

Effective Date: 05 March 2025

Company: Fidelis Plus Ltd

Registered Address: 71–75 Shelton Street, London, WC2H 9JQ

Company No.: 16295218

Website: www.fidelisplus.com

Email: hello@fidelisplus.com

These General Terms of Service (“Terms”) apply to all services provided by Fidelis Plus Ltd (“Fidelis Plus”, “we”, “us”, “our”) to business clients (“you”, “your”, “Customer”), whether ordered online, via email, or through a signed agreement.

By engaging our services, you agree to be bound by these Terms.

1. Scope of Services

1.1. These Terms apply to all telecommunications and IT-related services offered by Fidelis Plus Ltd, including but not limited to:

- Hosted VoIP solutions
- Business broadband and leased lines
- Mobile and IoT SIM plans
- Installation and support services
- Licensing and hardware supply

1.2. Specific terms may be further detailed in service orders, statements of work (SOW), or other written agreements.

2. Service Orders and Contract Term

2.1. Services will commence upon written acceptance of a quotation or order form, or upon service activation, whichever comes first.

2.2. Unless stated otherwise, services are contracted for a **minimum term** (e.g. 12 or 24 months) as stated in the order confirmation.

2.3. The contract will automatically renew on a rolling monthly basis unless cancelled in writing with at least **30 days’ notice** prior to the end of the term.

3. Fees, Billing, and Payment

3.1. All charges are subject to VAT at the prevailing rate.

3.2. Invoices are issued monthly or in accordance with the agreed billing cycle.

3.3. Payment is due upon receipt of invoice, unless otherwise agreed in writing.

3.4. We reserve the right to suspend or terminate services for overdue payments, and late payments may incur interest at **8% above the Bank of England base rate**, plus statutory debt recovery costs.

4. Customer Responsibilities

4.1. You shall:

- Provide accurate information during service setup;
- Ensure your internal infrastructure (e.g. routers, cabling, power) is suitable for service delivery;
- Not misuse services or use them for unlawful purposes;
- Maintain the security of access credentials and notify us immediately of any breaches.

4.2. You are responsible for ensuring appropriate backup and data protection within your organisation.

5. Service Availability and Support

5.1. We aim to provide reliable and continuous service, but no service can be guaranteed as 100% fault-free.

5.2. Support hours are 08:30–17:00 Monday to Friday, excluding UK public holidays.

5.3. Planned maintenance will be scheduled outside of business hours where possible, with reasonable notice.

6. Faults and Repairs

6.1. Faults should be reported via our support portal or by calling 020 7661 7900.

6.2. We will use reasonable efforts to resolve faults within the timeframes set out in the applicable SLA (where available).

6.3. We are not responsible for faults caused by third-party equipment or network issues beyond our control.

7. Service Suspension and Termination

7.1. We may suspend or terminate your service without liability if:

- You breach these Terms or misuse our services;
- Payment remains outstanding for more than 30 days;
- Required third-party services are withdrawn or terminated.

7.2. You may cancel services by providing **written notice**, subject to any minimum contract terms and early termination charges.

8. Intellectual Property and Confidentiality

8.1. All intellectual property rights in our materials, documentation, or software remain the property of Fidelis Plus Ltd or its licensors.

8.2. Both parties agree to keep confidential any information obtained in connection with these Terms that is reasonably understood to be confidential.

9. Limitation of Liability

9.1. We shall not be liable for indirect, consequential, or economic losses, including loss of profit, data, or business opportunity.

9.2. Our total liability under these Terms shall not exceed the total amount paid by you for the services during the **previous 12 months**.

9.3. Nothing in these Terms limits liability for death, personal injury, or fraud.

10. Force Majeure

We are not liable for delays or failures in performance caused by circumstances beyond our reasonable control, including acts of God, network outages, strikes, or governmental actions.

11. Data Protection

We will process your personal data in accordance with the **UK GDPR** and our [Privacy Policy](#).

12. Amendments

We may update these Terms from time to time. The most current version will always be available at <https://www.fidelisplus.com/service-terms-and-conditions/>.

13. Governing Law and Jurisdiction

These Terms are governed by the laws of **England and Wales**. Any disputes shall be subject to the **exclusive jurisdiction of the English courts**.

14. Contact Us

If you have any questions about these Terms, please contact us:

Fidelis Plus Ltd

71–75 Shelton Street, London, WC2H 9JQ

Email: hello@fidelisplus.com

Website: www.fidelisplus.com