



BOSS Connect Ltd Supplementary Terms

Mobile Services

1. Application

These Supplementary Terms apply where BOSS Connect supplies business mobile voice, messaging, data, SIM, eSIM, handset and roaming services to the Customer. They operate alongside the BOSS Connect General Terms and Conditions and any applicable order, proposal, service schedule or statement of work.

If there is a conflict, the order or proposal takes priority first, then these Supplementary Terms, then the General Terms and Conditions, unless the parties expressly agree otherwise in writing.

Terms defined in the General Terms and Conditions have the same meaning in these Supplementary Terms unless a different meaning is given below.

2. Service Description

Mobile Services may include SIMs or eSIMs, mobile numbers, voice calls, messaging, mobile data, voicemail, emergency calling, roaming, charge caps, bundles, bolt-ons, handsets, online billing and support as described in the order.

Services are provided using underlying mobile network operators and roaming partners. Coverage, speed, features and availability depend on location, device, network conditions, roaming partner capability, building structure and maintenance.

BOSS Connect does not guarantee uninterrupted service, coverage in all locations, data speed, roaming availability or compatibility with all devices.

3. Term, Renewal and Activation

The Agreement starts on the Commencement Date. The Minimum Term starts on activation or the Ready for Service date unless the order states otherwise.

The duration of any renewal or additional term will be as stated in the order. Where no fixed renewal applies, the Service continues after the Minimum Term until terminated in accordance with the Agreement.

BOSS Connect may delay processing an order where regulations give the Customer a cancellation period unless the Customer asks BOSS Connect to proceed earlier where legally permitted.

4. SIMs, eSIMs, Numbers and Devices

SIMs, eSIM profiles and mobile numbers remain the property of BOSS Connect or its supplier and are allocated for use during the Agreement only.

The Customer must use SIMs only in approved devices and must not use them in GSM gateways, call routing equipment, fixed cellular terminals or other unsupported devices without written consent.

The Customer must keep SIMs, devices, PINs, passwords and portals secure and must notify BOSS Connect immediately if any SIM or device is lost, stolen, damaged or suspected of misuse.

The Customer is liable for all charges incurred up to the time BOSS Connect receives notice and has had a reasonable opportunity to suspend the affected SIM or service.

5. Calls, Data, Bundles, Bolt-Ons and Charge Caps

Bundles and allowances apply only to the call, message, data, destination and usage types stated in the order or tariff. Out-of-bundle usage is chargeable.

Fair usage may apply to unlimited or inclusive services. BOSS Connect may restrict, suspend or charge for usage that exceeds fair use or appears abnormal, fraudulent or harmful.

Roaming, international calls, premium rate numbers, non-geographic numbers, directory services, short codes and other variable-cost services may be charged at different rates and may change at short notice due to supplier pricing.

Charge caps are not guaranteed real-time controls. Charges may exceed a cap because usage records can be delayed, particularly for roaming or third-party network use.

Automatic top-ups, bolt-ons and additional allowances are chargeable as stated in the order or tariff.

6. Roaming and International Use

Roaming is available only where network agreements exist and the Customer has the required roaming service or bolt-on enabled.

Roaming services are supplied by third-party networks. BOSS Connect is not responsible for their coverage, quality, features, speeds, billing delays or availability.

Using Services outside the UK may involve Personal Data being processed by overseas network operators. Different legal and security standards may apply depending on the country.

The Customer must comply with laws and restrictions in the country where Services are used.

7. Acceptable Use

The Customer must not use the Services for nuisance calls, unlawful marketing, fraud, artificial inflation of traffic, harassment, abusive content, copyright infringement, malware distribution, network attacks or any illegal activity.

The Customer must not use the Services to route traffic for another provider, operate a GSM gateway, send spam, spoof identity, access restricted systems or compromise network security.

The Customer must not allow underage users to access age-restricted services or show age-restricted content to anyone who is not legally permitted to view it.

8. Handsets and Equipment

Where BOSS Connect supplies handsets or devices, the sale or rental terms will be stated in the order. Risk passes on delivery and ownership passes only when paid for in full unless the device is rented or leased.

Manufacturer warranties apply where transferable. BOSS Connect may assist with warranty returns but does not provide a wider warranty than it receives from the manufacturer or supplier.

If the Agreement ends before device payments are complete, all remaining device charges, subsidies or discounts become payable immediately.

Returns of devices are allowed only where BOSS Connect agrees in writing or where required by law. Devices must be returned complete, reset, unlocked, undamaged and suitably packaged.

9. Porting

BOSS Connect will use reasonable endeavours to port numbers into or away from the Services where requested and where technically and contractually possible.

Porting depends on accurate information, PAC or other authorisation codes, gaining and losing provider processes, network rules and regulatory requirements.

The Customer remains liable for charges until porting completes, and for any early termination or outstanding charges that apply.

Once BOSS Connect issues a PAC or equivalent code, the Customer is responsible for giving it to the gaining provider within the required validity period.

10. Toll Fraud, Loss and Misuse

The Customer is responsible for preventing toll fraud, SIM misuse and unauthorised use.

The Customer must use secure PINs and passwords, avoid default credentials, manage leavers, keep devices secure, apply device security updates and follow manufacturer security guidance.

BOSS Connect may suspend Services immediately if it suspects fraud, unusual usage, loss, theft, misuse, excessive usage, charge cap breach or network risk.

The Customer must pay all charges resulting from use of SIMs, devices and numbers, including unauthorised use, unless caused directly by BOSS Connect's negligence after BOSS Connect had responsibility for the relevant control.

11. Charges and Early Termination

Set-up and device charges may be invoiced from order acceptance. Recurring charges are invoiced in advance. Usage charges are invoiced in arrears and may appear several months later, especially roaming usage.

Charges are calculated from records produced by or for BOSS Connect, subject to demonstrable error.

Early termination charges may include remaining recurring charges, device balances, setup discounts, subsidies, contributions, bolt-on commitments, supplier charges and tariff termination charges.

Removing a bolt-on before the end of its commitment may trigger early termination or repayment charges.

12. Emergency Calls and Emergency Video Relay

Voice emergency calls may be available when the mobile network and device support them, but availability depends on coverage, battery, device condition, SIM status and network conditions.

Emergency video relay services depend on compatible devices, data availability, application access and data connectivity and may not be available if Services are suspended or charge caps are exceeded.

The Customer should ensure users understand the limitations of mobile, data and roaming emergency access.

13. Service Schedule

Mobile voice enables users to make and receive calls where network coverage is available.

Messaging services may include SMS, voicemail and other supported messages.

Mobile data provides access to internet-based services using compatible devices and network coverage.

Support is provided through the support channels notified by BOSS Connect and does not include general handset training or onsite support unless expressly agreed.

Document Control

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Issue	1.0
Status	Draft for legal review
Prepared for	BOSS Connect
Notes	Completely redrafted supplementary terms for mobile services.