



**ANYWHERE CARE LIMITED**

**TERMS OF SERVICES**

## 1. Summary of Service

1.1. The Anywhere Care Service is a mobile telephone service that enables you, while in the UK, to make calls to your chosen pre-programmed UK landline and mobile telephone numbers, and receive incoming calls, by means of the Mobile Telephone Network (the “Network”) used by us (the “Anywhere Care Service”).

1.2. Payment for the Anywhere Care Service is by means of a monthly charge payable by direct debit; by payment in advance for a Top-up (pay as you go) Service; or payment in advance for a discounted 6 or 12 monthly bundle. There are various price plans and payment options, which are referred to in paragraph 17. There are a variety of contract periods ranging from just 30 days up to 12 months.

1.3. To use the Anywhere Care Service you must purchase, at an additional charge, an OwnFone Mobile phone or Footprint device which incorporates an Anywhere Sim, SIM card (the “SIM Card”).

1.4. The OwnFone Mobile and Footprint products are designed only to be used with the Anywhere Care Service and will be individually programmed to call your chosen telephone numbers and be printed with your chosen names and or images.

1.5. Other mobile phone handsets may be available for use with the Anywhere Care Service.

1.6. Payment for mobile phone handsets must be made before they are dispatched to you.

1.7. Details of the Handset Warranties can be found in Paragraph 18.

1.8. Pricing is the current cost on our website (<http://www.myownfone.com/>) or Anywhere Care literature.

## 2. When your Service Agreement begins

2.1. Your order is an offer to receive the Anywhere Care Service. Our acceptance of your offer takes place when we dispatch the device to you, at which point a contract will be made between us on the terms of this Service Agreement. At any point up until then you may cancel your order, or we may decline to supply the Anywhere Care Service to you.

2.2. Subscription charges for your service will start when your product is activated at point of dispatch to you.

2.3. We will make every effort to dispatch your order within 5 working days of your order, but it may occasionally take longer.

## 3. Cancellation period

3.1. If you change your mind within 14 days of receipt of your order you can inform Customer Services that you would like to return your Handset and cancel your Service Agreement by telephoning 01200 400010. However, this right is limited, so please see paragraphs 3.2 and 3.3.

3.2. To obtain a refund of the cost of your order, you must return the product in its original condition and with all of its accessories to an address as advised by Anywhere Care Customer Services.

3.3. The handset must be received by us within 14 days of you advising us that you wish to return it for refund. The cost of your order will be refunded when we have received your device and it has been inspected. If it is found to be in an unsatisfactory condition, we will contact you as described in paragraph 14.1.

3.4. Cancellation of your Service Agreement will occur on the date that you notify us provided that no calls have been made under the Service Agreement and we will refund any monthly charges you have paid. If calls have been made, there will be a charge for these before cancellation can take place.

#### **4. The Anywhere Care Service with the OwnFone Mobile and Footprint.**

4.1. The Anywhere Care Service is available only for making mobile telephone calls using the Handset to your chosen pre-programmed telephone numbers, and to receive incoming voice calls from any number in the United Kingdom or within in the EU. Chosen numbers be UK landline (01, 02 or 03) numbers or UK mobile (071, 072, 073, 074, 075, 077, 078 and 079) numbers, non- geographic (0800, 0844 and 0845) numbers or the 999-emergency services number. Chosen numbers can also be EU mobile or Landline if required

4.2. If you order an OwnFone Mobile your chosen telephone numbers are pre-programmed, they can only be changed by us. Should you wish to change a telephone number, contact Customer Services on 01200 400010 who will do this for you. This is a free service. Our Footprint device can be programmed by you via the Footprint Portal.

4.3. The printed contact information on the front of your OwnFone Mobile is customised at the time you order it and cannot be changed once the Handset is dispatched. If you decide to change a named contact, the telephone number can be changed but the printing on your OwnFone Mobile can only be updated by returning the handset for reprinting. The cost of this service inclusive of the return postage and packing, is £15.00. Please contact our Customer Service team for this service.

4.4. SMS and Data Services are not available as part of the Anywhere Care Service in conjunction with the OwnFone Mobile. This also does not include voicemail services.

