



PROTEC EMERGENCY CALL OUT SERVICE – CONDITIONS OF USE

This Service is for the exclusive use of Customers that hold a Current Live Service Agreement and those who accept our Terms and Conditions of Sale which are available to view at www.protec.co.uk/terms. Each Current Live Service Agreement contains a unique six digit site reference number which will need to be provided to our operator when accessing this Service. It is a condition of use of this Service that all Customers keep their credit account up to date and within the agreed payment terms which are regularly reviewed by the company or have paid in advance in cash or cleared funds.

Contractors and Non-Contract Customers wishing to use this service will be subject to additional surcharge rates prevailing at the time. Such Customers who subsequently enter into a Service Agreement within 90 days of using this emergency call out facility will be eligible for a surcharge rebate. Such surcharge rebate will be credited from any payments due under such subsequent Service Agreements provided any credit account agreed is kept up to date or payment has been made in advance in cash or cleared funds.

Current Live Service Agreement holders will be prioritised at all times over Non-Contract Customers.

Please note that all calls made to this emergency call out service are recorded for training and monitoring purposes.