a result of merely placing the call, other than for your individual business communications (and subject to paragraph 4.1 of the Terms of Use); and
- (v) Unusual calling patterns inconsistent with normal, individual subscription use, for example, regular calls of short duration or calls to multiple numbers in a short period of time.

Other practices may be relevant in determining Legitimate Use and Buzz reserves the right to take any unlawful, prohibited, abnormal or unusual activity into account in making its determination. Buzz may at its option, terminate its relationship with you, or may suspend your subscription immediately if it determines you are using your subscription contrary to this FUP or Buzz's Terms of Use. Where reasonable, Buzz will provide you with notice of improper usage before suspension or termination of your subscription and, if appropriate, Buzz may offer you an alternative subscription.

(b) Buzz reserves the right to withdraw or change the subscriptions at any time. If Buzz changes the Products included in your subscription, Buzz will notify you by email stating the changes and their effective date. If you do not wish to accept these changes, you are entitled to terminate your subscription, with effect from the date on which the changes are due to take effect.