

The SIM Warehouse

Business Terms & Conditions

B2B mobile SIM, data SIM, mobile broadband, number porting and related services.

These Customer Terms & Conditions set out the terms on which The SIM Warehouse provides, arranges, resells or supports business mobile telecommunications services. They should be read with the Customer's Order, quotation, tariff schedule, pricing guide, promotional terms, sales confirmation and any applicable network-specific terms for O2, Vodafone, EE or another network provider. Together those documents form the Agreement.

1. Key information summary

Topic	Summary
Your Agreement	These Terms & Conditions, your Order, quotation, pricing guide, promotional terms, service schedule and applicable network-specific terms.
Contract Length & Early Termination	The minimum term is shown on the Order. Early termination charges may apply if services end before the Minimum Term.
Charges & Payments	The Customer is responsible for monthly charges, usage, roaming, equipment, administration, delivery and other agreed charges.
Payment Methods	Payments are normally collected by Direct Debit or another approved recurring payment method.
Restrictions Following Non-Payment	Where restrictions are applied for non-payment, restoration may take up to 24 working hours after cleared payment is received.
Credit Checks & Security Deposits	Credit checks may apply. For five or more connections, or where financial risk is identified, a refundable security deposit may be required.
Network Availability	Services operate across O2, Vodafone, EE and/or other wholesale networks and depend on coverage, compatible devices and network availability.
Promotional Offers	Half Price and Switch & Save offers are subject to eligibility, offer terms, eligible ports only, fair usage and network-specific conditions.

This summary is for convenience only. If it conflicts with the full Terms & Conditions, the full Terms & Conditions apply.

2. Definitions

Term	Meaning
Agreement	The contract comprising these Terms & Conditions, the accepted Order, quotation, pricing guide, promotional terms, network-specific terms and any service schedule.
Customer / You	The business, company, sole trader, partnership, charity or organisation purchasing or using the

	Services.
Services	Business mobile telecommunications services including SIM-only tariffs, data SIMs, eSIMs, mobile broadband, hardware, connectivity, account management and related services.
Order	Any quotation, proposal, order form, electronic acceptance, recorded/verbal agreement or sales confirmation accepted by The SIM Warehouse.
Minimum Term	The minimum contractual period stated within the Order.
Service Start Date	The date the service becomes active, ports successfully or is otherwise made available.
Network Provider	O2, Vodafone, EE or any other wholesale network or supplier used by The SIM Warehouse.

3. Scope of services

The SIM Warehouse may supply, manage, resell or support business mobile telecommunications services including:

- Business mobile SIM-only tariffs
- Mobile voice and data services
- Data-only SIMs, eSIMs and mobile broadband
- 4G/5G backup SIMs and router-based connectivity
- Number porting, PAC/STAC support and migrations
- Account management, tariff reviews and mobile advisory support
- Mobile hardware, SIM cards, routers and accessories
- Services across O2, Vodafone, EE and/or other networks

4. Authority to order

By placing an Order, the person accepting confirms they have authority to act on behalf of the Customer. The Customer authorises The SIM Warehouse to arrange connections, submit number ports, request PAC/STAC or migration information where applicable, liaise with existing providers, migrate services and take reasonable steps required to fulfil the Order. The Customer remains responsible for checking existing contractual obligations, notice periods, early termination charges, locked devices, handset finance and any services linked to the numbers being moved.

5. Order acceptance and service availability

All Orders are subject to acceptance by The SIM Warehouse, supplier/network acceptance, service availability, satisfactory credit checks, fraud checks, identity/authority checks, address validation, stock availability and technical checks. Activation dates, delivery dates and port dates are estimates only and may be affected by factors outside The SIM Warehouse's reasonable control. Monthly charges may start from the Service Start Date even if the Customer has not yet used the Service.

6. Contract term

The Minimum Term for each Service is shown on the Customer's Order and commences on the Service Start Date. After the Minimum Term, services may continue on a rolling monthly basis unless otherwise

agreed or terminated in accordance with these Terms & Conditions. Renewal or out-of-contract pricing may apply where notified or set out in the Agreement. Cancelling a Direct Debit does not cancel a Service or the Agreement.

7. Charges, billing and payment

The Customer agrees to pay all recurring subscription charges, out-of-bundle usage, roaming, international usage, premium-rate services, non-geographic calls, equipment charges, delivery, replacement SIM/eSIM, administration, regrade, cease/disconnection and any other charges that apply to the chosen Services. Unless stated otherwise, prices are exclusive of VAT. Services may be billed monthly in advance, with usage billed in arrears. First and final invoices may include pro-rata charges. Payments are normally collected by Direct Debit or another approved recurring payment method. If payment fails, is cancelled or is late, The SIM Warehouse may restrict or suspend Services until the outstanding balance is cleared. Billing disputes should be raised promptly and any undisputed amount must be paid by the due date.

