

THE TELECOMS ADVOCATE LTD

WEBSITE TERMS OF USE

Version 2.0

Effective Date: 1 October 2026

Website: www.thetelecomsadvocate.com

Important: These Terms govern use of the Website only. They do not replace any Engagement Agreement, General Terms and Conditions, fee schedule or other client contract entered into with The Telecoms Advocate Ltd.

1. BASIS AND SCOPE OF THESE TERMS

1.1 Purpose

These Website Terms of Use ("Terms") govern access to and use of www.thetelecomsadvocate.com and any pages, forms, downloadable materials, articles, resources or other content made available through it (together, the "Website").

1.2 Acceptance

By using the Website, you agree to comply with these Terms. If you do not agree to them, you should not use the Website.

1.3 Website use is separate from client services

These Terms relate only to use of the Website. They do not govern professional services supplied by The Telecoms Advocate Ltd ("TTA", "we", "us" or "our"). Any professional instruction is governed by the applicable Engagement Agreement, General Terms and Conditions, fee schedule and any matter-specific written agreement.

1.4 Business focus

TTA provides services principally to businesses and organisations in the United Kingdom. The Website may be viewed by other users, but nothing on it constitutes an offer to provide services in a jurisdiction in which TTA does not lawfully operate or to a person or organisation outside TTA's accepted client scope.

2. ABOUT THE TELECOMS ADVOCATE LTD

The Website is operated by The Telecoms Advocate Ltd, a private limited company registered in England and Wales.

Company name	The Telecoms Advocate Ltd
Company number	16694159
Registered office	124-128 City Road, London EC1V 2NX, United Kingdom
VAT registration number	515 3574 95
Email	contact@thetelecomsadvocate.com
Telephone	02031 431390
ICO registration reference	ZC058993

TTA's entry on the Information Commissioner's Office register records its registration for data-protection purposes. It does not amount to certification, endorsement or approval by the ICO of any particular service or processing activity.

3. TTA'S PROFESSIONAL AND REGULATORY STATUS

3.1 Specialist consultancy

TTA is a specialist telecommunications consultancy providing dispute investigation, advisory, evidence-preparation, drafting, negotiation-support, resolution and commercial consultancy services within the scope agreed with each Client.

3.2 Not a firm of solicitors

TTA is not a firm of solicitors and is not regulated by the Solicitors Regulation Authority. TTA does not conduct litigation, exercise rights of audience, issue court proceedings on behalf of a Client, represent Clients in court or undertake other reserved legal activities unless lawfully authorised to do so.

3.3 Regulated or specialist work

Some matters may involve legal, financial, credit, lease, claims-management or other regulated issues. Where an activity requires an authorisation which TTA does not hold, TTA will restrict its role and may recommend or facilitate instruction of an appropriately authorised independent professional.

3.4 No regulated retainer created by Website use

Use of the Website, submission of an enquiry or participation in an initial discussion does not create a solicitor-client, barrister-client or other regulated legal retainer with TTA or with any independent professional referred to on the Website.

3.5 Privilege

Communications sent through the Website or before a formal professional retainer with an authorised legal professional is established are not automatically protected by legal advice privilege or litigation privilege. Users should not assume that an enquiry through the Website is privileged.

4. WEBSITE CONTENT AND GENERAL INFORMATION

4.1 General information only

The Website contains general information, commentary and educational material concerning telecommunications, contracts, dispute resolution, regulation and related commercial matters. It is not tailored to the facts of any particular user or dispute and should not be treated as individual professional advice.

4.2 Legal and regulatory information

The Website may discuss legislation, regulation, case law, ADR schemes, regulator guidance and industry practice. Such material is provided for general information. Law, regulation, guidance and industry practice can change, and the application of any rule depends upon the facts and contractual framework of the particular matter.

4.3 Reasonable care

We take reasonable care in preparing Website content. However, unless expressly stated otherwise in a client engagement, we do not warrant that Website content is complete, error-free, suitable for a particular purpose or current at the precise time it is viewed.

4.4 No effect on client duties

Nothing in this Section limits any duty TTA separately assumes under a signed or otherwise accepted client agreement. Where a user becomes a Client, the applicable client documents govern the professional service supplied.

5. ENQUIRIES AND BECOMING A CLIENT

5.1 Enquiries

A contact form, email, telephone enquiry, consultation request or other preliminary communication is an enquiry only. TTA is not obliged to accept an instruction and may carry out conflict, scope, identity, regulatory, capacity or other appropriate checks before doing so.

5.2 Formation of a client engagement

A professional engagement is created only when the applicable engagement documentation has been accepted and any conditions required to begin work have been satisfied. Website use alone does not create a client relationship, duty to act, duty to monitor a deadline or obligation to reserve capacity.

