

GENERAL TERMS AND CONDITIONS FOR THE TM2 TEXT MESSAGING SERVICE

1. Text Messaging is generally a reliable service and most messages are delivered within minutes to the recipient, however due to mobile network issues or technical problems, Blue Zinc does not guarantee that any particular text message will be delivered or the time it may take to deliver the message. You will not be charged for messages which are not delivered due to problems with TM2. However you will be charged for any messages which are delivered to a mobile network but cannot be delivered to a handset for a reason outside of our control, for example incorrect code or mobile number.
2. Confirmation emails will be sent to your designated email account for each message sent.
3. Replies to text messages will be sent to your designated email account providing that they are in reply to a message you have sent from TM2. As replies to messages rely on the internet and email accounts, there is no guarantee that replies will be delivered or the time in which this will happen.
4. You agree to pay Blue Zinc the cost of all text messages sent using your account by monthly Direct Debit at the rates noted below, or the current standard text rates. Direct Debits are collected on or around the 15th of each month. Monthly itemised statements are not included in the pricing of TM2 Text. If you require a statement, there will be a small charge to produce this.
5. Blue Zinc IT reserve the right to change the cost per message by giving 1 month's notice by email.
6. To cancel your TM2 Text service, please contact us in writing and we will stop your service on the date you request. You will be billed for any outstanding messages at the following billing date.

CURRENT TEXT MESSAGE PRICING

As of January 2011, TM2 Text is charged per message sent. A message costs,

UK – 8.5p excluding VAT (10.2p including 20.0% VAT)
Republic of Ireland/Euro Zone countries – 8.5c*

If you receive a reply from a mobile, this will be delivered as an email to your specified email address. This service is free of charge.

The cost of a text message to a non-UK/Irish mobile number may cost more and not all countries are supported by the TM2 Text Service. If you require more information on international texts from TM2, please contact the TM2 Support Team.

**Under EU legislation VAT is not charged for the supply of this service but must be accounted for by the customer*