8. Credit checks, security deposits and financial risk

The SIM Warehouse may carry out credit checks before accepting an Order or activating Services. Where the Customer requests five or more mobile connections, or where The SIM Warehouse reasonably considers there to be increased financial risk, the Customer may be required to successfully complete a credit assessment, provide satisfactory financial information and/or pay a refundable security deposit equivalent to one month's recurring line rental for each connection before activation. Any security deposit may be applied against outstanding balances where payment is not received. The SIM Warehouse may waive or vary these requirements at its discretion.

9. Recovery of outstanding balances

Where payment remains outstanding after reasonable attempts to obtain payment, The SIM Warehouse may refer the balance to an authorised third-party debt recovery agency, solicitor or other professional adviser. The Customer remains responsible for all outstanding charges and any reasonable recovery costs recoverable by law.

10. Price changes and out-of-bundle charges

Where permitted by law or regulation, The SIM Warehouse may amend prices to reflect changes in taxation, VAT, wholesale costs, regulatory charges, supplier/network charges, operational costs or agreed contractual price reviews. Customers will be notified where required. Where stated within the tariff, pricing guide or Order, out-of-bundle call, text, data and other usage charges may be reviewed periodically. Unless otherwise stated in the Customer's Agreement, applicable out-of-bundle charges may increase by 10% each January. Updated charges will be published in the applicable Pricing Guide and will apply from the effective date of the revised pricing. Any scheduled increase to a core monthly charge will be handled in line with applicable telecoms rules.

11. Customer responsibilities

The Customer must:

- maintain accurate account, billing, user, address, authorised-contact and emergency contact information
- ensure Orders and account changes are requested only by authorised individuals

- protect SIM cards, eSIM QR codes, devices, routers, passwords and account credentials
- promptly report lost or stolen SIMs, devices, suspected fraud, abnormal usage or account compromise
- use Services lawfully and in line with the Acceptable Use & Fair Usage Policy
- check coverage, device compatibility and business-critical requirements before relying on a Service
- pay invoices by the due date and maintain a valid payment method
- obtain any internal business approvals required for staff, field-worker, driver, shared-device or remote-worker use

12. Equipment, SIMs and eSIMs

Any handset, SIM card, eSIM, router or other equipment supplied remains subject to the terms agreed at the point of sale. Equipment may be purchased, rented, loaned, subsidised, returnable or otherwise provided as part of a Service. The Customer must keep equipment in good condition and may be charged for missing, damaged, locked, tampered-with, incomplete or unreturned equipment. Replacement SIMs, eSIM reprovisioning and delivery may be chargeable.

13. Mobile services, coverage and network restrictions

Mobile Services are provided across O2, Vodafone, EE and/or other wholesale networks. Coverage, signal strength, data speeds and service availability depend on location, indoor conditions, building materials, network congestion, compatible devices, SIM/eSIM compatibility, fair usage and the relevant Network Provider. Coverage checks are indicative and do not guarantee indoor coverage or uninterrupted service. To help protect Customers from unexpected charges and inappropriate content, restrictions may be applied to new mobile connections by default, including Adult Content Bar, Premium Rate Call Bar, Premium SMS Bar, Adult SMS Bar and other network restrictions applied by the relevant Network Provider. Customers wishing to remove or amend restrictions should contact Customer Services. Removal remains subject to network policies and verification procedures.

14. Tariff changes

Where a Customer requests a tariff change during an existing Minimum Term, available options will be those published by The SIM Warehouse and/or the relevant Network Provider at the time of request. Unless otherwise agreed in writing, a £30.00 administration charge may apply to tariff changes requested during the Minimum Term. The SIM Warehouse may waive this charge for promotional offers or exceptional circumstances. A tariff change may involve a new minimum term, different pricing, different allowances or network acceptance.

15. Roaming, international and out-of-bundle use

Roaming, international, premium-rate, non-geographic and out-of-bundle usage may create additional charges. The Customer is responsible for all usage on its SIMs, including employee, contractor, shared-device and unauthorised usage unless caused directly by The SIM Warehouse's negligence. Roaming included within a tariff is intended for periodic travel and temporary use abroad and must not be used on a permanent or semi-permanent basis outside the United Kingdom. Overseas network usage data may be delayed, so spend caps, bill limits, bars and alerts may not apply in real time.

16. Acceptable use, fair usage and mobile misuse

Unlimited tariffs, inclusive allowances, roaming services and promotional offers remain subject to the Fair Usage Policies of the relevant Network Provider. Regular domestic data usage exceeding 650GB per month on an Unlimited Data tariff may be considered excessive and may result in contact, investigation, migration to a more suitable tariff, restrictions or other action in accordance with the applicable policy. Tethering is intended for reasonable business use; regular tethering to 12 or more devices may be treated as outside normal commercial use. Prohibited or misused services include fraudulent, abusive or unlawful activity; spam, phishing or nuisance communications; unauthorised access to systems or networks; SIM gateway use; automated calls/texts/data traffic; activity intended to avoid network charging rules; or any activity that negatively affects the network or other customers. Where Mobile Misuse is suspected, The SIM Warehouse or the Network Provider may apply usage restrictions or call barring, suspend or terminate the Service, remove promotional pricing or allowances, recover additional charges and report suspected unlawful activity where required. Usage identified as Mobile Misuse may fall outside any spend cap, bill limit or usage allowance.