5.3 Separate service lines

TTA offers more than one type of service. Telecommunications dispute work and commercial contract review, drafting or consultancy work may be governed by different contractual terms. The applicable engagement documentation identifies the service instructed and the terms which apply.

5.4 No authority to bind a user

Nothing submitted through the Website authorises TTA to accept or reject a settlement, admit liability, waive a right, terminate an agreement, make or withhold a payment, commence proceedings or otherwise bind a user or prospective Client.

6. CASE STUDIES, TESTIMONIALS AND OUTCOME INFORMATION

6.1 Past outcomes

The Website may refer to case studies, testimonials, settlements, financial outcomes, liability reductions or other examples of work previously undertaken. Those examples relate to the circumstances and evidence of the particular matter and do not guarantee, predict or promise the outcome of another case.

6.2 Illustrative and anonymised material

Where appropriate, case material may be anonymised, summarised or presented illustratively to protect confidentiality or explain a general point. Any material qualification stated alongside a case study, statistic or outcome forms part of that information.

6.3 Performance figures

Any success rate, aggregate recovery figure, average value, timing information or similar performance measure should be read together with the period, population, methodology and qualifications stated with it. Such figures may change over time and should not be treated as a guarantee of future performance.

7. PERMITTED USE OF THE WEBSITE

7.1 Limited permission

You may access and use the Website for lawful personal, professional or internal business purposes. You may download or print a reasonable number of pages for your own non-commercial reference, provided that you do not remove ownership notices or alter the meaning of the material.

7.2 Prohibited use

You must not use the Website in a way which is unlawful, fraudulent, abusive or which may damage TTA, another person or the operation or security of the Website. In particular, you must not:

- a) attempt to gain unauthorised access to the Website, servers, systems, accounts or data.
- b) introduce malware, malicious code, denial-of-service activity or other harmful technology.
- c) interfere with, disable, overload or circumvent security or access controls.
- d) impersonate another person or misrepresent your identity, authority or affiliation.
- e) use the Website to transmit unlawful, defamatory, threatening, infringing or malicious material.
- f) systematically scrape, harvest, copy or extract Website content by automated means for commercial republication, data aggregation or training of an artificial-intelligence model, except to the extent expressly permitted by law or authorised by us in writing.
- g) frame, mirror or reproduce a substantial part of the Website in a manner which suggests an association with TTA that does not exist.
- h) use Website content to create a competing product or service by reproducing TTA's proprietary materials, methodologies or substantial original content without permission.

8. INTELLECTUAL PROPERTY

8.1 Ownership

Unless expressly stated otherwise, the Website and its original content, including text, articles, graphics, logos, page design, downloadable resources, templates, explanations, case-study presentation and other materials, are owned by or licensed to TTA and are protected by applicable intellectual-property law.

8.2 No transfer of rights

Nothing in these Terms transfers ownership of any intellectual-property right to a Website user. Permission to view, print or download material is a limited permission for the use described in these Terms only.

8.3 Republication and commercial use

You must not republish, sell, license, commercially exploit, modify, adapt, translate, distribute or create a substantial derivative work from Website content without TTA's prior written permission, except where the law permits that use without permission.

8.4 Fair reference and linking

You may make a fair and accurate reference to publicly available Website content and may link to the Website, provided that you do not suggest sponsorship, approval, partnership or endorsement where none exists and do not present the link in a misleading or unlawful context.

9. INFORMATION AND MATERIAL SUBMITTED BY USERS

9.1 Accuracy and authority

If you submit information or documents through the Website, you are responsible for ensuring, so far as reasonably possible, that the information is accurate, not knowingly misleading and that you are entitled to provide it.

9.2 Third-party information

You should not submit personal data, confidential information or documents belonging to another person unless their inclusion is reasonably necessary and you have a lawful basis, authority or other proper right to provide them.

9.3 Sensitive and urgent material

A general Website contact form is not intended to be a secure document repository or emergency communication channel. Unless TTA has requested it, users should avoid submitting highly sensitive, privileged or extensive case material through a general enquiry form. Where appropriate, TTA may provide a secure method for document transfer after an enquiry has been accepted for assessment.

9.4 Operational use of submitted material

By submitting material, you permit TTA to receive, store, review, copy and use it to the extent reasonably necessary to respond to the enquiry, assess whether TTA can assist, manage security and compliance, and meet legal or regulatory obligations. Personal data is handled in accordance with the Privacy Policy.

10. THIRD-PARTY WEBSITES, REGULATORS AND OTHER ORGANISATIONS

10.1 External links

The Website may link to third-party websites, regulators, ADR schemes, legislation, professional advisers, suppliers or other external resources. Links are provided for convenience, context or reference.

10.2 No automatic endorsement

A link, reference or mention does not by itself mean that TTA controls, endorses, approves, represents or is affiliated with the third party. Any specific relationship or referral arrangement will be described where appropriate.

