

**Mainstream Digital Ltd**  
**Definitions**  
**9<sup>th</sup> January 2023**

**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](http://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](http://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.

**"IPv4"** means the IP address that conforms to the version 4 common IP addressing scheme which is assigned to clients of Mainstream Services.

**"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.

**"RIPE"** means the Regional Internet Registry for Europe. This is the organisation responsible for handing out and management of IP addresses in the public domain.

**"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.