

1. Coverage of Definitions

These definitions cover terms used in the following documents:

General Terms & Conditions for Service

Calls, Lines and Data Service Level Agreement

Conditions for Broadband Access – Service Schedule

General Conditions of Service for Customer Premises Equipment

2. Definitions

"Call" means a signal, message or communication that is silent, spoken or visual on each line that we agree to provide to you under this agreement.

"Charges" means the list of charges for the Service detailed on the Order Form or located at www.msdigital.com (or any other online address that Mainstream may advise the Customer)

"Customer" means the person or company named on the Order Form. Mainstream may accept instructions from another person who Mainstream reasonably believes is acting with the Customer's authority or knowledge.

"Broadband Access Charges Schedule" the list of Broadband Access Charges Schedule located at www.msdigital.com (or any other online address that Mainstream may advise the Customer).

"Credit Level" means the sum of money you may agree with us you expect to spend on Charges during the period covered by your bills.

"Equipment" means the equipment listed on the Order Form.

"Failure of the Service" means the continuous total loss of the ability to make or to receive Calls or the continuous total loss of a related Service.

"Line Services" means a connection to The Network

"Main Telephone Socket" means the point where Your Equipment is connected to The Network.

"Maintenance Acceptance Test" means an inspection which Mainstream or its agents carries out in order to assess the suitability of the Equipment for the Service.

"Minimum Period" means the term in months of the Service or the period set out in your Contract or Order Form.

"Openreach" means the Openreach line of business of BT Group plc.

"Order Form" means the Mainstream order form (including any additional terms incorporated by reference) as completed and submitted by you.

"Relevant Standards" means the standards designated under Section 22 of the Telecommunications Act 1984.

"Service" means ability to make or receive a Call as detailed in the Order Form and any other related services that we agree to provide to you under this agreement.

"Site" means a place at which Mainstream agrees to provide the Service.

"Standard Warranty Period" means 90 days from completion of installation by approved Mainstream technician, or for goods delivered, 90 days from arrival at customer's premise

"The Network" means the UK Public Switched Telecommunications Network (PSTN).

"Working day" means any day between Monday and Friday, excluding Bank and Public Holidays.

"You, Your or User" means the Customer we make this agreement with. It includes a person who we reasonably believe is acting with the customer's authority or knowledge.

"Your Equipment" means any equipment, including any software, for use with the Service that is not part of The Network and which is owned or controlled by the Customer.

"Your Line" means a connection to The Network.

"Your Premises" means the place where the Service is or will be provided.