17. Switching, PAC/STAC and number porting

Mobile switching may require PAC or STAC codes, account checks, SIM replacement, device compatibility checks, unlocking, coverage checks and coordination of port dates. Number porting can fail or be delayed where details do not match, the number is inactive, the losing provider rejects the port, the PAC/STAC has expired, there are account restrictions, the number is part of a block/range, or supplier systems are unavailable. The Customer should not cancel an existing number/service before checking the porting process, because cancelling too early may risk losing the number. Switch & Save applies only to eligible number ports and excludes internal ports unless expressly stated.

18. Suspension and restrictions

The SIM Warehouse may suspend, restrict, bar, cap or disconnect Services where necessary for maintenance, security, legal/regulatory reasons, emergency services, network protection, supplier instruction, suspected fraud or misuse, breach of contract, late or failed payment, exceeded credit limit, cancelled Direct Debit, abusive behaviour or abnormal usage. Suspension does not end the Agreement and recurring charges may continue. Where restrictions are applied due to non-payment, restrictions will only be removed after cleared payment has been received and full restoration may take up to 24 working hours. The SIM Warehouse is not liable for delays caused by Network Provider provisioning systems.

19. Cancellation before service start

Cancellation rights depend on the Service ordered and the stage reached in the provisioning process. Charges may apply where network costs, equipment costs, porting costs, delivery costs or administrative charges have already been incurred. Statutory consumer cooling-off rights will not usually apply to Services purchased for business use.

20. Termination by the Customer

Customers may terminate services at the end of the Minimum Term by giving the required notice. Where no notice period is stated, 30 days' written notice will normally apply. Early termination charges apply where services are terminated before the end of the Minimum Term and will normally be calculated using the

agreed monthly recurring charge multiplied by the remaining months of the contract, together with applicable cease, disconnection, unrecovered equipment, subsidy, administration or supplier charges.

21. Termination by The SIM Warehouse

The SIM Warehouse may terminate this Agreement where the Customer materially breaches these Terms & Conditions, repeatedly fails to make payment, fails credit checks, provides false information, abuses staff, misuses Services, acts unlawfully, becomes insolvent or where a Network Provider withdraws the relevant Service.

22. Promotional offers

Half Price promotions are available to new customers only unless expressly stated otherwise. Existing customers, upgrades, renewals and additional connections do not qualify unless specifically stated. Switch & Save is a limited-time offer, applies to eligible number ports only, excludes internal ports, remains subject to Fair Usage Policies and cannot be used with any other offer unless expressly stated. Promotional pricing or benefits may be removed if eligibility criteria are not met, a port fails, a number is later found to be ineligible, or Services are misused.

23. Network-specific terms

Inclusive allowances, roaming, tariff changes, fair usage, traffic management, bars, verification requirements and mobile misuse rules may be subject to O2, Vodafone, EE or other Network Provider terms. Network-specific terms apply in addition to these Terms & Conditions. If there is a conflict, the term most specific to the affected network feature or legal requirement will usually apply.

24. Limitation of liability

Nothing within these Terms excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that cannot legally be excluded. Subject to this, The SIM Warehouse shall not be liable for indirect or consequential loss, loss of profits, revenue, contracts, business, anticipated savings, data or goodwill. Liability shall be limited to the value of charges paid for the affected Service during the three months immediately preceding the event giving rise to the claim unless a different cap is required by law or stated in the relevant Service schedule.

25. Marketing and service communications

The SIM Warehouse may send service updates, billing information, maintenance notices, security alerts, usage notifications, renewal reminders and other communications necessary to administer Services. Marketing communications will be managed in accordance with applicable data protection and electronic marketing legislation.

26. Complaints and ADR

Complaints will be handled in accordance with The SIM Warehouse Complaints Code of Practice. Customers should contact Customer Services in the first instance using the published contact details. Eligible small business customers may have access to an Ofcom-approved Alternative Dispute Resolution scheme if a complaint cannot be resolved or the applicable ADR access period has passed.

27. General

These Terms & Conditions constitute the entire Agreement between the parties alongside the Order, pricing guide, promotional terms, network-specific terms and any service schedule. The Customer may not assign or transfer the Agreement without written consent. The SIM Warehouse may assign, subcontract or transfer parts of the Service or Agreement where reasonable. If any provision is invalid, the remaining provisions remain in force. This Agreement is governed by the laws of England and Wales unless mandatory law provides otherwise.

Contact details

Email: hello@thesimwarehouse.co.uk

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The SIMS Warehouse Limited. Company number: 15013747.

Review note: This is a practical compliance draft, not solicitor-approved legal advice. It should be checked against the live product setup, supplier terms, regulated-provider status and current point-of-sale process before use.