

POLICY

Notice to Small Business Customers

Landall Services Limited

17/09/2025



Small Business Customers

This notice applies to businesses and not for profit organisations for which no more than 10 individuals work (whether as employees, volunteers (except in relation to not-for-profit entities) or otherwise) who receive telecommunication services regulated by Ofcom (“Eligible Customers”)

UK telecoms laws and regulations (such as the General Conditions of Entitlement (General Conditions) and Communications Act 2003) offer certain protections, some of which can be waived by Eligible Customers. The purpose of this notice is to inform you, as an Eligible Customer, of the rights which we are asking you to waive, so that you can make an informed decision before entering into your contract with us.

Waived Rights

Contract Summary and Information

Before Eligible Customers are bound to a contract for electronic communications services they have a right to receive:

1. Contract information setting out details of their rights, remedies and key contract terms. This information must be provided in a form such as email that allows the Eligible Customer to store it for future reference; and
2. A contract summary in the form prescribed by regulation (as found here <https://www.legislation.gov.uk/eur/2019/2243/annex>),

which both form part of the agreement between the Eligible Customer and provider.

Whilst you will be waiving your rights in relation to the above, you can still find all of the relevant information on your order form, in our terms and conditions and on our website or ask your account manager.

Term and Termination

Contracts should not have a minimum commitment period of longer than 24 months and should not be automatically extended where a customer purchases additional services under that contract unless they have provided express consent.

Before entering your contract with us please ensure you are happy with the length of your minimum commitment period and the conditions under which the term of your contract can be extended. If you have any questions relating to the duration and termination conditions for your contract please contact your account manager.

Usage Notifications

Providers must notify Eligible Customers when a service which is billed on the basis of time or volume has been fully consumed. This notification must include information on any usage charges that the Eligible Customer will incur if they continue to use the relevant service.

Once you have fully consumed your allowance, you can speak to your account manager who can provide details of any charges that will apply to continued use of the relevant service.

Bundles

Some of the rights which Eligible Customers have under the General Conditions, which usually apply only to communications services such as internet access and mobile, are extended to services such as software, equipment and content services (“Bundled Services”). This includes, for example:

- Including information on Bundled Services in contract summary and contract information documents;
- Allowing termination for all Bundled Services when a right of exit arises due to an amendment to the contract;
- Enabling termination of contracts for Bundled Services on 30 days’ notice after the minimum term has ended;
- Providing information in relation to the migration of Bundled Services to other providers; and
- Limiting compensation payable in relation to Bundled Services where a contract is terminated before the end of the minimum term.

Whilst we are committed to protecting your rights in relation to the communications services we provide, waiving rights in relation to Bundled Services enables us to reflect the terms in our supplier contracts and offer you increased flexibility in how you purchase services from us.

If you do not wish to waive any of the above rights please speak to your account manager who will be able to discuss the impact this will have on your contract with us.

You can find full details of the General Conditions and the protections it contains for Small Business Customers here: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-competition-regulation/general-conditions-of-entitlement>