

Immediate Music End User Agreement

We Immedia agree to provide and you “the Customer” (details of which are set out in your application to subscribe) agree to subscribe to the Immediate Music service on the terms set out below and in the attached Terms and Conditions of Service.

1. Services

Immedia agrees to supply the selected Immediate Music service(s) to the Customer’s designated Premises in the United Kingdom (the “Premises”) and to supply for the duration of the Subscription Period the equipment (“the Immediate Music Unit”) necessary to receive the service at the Premises.

2. Immediate Music Channels

You have agreed to subscribe to the Immediate Music Channel(s) specified in your application to subscribe and to rent the Immediate Music Unit from Immedia.

You may change your subscription channel(s) free of charge within the first three months of the Subscription Period and thereafter at any time subject to the payment of an administration fee of £10 per change per channel. Immedia will change your subscription channel within five working days of receipt of your written request to do so.

3. Subscription Period

The Subscription Period shall be a minimum six months from the date of this Agreement as set out in your application to subscribe.

4. Charges

The Customer will install the Immediate Music Unit. The Customer shall pay to Immedia £25 per month per Premises (“Subscription Charges”).

The Customer shall pay the Subscription Charges to Immedia monthly in advance by credit/debit card. Immedia will provide valid VAT invoices by email only for each payment within 14 days of such payments.

5. Change of Business Details

The Immediate Music Unit remains the property of Immedia at all times, and the Customer must notify Immedia in writing immediately of any change of designated Premises, change of broadband provider or contact details. In the event Immedia is not notified of these changes we cannot guarantee the continued delivery of the Immediate Music service or the supply of VAT invoices and other relevant communications and will not be held liable for interruption to these services.

6. Renewal or Cancellation of Subscription

If no notice of cancellation (as set out below) is received by Immedia the Subscription Contract will renew automatically at the end of the Subscription Period until termination whether by the Customer or Immedia.

The Customer may cancel this Agreement a) prior to the end of the Subscription Period by giving one month’s written notice to Immedia and paying to Immedia any unpaid Subscription Charges due in accordance with Clause 11.1(a) of the attached Terms and Conditions of Service or b) at any time after the end of the Subscription Period by giving one month’s written notice to Immedia, in which event the balance of any unused Rental Subscription Charges at the time of cancellation cannot be refunded.

7. Helpdesk

Immedia operates a Helpdesk available on Business Days from 9.00am to 6.00pm GMT which can be contacted on 0845 6301634 and by email to customerservices@immediapl.com. In the event of unexpected interruptions to the service our Customer Services Team will contact you by email in the first instance to advise when the service will resume.

Immedia Broadcast Limited

Registered in England under registration number 3873102

Registered office address: The Old Brewery, The Broadway, Newbury, Berks RG14 1AU