

Andrews & Arnold Ltd

Schedule: SIMs and mobile services

Version 1.0

Schedule: SIM cards and mobile services

1. Applicability

- 1.1. This schedule applies in full to our SIMs which enable you to connect them to a voice service of your choice.
- 1.2. Clause 2 and 5 apply to all our SIM cards.

The connectivity element of our data SIM cards is covered by the connectivity schedule.

2. No guarantee of coverage

- 2.1. You agree that you have checked the service in question is suitable for your use, in particular as to supported countries and networks.
- 2.2. We cannot, and do not, guarantee coverage, or suitability for use, in any particular place.

We offer a choice of different types of SIM cards, some of which are able to roam to other networks in order to provide extra coverage, but these are normally more expensive. See our web site for details.

3. Billing limits (Voice SIMs)

- 3.1. If you are not a communications provider and subscribe to our mobile services (being services for the purpose of communicating with others, or accessing data, by mobile phone) you may:
 - 3.1.1. at the point you enter into this agreement, specify a limit on the amount we may charge you for provision of the mobile service in

respect of each billing period;
and

- 3.1.2. at any time, on reasonable notice to us:

- 3.1.2.1. specify a billing limit if you have not currently specified one; or

- 3.1.2.2. amend or remove a billing limit.

- 3.2. You agree to do this by adjusting the “Monthly Limit” on the relevant pages of your online account.
- 3.3. If you have specified a limit and you reach that limit, we will attempt to stop usage when you reach that limit. You will need to adjust the limit through your online account if you wish to continue to use the service.
- 3.4. If you change the limit, the limit will remain at that level until you change it again.
- 3.5. The billing limits apply to total of voice, SMS, and data usage, in each case both sent and received, as part of the SIP2SIM service and do not include charges made for connected services (whether provided by us or a third party).

4. Connected services

The way SIP2SIM works is that calls are passed to/from your device as if your device was a SIP handset, and as such it needs to be configured to work with a suitable VoIP service (which could be your own VoIP equipment if you wish). SMS is handled in a similar way working with a web based form. Mobile data is provided as an Internet connection (NAT IPv4) service for your mobile.

- 4.1. You are responsible for configuring the SIP2SIM service to make use of

any connected VoIP telephony or SMS services. We provide independent compatible VoIP and SMS services than can link to your SIP2SIM service if you require.

element, and not to the VoIP service call charges.

- 4.2. If you use a third party provider, you must ensure that you have permission to enter authentication details for the third party service into our system, including username and password credentials. We will take all reasonable steps to ensure these are kept secure.
- 4.3. We do not guarantee that our service will be compatible with any specific third party services. We do guarantee it will work with our VoIP and SMS services.

In practice, the SIP2SIM services works with a wide range of VoIP providers.

5. Prices

- 5.1. Our prices are detailed on our website. These can depend on the network to which your SIM has roamed, and the country in which you are using the service. They apply for all data as well as calls and texts both sent and received.

It is important to realise that SIP2SIM pricing for calls and text are on top of any connected voice or text service which you use. These charges are for “airtime” for calls and texts both to and from your mobile device. If using a VoIP service, then the VoIP service charges are charged by the VoIP provider separately from charges we make for SIP2SIM.

The same is true for billing limits; these apply to the “airtime”