

plan.com communication services

CONTRACT SUMMARY



Company name:

Address:

Telephone:

Quote ID:

Generated:

Plan Communications Limited

No.5 Victoria Street,

Douglas, Isle of Man,

IM1 2LR

Registered in the Isle of Man

Registered Number 010273V

Tel: +44(0)3300 88 18 18

Email: help@plan.com

This contract summary provides the main elements of this service offer as required by EU law*. It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

SERVICES AND EQUIPMENT

Unless expressly listed above, any equipment associated with the 'services ordered' will be provided by INTEGRATED MARKETING CONSULTANTS LTD. As such, the provision of equipment, and any associated Terms and Conditions, guarantees or liabilities do not reside with plan.com.

Fair Use Thresholds apply to our unlimited data, call and text allowances, as well as to any relevant domestic allowances used in Europe. We also apply a Fair Use Threshold while roaming because our tariffs and bolt-ons are not intended for users roaming on a permanent or semi-permanent basis. How data limits and speed may impact your service and our Fair Use Thresholds go here: <https://guides.plan.com/fair-usage>

PRICE

More information about the allowances included with our tariffs and bolt-ons, along with pricing information relating to charges incurred by usage that is not included in our tariffs and bolt-ons, can be found on our guides site: <https://guides.plan.com/pricing>

DURATION, RENEWAL AND TERMINATION

At the end of the Minimum Term, if the contract is not renewed or terminated, plan.com will continue to provide the Service(s) and all monthly and/or additional charges will continue to be invoiced and charged in the same manner as during the Service Term.

At any time before or after the expiry of a Minimum Term, the Customer and plan.com may agree a renewal or extension of the Minimum Term, in which case any new Minimum Term agreed as part of that renewal or extension will apply as the Minimum Term from the date the renewal or extension comes into effect. If the provision of a Service terminates before the end of its Minimum Term, the Customer may be required to pay an Early Termination Charge.

FEATURES FOR END USERS WITH DISABILITIES

plan.com offers a number of support services for people who require additional accessibility options. These include alternative formats for contracts and bills, free directory assistance by calling BT Directory Assistance on 195, Relay UK translates text to voice, and voice to text, EmergencySMS is a UK-wide service that lets deaf, hard of hearing, and speech-impaired people send a text message to 999 emergency services, and a Telephone Fault Priority Service. We also provide a UK emergency video relay service to provide sign language interaction via 999bsl.co.uk

All defined terms are as set out in the General Terms and Conditions

*Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36)