4.5. The Network used by Anywhere Care to operate the Anywhere Care Service is the Anywhere SIM Network.

4.6. We will allocate a number for use of your device on the Network and this can be printed on the reverse of your OwnFone Mobile if required. Occasionally it may be necessary for us to alter the number of your mobile phone, or any other name, code or number associated with the Anywhere Care Service for reasons beyond our control such as where requested to do so by a governmental or regulatory body. If this is the case, we will give you reasonable notice and this may involve the supply of a replacement handset or reprinting of your existing OwnFone Mobile.

## **5. Ending this Service Agreement**

5.1. You may cancel your monthly Service Agreement at any time by giving 30 days' notice to us. Pay as you go services will be deemed as expiring after available credit has been used, or when the period of validity expires, whichever is the later. Six and twelve-month packages will expire at the end of the six or twelve months from the date of activation or sooner if the yearly minutes have been consumed before the end date. Cancellation of six and twelve-month packages within the contract period will not result in any refund of service fees.

5.2. You may also cancel your Service Agreement within one month of being informed of a detrimental change or an increase in charges (see paragraph 6).

5.3. We may end your Service Agreement at any time by giving you 30 days' notice in writing either by post or email. We may also suspend supply of the Anywhere Care Service to you and/or at our option end our Service Agreement with you immediately if:

5.3.1. you breach this Service Agreement, for example, by not paying your bill;

5.3.2. you fail any fraud prevention check or where we reasonably suspect fraud or money laundering by you or someone using your account(s);

5.3.3. you give us information about yourself which we reasonably believe to be false or misleading;

5.3.4. you are the subject of bankruptcy or insolvency proceedings, or if you do not make a payment under a judgment of a Court or fine, or you make an arrangement with your creditors or a receiver or administrator is appointed over any of your assets, or you go into liquidation; or

5.3.5. we are no longer able to provide the Anywhere Care Service to you despite making all reasonable efforts to do so.

5.4. Both of us must continue complying with this Service Agreement until we stop providing the Anywhere Care Service to you. You will be charged for all monthly subscription charges incurred and calls made prior to the end of the Service Agreement. The ending of this Service Agreement, for whatever reason, shall not affect either of our respective accrued rights or liabilities.

## **6. Changes to this Service Agreement or the Anywhere Care Service**

6.1. We can notify you of changes to your Service Agreement (including our charges) at any time. We will give you at least 30 days' notice of any significant or detrimental changes in the manner described in paragraph 14.1. If you do not give notice of termination to us within that notice period or you continue to use the Anywhere Care Service after the date on which the change comes into effect, it will be taken that you have accepted the change.

6.2. We reserve the right to add to, substitute, or to discontinue any non-material part of, the Anywhere Care Service at any time, for example because of changing technologies, obsolescence, new or different product features.

6.3. We reserve the right to determine how, or change the way, that the Anywhere Care Service is presented and delivered to your device or is otherwise made available to you.

6.4. If any change we make under paragraph 6.1 or 6.2 is detrimental to you, you may cancel the Service Agreement as set out in paragraph 5, unless the change is due to changes in the law, government regulation or license which affects us or Anywhere SIM; or the change is as the result of our providing additional services to you.

## **7. Suspending your use of Anywhere Care Service**

7.1. We may suspend some or all of the Anywhere Care Service, without giving you notice if:

7.1.1. we have good reason to believe that you have not complied with one or more of the terms of the Service Agreement;

7.1.2. you do not pay your bill within the time stipulated in paragraph 12; we reserve the right to place a restriction or bar on some or all of the services from your Handset. This restriction or bar will remain in force until you have paid everything you owe us;

7.1.3. a complaint has been made against you. The complaint will be thoroughly investigated, and the Anywhere Care Service will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated;

7.1.4. we have good reason to believe that your mobile phone number is being used for fraudulent or improper purposes;

7.1.5. we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars;

7.1.6. we are required by the emergency services or other government authorities or the Network to suspend the Anywhere Care Service; and/or

7.1.7. it is necessary in order to carry out emergency maintenance or repairs.

7.2 You will remain liable for all monthly or other periodic charges during any period of suspension.

## **8. Use of personal information**

8.1. Your personal details will never be released to companies outside of Anywhere Care other than as described below.

8.2. If you purchased the Anywhere Care Service through one of our sales partners, we will share your details with that organisation to the permissions you give us during the order process.

