

The provisions of this Service Schedule are in addition to the Conditions for Mobitex Internet Access Service (the "Conditions").

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1. SERVICE DESCRIPTION

General Description

- 1.1 The Service provides a gateway for Users to connect to the Network using an IP connection and Interface Software enabling the Customer to send and receive data within a Closed User Group
- 1.2 The Customer may select from one of two pricing options:
 - a. Minimum Period
The Customer agrees to purchase the Service for a Minimum Period as set out in the Order Form.
 - b. Rolling Commitment
The Customer agrees to purchase the Service on an ongoing basis as set out in the Order Form.

2. SERVICE LEVELS AND FAULT MANAGEMENT

Service Level

- 2.1 Transcomm will use reasonable endeavours to provide the Service by the date agreed with the Customer but all dates are estimates and Transcomm has no liability for any failure to meet any date.

Helpdesk

- 2.2 Transcomm will provide a helpdesk for the Customer to report faults and seek assistance with the Service. The helpdesk will be available on a Working Day.

3. RESPONSIBILITIES OF THE CUSTOMER

Customer Responsibilities

- 3.1 The Customer is responsible for:

- a. any work required to install and commission the Service at a Site;
- b. providing the Interface Software;
- c. providing appropriate Customer Equipment to connect to the Service;
- d. providing any suitably qualified personnel to configure the Customer Equipment and Interface Software in order to facilitate network access to the Service;
- e. providing a suitable location (including adequate ventilation) at the Site for any Customer Equipment;
- f. the technical interaction between the Interface Equipment and the Customers Equipment;
- g. providing trained staff to support the use of the Service;
- h. provide an ADSL Broadband line to connect to the Service for the duration of the Agreement;
- i. providing a static public IP address to connect to the Service for the duration of the Agreement.

4. CHARGES

Service Charges

- 4.1 The charges are shown in the Order Form..

Early termination Charges

- 4.2 The termination charges referred to in clause 2.6 of the Conditions are:
 - a. For the option specified in clause 1.2(a) of this Service Schedule any subscription, rental, and any other recurring charges (including inclusive usage charges) for any remaining part of the Minimum Period; and
 - b. For the option specified in clause 1.2(b) of this Service Schedule any subscription, rental, and any other recurring charges (including inclusive usage charges) for any part of the notice period set out in clause 2.5 of the Conditions.
- 4.3 The termination charges applicable when clause 2,7 of the Conditions applies are:

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- a. The right to charge interest in accordance with clause 4.6 of the Conditions; and
- b. For the option specified in clause 1.2(a) of this Service Schedule any subscription, rental, and any other recurring charges (including inclusive usage charges) for any remaining part of the Minimum Period; and
- c. For the option specified in clause 1.2(b) of this Service Schedule any subscription, rental, and any other recurring charges (including inclusive usage charges) for any part of the notice period set out in clause 2.5 of the Conditions

Reconnection Charges

- 4.4 If clause 2.7 of the Conditions has applied and the Customer subsequently requests reconnection to the Service and Transcomm is willing to provide the Service to the Customer, then Transcomm reserves the right to charge the Customer for re-connection at the applicable rates then chargeable for registration.

5. ADDITIONAL CONDITIONS

Resale

- 5.1 The Service and any associated software is provided solely for the Customer's own use and the Customer will not resell or attempt to resell the Service (or any part or facility of it) to any one else.

Allocation and Barring of numbers

- 5.2 Transcomm may bar certain numbers from the Service on a temporary or permanent basis where in Transcomm's reasonable opinion it is necessary to do so.

United Kingdom use only

- 5.3 The Service is enabled for use in the United Kingdom only.

Closed User Groups

- 5.4 The Customer is responsible for the membership of its own Closed User Groups and for requests for inclusion in other Closed User Groups. Customers must give Transcomm the information Transcomm reasonably asks for in order to create, amend or delete entries in a Closed User Group.

Licences

- 5.5 The Customer will obtain and keep in force any licence necessary for the Customer to use the Service.

Internet

- 5.6 The Service requires the use of the Internet. The Customer understands and agrees that the use of the Internet is at the Customer's own risk.

Security

- 5.7 The Customer is responsible for the proper use of User Security Details, if any, and must take all necessary steps to ensure they are kept confidential, secure and not made available to unauthorised persons.
- 5.8 If the Customer believes that any User Security Details are or are likely to be used in an unauthorised way, the Customer must inform Transcomm immediately. The Customer must not change or attempt to change a user-name without Transcomm's prior agreement.
- 5.9 Transcomm does not guarantee the security of the Service against unauthorised or unlawful access or use. If Transcomm believes there is or is likely to be a breach of security or misuse of the Service Transcomm may:
- (a) change and/or suspend the User Security Details (and notify the Customer that it has done this); or
 - (b) require the Customer to change the User Security Details.

6. DEFINITIONS

In this Service Schedule the following terms, in addition to those stated in clause 1 of the Conditions, have the meanings shown next to them.

"ADSL Broadband"	Means an Asymmetric Digital Subscriber Line, a technology used to deliver broadband Internet.
"Closed User Group"	means the groups within the Service and the Network which determine who the User can send or receive information from
"Internet" .	Means the global data network comprising interconnected networks using the TCP/IP protocol suite
"IP"	Means Internet Protocol a series of protocols known as TCP/IP
"User Security Details"	any IDs, user names, personal identification numbers and passwords.