

# Telecom Plus PLC Shareholder Discount Plan

## Terms & Conditions

Customers of Utility Warehouse who are also shareholders in Telecom Plus PLC may be eligible to benefit from special shareholder energy tariffs that are approximately 10% below Utility Warehouse's standard energy tariffs. Also available is an annual rebate of 10% of their spend on Non-energy services (excluding Home Insurance and Boiler & Home Cover services) under the Shareholder Discount Plan subject to the following:

1. Customers of Utility Warehouse who wish to participate in the Shareholder Discount Plan must:
  - a. hold at least 1,500 Telecom Plus PLC ordinary shares;
  - b. notify Utility Warehouse of their holding;
  - c. maintain their Utility Warehouse customer account in good standing, and have a valid Direct Debit mandate in place at all times;

This term relates to energy supply only:

Customers of Utility Warehouse who meet the eligibility criteria for the Shareholder Discount Plan will benefit from the relevant Shareholder tariff from the same day the application is approved, or otherwise as soon as possible after this.

This term relates to telephony supplies only:

Customers of Utility Warehouse who meet the eligibility criteria for the Shareholder Discount Plan will receive a credit on their December invoice equal to 10% of the value of all fully paid bills for Non-energy Services (excluding Home Insurance and Boiler & Home Cover) on their Utility Warehouse customer account for the previous twelve months of the Shareholder Discount Plan (or pro rata if registered for plan part way through the year). The credit shall be applied as a single line credit to the customer's December bill for Non-energy Services with the description "Shareholder Discount". The credit applied to the customer's invoice is final and may not be disputed.

2. Business customers of Utility Warehouse may not participate in the Shareholder Discount Plan.
3. Customers may not participate in the Shareholder Discount Plan on more than one Utility Warehouse customer account.
4. Customers may only benefit from Utility Warehouse's special shareholder tariffs on gas and/or electricity supplied at their main billing address. All other supply points will be subject to Utility Warehouse's standard tariffs (as applicable).
5. Customers who have registered their shares in the name of a company may not participate in the Shareholder Discount Plan.
6. Customers who hold Telecom Plus PLC shares through a Nominee Account will be required to provide additional information in order to verify their shareholding and establish eligibility for the Shareholder Discount Plan. Such additional information may include details of the Nominee Account, the details of the company that holds the Nominee Account, and a copy of a recent statement showing their qualifying shareholding.
7. The Shareholder Discount Plan energy tariffs are not available on pre-payment meters or fixed price tariffs.
8. The Shareholder Discount Plan does not apply to Home Insurance and Boiler & Home Cover services, or Gas services where a shareholder also has Boiler & Home Cover.

9. Telecom Plus PLC retains the right not to award any of the above benefits to a customer's Utility Warehouse account if it has reason to believe that the customer has failed to comply with these Terms and Conditions.
10. The Telecom Plus PLC Shareholder Discount Plan and these Terms and Conditions replace any previous shareholder discount schemes that may have existed. Utility Warehouse reserves the right to change or amend these terms and/or benefits available at any time by publishing such details on its website.