## **9. Our responsibilities to you**

9.1. We will take all reasonable steps to make the Anywhere Care Service available to you at all times. The Services are only available within the range of the base stations that make up the Network. We cannot guarantee a continuous fault free service. Please note that:

9.1.1. the quality and availability of Anywhere Care Service may sometimes be affected by factors outside our control - such as local physical obstructions, atmospheric conditions, other causes of radio interference, the number of people trying to use the Network at the same time, and faults in other telecommunication networks to which the Network is connected;

9.1.2. the quality of the Anywhere Care Service may not be at its best inside buildings or below ground;

9.1.3. any coverage maps are our best estimate but not a guarantee of service coverage which may vary from place to place; and

9.1.4. the Network and the Anywhere Care Service may from time to time require upgrading, modification, maintenance or other works. This may result in some or all of the services becoming temporarily unavailable. In such cases, we will do everything we can to keep the period of non-availability to a minimum.

## **10. Your responsibilities to us**

10.1. You warrant to us that at the time of entering into your Service Agreement you were no younger than 18 years of age.

10.2. You agree:

10.2.1. to provide us with such information as we reasonably request in connection with this Service Agreement and that all factual information you provide will be correct when provided and that you will promptly notify us of any changes from time to time;

10.2.2. to take reasonable precautions to prevent unauthorised use of the Anywhere Care Service or your Handset (including making sure that you keep any PINs or passwords secure and confidential and changing them immediately if you realise that someone knows them);

10.2.3. to use your SIM Card, Handset and the Anywhere Care Service in the way described in any User Guides, or other instructions given by us;

10.2.4. that because the SIM Card and device are specially designed to be used together, you will not remove the SIM Card from the Anywhere Care product.

10.2.5. you will not connect to the Network via the SIM Card any GSM Gateway or use the Anywhere Care Service for the purposes of any voice-over-internet- protocol services;

10.2.6. that the SIM Card shall at all times remain our property or that of Anywhere SIM and that we or they can recall the SIM Card if required for upgrade or modification or disable it on suspension of the Anywhere Care Service or on termination of your Service Agreement;

10.2.7. to inform us as soon as possible by telephone if your device is lost, stolen, damaged or destroyed or likely to be used in an unauthorised manner;

10.2.8. not to make any negative or untruthful comments about the Anywhere Care Service or Anywhere SIM;

10.2.9. to tell us immediately by calling Customer Services if anyone makes or threatens to make any claim or issues legal proceedings against you relating to your use of the Anywhere Care Service and, if we request, stop such use at once. If we ask you to, you must confirm the details of the claim(s) in writing;

10.2.10. not to use, nor allow anyone else to use, the Anywhere Care Service for any immoral, obscene, defamatory, harmful, offensive, criminal or otherwise unlawful purpose; or to make a call which is, or is intended to be, malicious, fraudulent or hoax (including to the emergency services).

10.2.11. that if the SIM Card or your Handset is lost, stolen, or otherwise used without your authority you will be responsible for any charges incurred until you have informed us.

10.3. We shall have the right to disconnect your SIM Card from the Network (without compensation to you) where it is reasonably suspected that you are using equipment which has or is reasonably likely to, damage or disrupt the Network or put it at risk.

10.4. You agree that the SIM card, Handset and the Anywhere Care Service are supplied solely for your own use and that you will not re-sell or otherwise act as any form of distributor in respect of the SIM Card, Handset or the Anywhere Care Service.

10.5. If you do not comply with any provision of your Service Agreement, you will compensate us for all liabilities, claims, damages, losses and costs (including legal costs) that we may suffer as a result.

## **11. Charges**

11.1. To see charges for the Anywhere Care Service, including details of our price plans see paragraph 17. The monthly charge includes the number of minutes of outgoing calls stated in the relevant price plan.

11.2. If we increase our charges, we will give you at least 30 days' notice in writing by post or email before the changes take place.

11.3. You will be liable for all charges incurred by use of the Anywhere Care Service under this agreement whether incurred by you or anyone else using your mobile phone (with or without your knowledge). You must pay the charges to us or as we direct.

