

## **BNS Loyalty Points Scheme**

BNS Telecom Limited (**Company**) offers a customer loyalty scheme with a view to offering more value to our customers (**Loyalty Points Scheme**). Membership of the Loyalty Points Scheme enables Customers to accrue 'points' through the utilisation of our telecommunications services (**Loyalty Points**). Once sufficient Loyalty Points have been accrued it will be possible to redeem Loyalty Points for goods or vouchers through our dedicated website at [www.bnsrewards.com](http://www.bnsrewards.com). The following terms and conditions (**Conditions**) apply to the Loyalty Points Scheme.

### **1. Membership of the Loyalty Points Scheme**

- (a) To take part in the Loyalty Points Scheme, customers must be registered on the 'Pence Per Minute Loyalty Tariff', the 'Bundled Loyalty Tariff' or such other additional or replacement loyalty tariff made available by the Company.
- (b) A Customer taking part in the Loyalty Points Scheme must be aged 18 years or over and be resident in the UK.
- (c) The name, address or email address for a Customer must be provided for membership of the Loyalty Points Scheme to be registered. If the Customer is not properly registered it will not be possible to redeem Loyalty Points nor will the Customer be eligible for certain offers and promotions.
- (d) Customers claiming goods and vouchers in exchange for Loyalty Points under the Loyalty Points Scheme, acknowledge that where goods or vouchers are to be made available to Customer employees; as the employer, the reporting and payment of income tax, National Insurance Contributions or other similar payments arising as a result of the provision of such goods and vouchers will remain at all time the responsibility of the Customer.
- (e) Where a Customer is in breach of these Conditions, or if the Company (acting reasonably) believe that the Customer has breached these Conditions and/or abused the Loyalty Points Scheme, the Customer's membership of the Loyalty Points Scheme may be terminated without prior notice. The Company reserves the right to take any action deemed necessary where a Customer is found to have abused the Loyalty Points Scheme.
- (f) In addition to paragraph (e) above, the Company reserves the right to (i) discontinue any further promotion or expansion of the Loyalty Points Scheme at any time; (ii) on notice to alter or amend the Conditions of operation of the Loyalty Points Scheme; and (iii) on notice withdraw or cancel membership of the Loyalty Points Scheme and/or Loyalty Points (including the redemption and issue of such) and/or terminate the Loyalty Points Scheme.
- (g) Any changes made to the Condition in respect of the Loyalty Points Scheme will be displayed on our Website at [www.bnsplc.com](http://www.bnsplc.com).

### **2. Collection and Redemption of Loyalty Points**

- (a) Loyalty Points will be awarded to eligible customers on the basis on one Loyalty Point in respect of each £10 (excluding VAT) spent by the Customer in respect of an eligible loyalty tariff as outlined in paragraph 1(a). The level of Loyalty Points awarded in respect of eligible spend can be altered at the discretion of the Company.
- (b) Loyalty Points will be awarded on a monthly basis, and where the monthly spend by a Customer is not divisible by increments of £10, the number of Loyalty Points awarded will be rounded down.
- (c) The Customer acknowledges that Loyalty Points will only accrue where full payment for telecommunications services provided by the Company are received by the Company on time and without deduction.

- (d) Information relating to the goods and vouchers available to Customers under the Loyalty Points Scheme and how Loyalty Points can be redeemed is available at [www.bnsrewards.com](http://www.bnsrewards.com)

### 3. **Operation of the Loyalty Points Scheme**

- (a) The Customer acknowledges that UK local and National calls are each subject to set-up charges of £0.03. Other destinations are subject to set-up charges ranging between £0.089 and £0.89.
- (b) The Customer can opt to leave the Loyalty Points Scheme at any time, provided always that any Loyalty Points accrued or owing and that remain unclaimed by the Customer at the date of cessation will be retained by the Company.
- (c) Where the Customer chooses to change to a tariff for telecommunication services that is not a loyalty tariff, any Loyalty Points accrued or owing and that remain unclaimed by the Customer at such date of change will be retained by the Company.
- (d) The Customer acknowledges that each loyalty tariff is subject to a minimum monthly spend of £25. If the Customer fails to achieve this minimum spend over a period of one month, the Company reserves the right to suspend the Loyalty Points Scheme and reclaim all Loyalty Points that remain unclaimed by the Customer at the date of such suspension.
- (e) In circumstances where the Company has agreed to provide credits and/or discounts in relation to payment for telecommunications services already made and received by the Customer, the Company reserves the right to remove Loyalty Points representing the value of such credits and/or discounts.
- (f) Where a Customer has benefited from the provision of telecommunications (or other) services provided by the Company but has failed to pay for such services, the Company reserves the right to recover Loyalty Points already awarded to the value of such unpaid sums, even in circumstances where such unpaid sums are not directly attributed to a loyalty tariff.
- (g) Where a Customer seeks to cancel the provision of any service element provided by the Company, all Loyalty Points that remain unclaimed at the date of such purported cancellation shall be withdrawn by the Company immediately.
- (h) Loyalty Points have no cash redemption value and other than in relation to goods and vouchers available under the Loyalty Points Scheme, and cannot be exchanged, sold or transferred. If overpayment is made using Loyalty Points, no change or credit will be given.

### 4. **General**

- (a) If any provision in these Conditions is held to be invalid in whole or in part, that part shall be deleted and the validity of the remaining terms shall not be affected.
- (b) These conditions and the Loyalty Points Scheme are subject to the laws of England.