10.3 Third-party content

TTA is not responsible for the availability, security, accuracy, terms, privacy practices or content of a third-party website. Use of a third-party site is governed by that provider's own terms and policies.

11. WEBSITE AVAILABILITY AND SECURITY

11.1 Availability

We may update, suspend, withdraw, restrict or change all or part of the Website for maintenance, security, legal, operational or commercial reasons. We do not guarantee that the Website will always be available, uninterrupted or free from delay.

11.2 Security

We use reasonable technical and organisational measures appropriate to the Website. However, no website or internet transmission can be guaranteed to be completely secure. You are responsible for using appropriate device, browser, network, password and malware protection when accessing the Website.

11.3 Viruses and harmful material

We do not knowingly introduce malicious software and take reasonable steps to protect the Website, but we do not warrant that every page, download or third-party link will always be free from viruses or other harmful components.

12. PRIVACY AND COOKIES

12.1 Privacy Policy

TTA processes personal data obtained through the Website in accordance with its Privacy Policy. The Privacy Policy explains the categories of personal data processed, purposes, lawful bases, retention, sharing, security, individual rights and other information required under applicable UK data-protection law, including the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

12.2 Cookies and similar technologies

The Website may use cookies and similar technologies. Our Cookie Policy explains the technologies used, their purposes and available controls. Where applicable law requires consent for a non-essential cookie or similar technology, it should not be set unless the required consent has been obtained or another lawful exemption applies.

12.3 Relationship between documents

The Privacy Policy and Cookie Policy are separate notices concerning data processing and online tracking. They do not create a professional engagement and do not replace any client contract.

13. LIABILITY FOR WEBSITE USE

13.1 Liabilities which are not excluded

Nothing in these Terms excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability which cannot lawfully be excluded or restricted.

13.2 General Website information

The Website is provided principally as a source of general information and as a means of contacting TTA. To the extent permitted by law, TTA is not responsible for loss arising solely because a user acts or refrains from acting on general Website content without obtaining advice appropriate to that user's particular facts and circumstances.

13.3 Business users

Where you use the Website in the course of business, and subject to any applicable statutory requirement of reasonableness, TTA will not be liable for indirect or consequential loss arising solely from Website use, or for loss of profit, revenue, business opportunity, anticipated saving, goodwill or business data where that category of loss was not reasonably foreseeable as a result of TTA's breach or negligence.

13.4 Consumer users

If you use the Website as a consumer, nothing in these Terms affects any mandatory statutory right available to you. Any exclusion or restriction in these Terms applies only to the extent permitted by consumer law.

13.5 Client services

Liability arising from professional services supplied under a client engagement is governed by the applicable client contract, not by this Section.

14. SUSPENSION OR RESTRICTION OF ACCESS

We may suspend, restrict or block access to the Website where we reasonably believe this is necessary to protect security, investigate misuse, comply with law, protect another person's rights or prevent material disruption. This does not affect rights which have already arisen under a separate client agreement.

15. CHANGES TO THE WEBSITE AND THESE TERMS

15.1 Website changes

We may change Website content, structure, functionality or availability from time to time.

15.2 Changes to these Terms

We may update these Terms to reflect changes in law, regulation, guidance, technology, Website functionality or TTA's operations. The current version and effective date will be published on the

Website. A revised version applies to Website use from its stated effective date and does not retrospectively vary a separate client contract.

16. GOVERNING LAW AND JURISDICTION

16.1 Governing law

These Terms and any non-contractual obligations arising from Website use are governed by the law of England and Wales.

16.2 Business users

If you use the Website in the course of business, the courts of England and Wales shall have exclusive jurisdiction in relation to any dispute arising from these Terms or Website use, subject to any mandatory rule which requires otherwise.

16.3 Consumers

If you are a consumer, this Section does not deprive you of any mandatory right concerning applicable law or jurisdiction which you have under law.

17. GENERAL PROVISIONS

17.1 Severability

If any provision of these Terms is found to be unlawful, invalid or unenforceable, that provision shall be treated as modified to the minimum extent necessary or, if that is not possible, severed. The remaining provisions will continue to apply.

17.2 No waiver

A failure or delay by TTA in exercising a right under these Terms does not waive that right.

17.3 Third-party rights

Unless expressly stated otherwise, a person who is not a party to these Terms has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce them.

17.4 Relationship with other agreements

These Terms govern Website use only. If you become a Client, the applicable engagement documentation governs the professional relationship and prevails in relation to the Services to the extent of any inconsistency.

18. CONTACT

Questions about these Terms or the Website may be sent to:

The Telecoms Advocate Ltd

124-128 City Road

London EC1V 2NX

United Kingdom

Email: contact@thetelecomsadvocate.com

Telephone: 02031 431390

For privacy or data-protection matters, please use the contact details stated in TTA's current Privacy Policy.

END OF WEBSITE TERMS OF USE