## **12. Payment**

12.1. You agree to make payment for your price plan in advance and for any charges incurred for calls in excess of the inclusive minutes in your price plan in arrears. Both of these will be collected by a single direct debit, or credit/debit card payment. If the amount to be paid or the payment date changes, we will notify you in advance of your account being debited or as

otherwise agreed. If the payment day falls on a weekend or Bank Holiday, the payment will be taken on the next working day. Payment for Pay As You Go services will be requested when the credit has expired. Outgoing calls will be suspended until credit has been added by a top-up. Failure to add credit within a 30-day period after this expiry may result in the service being terminated.

12.2. When the Anywhere Care Service is activated, and you have selected a monthly talk plan you will be given a Billing Date and your first bill will be produced shortly afterwards. Bills will normally be available monthly, but we reserve the right to bill you at any time.

12.3. You are entitled to cancel a direct debit mandate at any time. If you do so, please let us know immediately so we can arrange with you an alternative payment method. Failure to contact us for this purpose may result in the suspension or termination of your Service Agreement.

12.4. If we do not obtain payment in full within 21 days of the billing date, we may, in addition to our other rights, suspend your use of the Anywhere Care Service or terminate your Service Agreement. We reserve the right to charge interest on overdue charges (both before and after judgement) until we receive payment, at the rate of 7.5% per annum accruing daily.

12.5. Your call log history will show what calls have been made through your account and the applicable charges (which are shown including VAT).

12.6. As the account holder, you are responsible for the payment of all the charges that are incurred on your account.

12.7. If you do not pay your bill, we will send you a reminder or call you. If we do not receive payment within 10 calendar days of the date of that reminder, we may add a late payment charge of £7.50 to your next bill. We may also charge you £10 for any Direct Debit payments which are returned to us because you do not have enough funds in your account. The charges set out in this paragraph are not subject to VAT. We will generally not suspend or end the service or the agreement until 14 days after your payment was due, unless the service terms or the price guide say otherwise.

12.8. All payments owed by you to us shall be made without set off or counterclaim. We reserve the right to set off amounts owed to us by you (whether or not under this Service Agreement) against any amounts owed by us to you hereunder.

### **13. Our liability to you**

13.1. We do not exclude or restrict our liability for: (a) death or personal injury caused by our negligence (or our agent's negligence), (b) fraud, (c) any liability under Part 1 of the Consumer Protection Act 1987, or (d) any of our liabilities that cannot by law be restricted or excluded.

13.2. We are responsible for direct losses you suffer as a result of us breaking this Service Agreement with you only if the losses are a foreseeable consequence to both of us at the time you enter into this Service Agreement. Our liability shall not in any event include losses which happen as a side effect of the main loss or damage or which are not foreseeable by you and us (such as business losses (such as loss of profits), wasted expense or loss of opportunity). If you suffer any loss you must let us know as soon as possible by contacting us.

13.3. Subject to paragraph 13.1, if we (or the Network) are found liable to you, our and their liability will not under any circumstance exceed in aggregate £3,000 for any claim or series of related claims.

## 14. Communications and Complaints

14.1. We may communicate with you in writing in relation to any matter affecting the Anywhere Care Service or this Service Agreement, including to give you notice of suspension or termination or a change in our charges or other terms of the Anywhere Care Service or Service Agreement, either:

14.1.1. by writing to you at the current address you have given to us; or

14.1.2. by email to the current email address you have given to us.

14.2. We may also contact you by telephone at the current telephone number you have given to us or your mobile number, unless you indicate to us at any time that you do not wish to be contacted in this way.

14.3. If any of your contact details change, you must promptly let us have the new up to date information.

14.4. Where we communicate in writing to your current address, you will be deemed to have received the notification 5 business days later. Where we send you notification by email, you will be deemed to have received it on the following business day.

14.5. Where you wish to communicate with us in writing please use the following contact details Anywhere Care Limited, Grindleton Business Centre, Grindleton, Clitheroe, Lancashire, BB7 4DH. or by email at [info@anywherecare.co.uk](mailto:info@anywherecare.co.uk)

14.6. Any notification you make to us in writing at our address will be deemed to have been received 5 days later. Where you send us notification by email, we will be deemed to have received it the following business day. On the telephone we can discuss your account only with you, the account holder, and we may require you to verify your identity before doing so. Calls to us may be recorded.

