

Date: Friday 11th November

We'll be changing our terms and conditions from 1st January 2012

We'd like to hereby give notice that from **1st January 2012** you'll be moved to our Conditions for Communication Services reference UN001.4.2. This latest update has been made to reflect changes to our business, new regulatory obligations and industry best practice. You can view the new Conditions for Communication Services at <http://gbc.gamma.co.uk/legal> or request a copy through your Customer Development Manager. Below is a summary of the changes:

Clause	Previous wording	New wording
10.4	We will send you your first invoice at the beginning of the month after the Services commence and thereafter on a monthly basis, but we shall be entitled to send you an invoice at a different time, which you shall pay in each case in accordance with paragraph 10.7. We will send all invoices and other correspondence to the address set out in the Service Agreement or otherwise the address you ask us to. We will show on the invoice which charges are payable in advance or in arrears, as referred to in paragraph 10.5. We will include all charges on the next invoice where possible, and in any event as soon as we can.	We will send you your first invoice at the beginning of the month after the Services commence and thereafter on a monthly basis, but we shall be entitled to send you an invoice at a different time, which you shall pay in each case in accordance with paragraph 10.7. We will send all invoices and other correspondence to the address set out in the Service Agreement or otherwise the address you ask us to. We will show on the invoice which charges are payable in advance or in arrears, as referred to in paragraph 10.5. We will include all charges on the next invoice where possible, and in any event as soon as we can. Invoices shall be deemed to have been accepted by you if you do not present a written objection, identifying clearly the disputed invoice and the reasons why it is challenged, to us within six (6) months of the date of the invoice. If such objection is made we shall both make all reasonable efforts to resolve such dispute promptly. Provided you comply with these requirements in presenting your objection, if we fail to respond to that objection within thirty (30) days after its receipt by us, the objection will be deemed to have been accepted by us. We will accordingly amend the relevant invoice either with an appropriate credit to you or you shall be liable to pay the balance (if any) of the amended invoice within seven (7) days of its receipt by you.
10.8(d)	n/a	(d) Unless otherwise agreed with you in writing all call costs in our Tariff are displayed in pence per minute. All billing is per second, call durations are measured up to the whole second and the call charges rounded up to a penny.
10.8(e)	n/a	(e) Inbound bundles include calls which terminate to landlines only. Should you terminate your calls to a mobile or international number than standard call charges will apply and are available on request.
10.14	We reserve the right to make a nominal monthly charge for paper itemised billing; our basic online billing is provided as standard to all customers free of charge. We also reserve the right to apply a £5 per month minimum charge if your monthly invoice would be less than £5.	We reserve the right to make a nominal monthly charge for paper itemised billing; our basic online billing is provided as standard to all customers free of charge. We also reserve the right to apply a £20 per month minimum charge if your monthly invoice would be less than £20.
18.5	n/a	18.5 Clause 18.4 shall not apply to you if: 1) your business meets criteria as defined by Ofcom which would classify you as a residential or small business Customer and 2) your contract commenced no earlier than 1 st January 2011 unless you have opted in to the automatic contract renewal at the point of placing your order by ticking the applicable box on the Service Agreement. For the avoidance of doubt, should you not tick this box and your company does not meet the Ofcom criteria which would classify your company as residential or small business then failing to tick this box will not remove you from the automatic contract renewal and clause 18.4 will apply.
30 Definitions	"Tariff" means our tariff referred to in the Service Agreement and Order Schedules and as amended from time to time under paragraph 19.2 above	"Tariff" means our tariff referred to in the Service Agreement and Order Schedules and as amended from time to time under paragraph 19.2 above. For the avoidance of doubt, any tariff sheet provided by you is not a valid Tariff.