14.7. We want to give you a great service. However, if you are unhappy with any aspect of our service please contact our Customer Service team by telephone on 01200 400010.

14.8. If we do not resolve your complaint to your satisfaction, you may contact the Communications Ombudsman at <http://www.ombudsman-services.org/communications.html>. We are members of the BHTA (British Healthcare Trades Association) and the Telecare Services Association are signed up to the Trading Standards approved code of practice.

## 15. General

15.1. These Terms of Services together any other documents or other sources referred to in these Terms of Services constitute our entire agreement and supersede all prior representations understandings and agreements between us relating to the subject matter of this agreement.

You acknowledge that you have not entered into this Service Agreement in reliance upon any prior representation or warranty made by us or on our behalf.

15.2. You may not assign or sub-contract any of your rights or obligations under this Service Agreement to any third party unless first agreed upon in writing by us. We reserve the right to transfer, assign, novate or sub-contract the benefit of the whole or part of any of our rights or obligations under this Service Agreement or any related contract to any third party.

15.3. Notwithstanding anything in this Service Agreement neither party shall be under any liability to the other in respect of any failure to perform or delay in performing any of its obligations hereunder which is due to any cause of whatsoever nature beyond its reasonable control and no such failure or delay shall be deemed for any purpose to be a breach of this Service Agreement. In our case, examples of such causes include fire, explosion, exceptional weather or atmospheric conditions, failure by a utility company, local authority or other such body, failure or shortage of fuel or transport, riot, civil commotion or war or civil war, armed conflict or terrorism, or nuclear, chemical or biological contamination, or any blockade or embargo, or any official or unofficial strike or other dispute.

15.4. These Terms of Services do not create or confer any rights or benefits enforceable by any person that is not a party (within the meaning of the U.K. Contracts (Rights of Third Parties) Act 1999) to the contract.

15.5. If any part of this Service Agreement is found to be invalid or unenforceable by any court or other regulatory or competent body, the validity and enforceability of the rest of this Service Agreement shall not be affected.

15.6. No delay or failure by us to exercise any powers, rights or remedies under this Service Agreement will operate as a waiver of them nor will any single or partial exercise of any such powers, rights or remedies preclude any other or further exercise of them. Any waiver to be effective must be in writing and signed by our authorised representative.

15.7. This Service Agreement is subject to the law of England and Wales and the English courts shall have exclusive jurisdiction.

## **16. Who We Are**

16.1. Anywhere Care Limited, Company registered in England and Wales - number 11102856.

16.2. Postal Address Anywhere Care Limited, Grindle Business Centre, Grindleton, Clitheroe, Lancashire, BB7 4DH.

16.3. Registered Address Anywhere Care Limited, Grindle Business Centre, Grindleton, Clitheroe, Lancashire, BB7 4DH.

## 17. Handset and Airtime Plans and Prices

OwnFone Mobile					
<b>Product</b>					
<b>Unit Price</b>	£85				
<b>Airtime - Pay Monthly</b>					
<b>Monthly Plan</b>	Monthly 20	Monthly 50	Monthly 100	Monthly 500	Monthly 1000
<b>Minutes Per Month</b>	50	100	100	500	1000
<b>Monthly Cost</b>	£5	£7.50	£10.00	£15.00	£30.00
<b>Airtime - Top Up</b>					
<b>Plan</b>	Top Up £10	Top Up £15	Top Up £20		
<b>Minutes</b>	100	150	200		
<b>Valid For</b>	30 days	90 Days	120 days		
<b>Airtime - 6 Month Special Offers</b>					
<b>Plan</b>	6 Months	6 Months	6 Months	6 Months	
<b>Minutes Per Month</b>	20	50	100	500	
<b>One Off Payment</b>	£30	£40	£50	£80	
<b>Airtime - 12 Month Special Offers</b>					
<b>Plan</b>	12 Months	12 Months	12 Months	12 Months	
<b>Minutes Per Month</b>	20	50	100	500	
<b>One Off Payment</b>	£50	£70	£95	£150	
<b>Footprint</b>					
<b>Product</b>					
<b>Unit Price</b>	£149				
<b>Data Usage</b>					
<b>Duration</b>	6 Months	12 Months			
<b>One Off Payment</b>	£50	£80			

17.1. Replacement Ownfone Mobile handsets in the event of loss, theft or beyond economic repair will be charged at a price of £45.00 including VAT, plus post and packaging (£9.99). Replacement Footprint Devices in the event of loss, theft or beyond economic repair will be charged at a price of £129.00 including VAT, plus post and packaging (£9.99).

17.2. Top Up plans are paid in advance by debit or credit card. Users do not receive a monthly statement and cannot use more minutes than have been pre-paid.

17.3. 6 and 12-month plans are paid in advance by debit or credit card. The minutes rollover if not used and can be used at any time within the life of the plan. 6 and 12-month plan users do not receive monthly statements.

17.4. All calls will be billed in 1 second increments.

## **18. Anywhere Care Limited Warranty**

18.1. The Warranty Period for Anywhere Care Handsets and Accessories is Twelve (12) months and will commence as soon as you have taken delivery.

18.2. Anywhere Care Limited warrants that Anywhere Care Handsets and Accessories ("Products") are free from defects in material and workmanship under normal use and service for one year commencing upon the date of purchase by the first consumer.

18.3. This Limited Warranty is conditional upon proper use of the Product. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, neglect, or unusual physical, electrical or electromechanical stress; (b) scratches, dents and cosmetic damage, unless caused by ; (c) defects or damage resulting from excessive force; (d) equipment that has the IMEI number removed, defaced, damaged, altered or made illegible; (e) ordinary wear and tear; (f) defects or damage resulting from the use of Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by Anywhere Care; (g) defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by Anywhere Care; (h) defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source; (i) defects or damage resulting from cellular signal reception or transmission, or viruses or other software problems introduced into the Product; or (j) Product used or purchased outside the United Kingdom. This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by Anywhere Care for charging the battery; (ii) any of the seals on the battery are broken or show evidence of tampering; or (iii) the battery has been used in equipment other than the Anywhere Care phone for which it is specified.

18.4. During the applicable warranty period, provided the Product is returned in accordance with the terms of this Limited Warranty, Anywhere Care will repair or replace the Product, at Anywhere Care's sole option, without charge. All repaired/replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer. All replaced Products, parts, components, boards and equipment shall become the property of Anywhere Care. Except to any extent expressly allowed by applicable law, transfer or assignment of this Limited Warranty is prohibited.

18.5. To obtain service under this Limited Warranty, you will be required to return your Product or the affected part (if it is not the entire Product) to Anywhere Care Limited. You can call the Anywhere Care Customer Services Team on 01200 400010 for further details, or, contact: [info@anywherecare.co.uk](mailto:info@anywherecare.co.uk) on how to make a claim.

18.6. Any claim under this Warranty is subject to you notifying Anywhere Care of the alleged defect within a reasonable time of it having come to your attention and in any event no later than before the expiry of the Warranty Period.

18.7. When making a claim under Warranty, you will be required to provide: a) the Product (or the affected part), b) the HSID (Handset ID) and c) the Mobile Number of the Device.

18.8. Once a Warranty claim has been made, Anywhere Care will arrange collection of the device from you and provide a Returns Form (RMA) which you will need to complete and include when returning the Device to Anywhere Care.

18.9. If Anywhere Care determines that any Product is not covered by this Limited Warranty, you must pay all parts, shipping, and labour charges for the repair or return of such Product. In this event we will inform you as described in Paragraph 14.1 before proceeding with any repairs.

18.10. If there is any change in the prevailing rate of VAT which is applicable, our prices shall be adjusted accordingly.

## **19. Lost or Stolen Devices**

19.1. If an Anywhere Care device is lost, stolen, or otherwise used without your authority, you will be responsible for any charges incurred until Anywhere Care has been informed.

19.2. In the case of a lost or stolen Device, you will need to contact Anywhere Care Limited and provide: a) the Product (or the affected part), b) the HSID (Handset ID) and c) the Mobile Number of the Device Anywhere Care will suspend the SIM to prevent any misuse of the Device or SIM Card.

19.3. If the device is found, Anywhere Care can re-activate the SIM if required and service will be restored to the Device.

19.4. If the Device is not found and a replacement is required, Anywhere Care can perform a SIM Swap which will move the remaining Airtime from the lost/stolen Device, to the new Device.