



1. By using our VoIP Service, you accept these terms. We reserve the right to change these terms, by providing notice via reasonable means i.e. website, social media or email. To continue to use the service you acknowledge acceptance of the amended terms.
2. The equipment that we provide you will belong to you and comes with a 1-year warranty.
3. By using our VoIP service, you understand and agree that the VoIP service may not offer all the features you may expect from a traditional phone line. The VoIP service may be unavailable as a result of things over which we have no control, for example power failures and loss of internet service.
4. If the VoIP service is fully operational, 999/112 public emergency call services can be accessed from within England, Wales, Scotland and Northern Ireland. However, you acknowledge that if there is a loss of internet service for any reason (including a failure of the internet), this may prevent access to 999/112 dialling.
5. For each VoIP service you use you must register with us your location where you will be using the VoIP service. Your initial location will be registered as part of the ordering process. It is your responsibility to maintain the accuracy of your location address and inform us of any changes. If you do not update any changes with us, it may or may not be possible for emergency operators and authorities to identify your location and phone number when you dial 999/112. When dialling 999/112 you will need to state your location and phone number promptly and clearly, as emergency operators and authorities may not have this information. Our VoIP service is primarily intended to be used with a regular telephone handset. In an emergency use the regular telephone handset only.
6. You agree to notify all users in your property of the issues surrounding 999/112 calls.
7. When a port request is made, this will be done on a reasonable endeavour's basis, number porting is not always possible. Even if we accept your order you should not cancel your current telephone service provider until we tell you that number porting has been successful.
8. By using our VoIP service you are agreeing not to allow through your actions, or those of others, the use of VoIP service for unlawful or illegal purposes; including but not limited to making offensive, indecent or prank/hoax calls, place bulk unsolicited

commercial calls or use automatic diallers allowing other to do so, using the VoIP service fraudulently or to commit further a criminal offence.

9. You acknowledge and agree that we: (i) are under no obligation to investigate the authenticity of calls charged to your account; (ii) is under no obligation to take action to prevent such calls being made; and (iii) is not liable for any fraudulent calls processed by us and billed to your account. You agree that you are liable for all calls charged to your account.
10. You agree that the VoIP service is for your own personal use only. You represent and warrant that you will be the ultimate end user of the VoIP service. You will not in any way re-sell, re-supply, license, permit or otherwise allow any third party to use the VoIP service without receiving our prior written permission, which may be withheld or conditioned in our sole discretion.
11. We can change our pricing plans with one-month notice, upon when you can give us written notice to cancel within the notice period
12. We can cancel if you do not pay or do what you have agreed or if you become bankrupt or unable to pay your debts. If we cancel you will pay for services up to the point of cancellation.
13. We will make reasonable efforts to provide the VoIP service, but we cannot guarantee it. We are not responsible for faults caused by other things that you do or don't do or that are outside our reasonable control, such as power supplies or third-party suppliers or problems with the wider internet.
14. Where we know in advance there is going to be a service interruption, we will make reasonable efforts to contact you in advance, e.g. via our service status page, social media or email. If there is a prolonged outage (48 hours or more) that is within our reasonable control, we will credit your account.
15. We will handle your personal data in accordance with legal requirements and use it only for running the service, i.e. we will not use it for third-party marketing or share it with others (save for legal requirements such as emergency services location information (and we will take reasonable precautions to retain it confidentially). You acknowledge that we may send you information about other directly associated offerings from us. We may retain your personal communication data, if required, to meet UK law.
16. You will pay in arrears for the VoIP service. You will pay for installation when completed and within 7 days of the invoice date. If you do not pay, we will cease your VoIP service. If you don't pay on time, we can suspend service or add interest at 2% over the Bank of Scotland base rate.
17. We may terminate your VoIP service at any time for convenience upon giving you 1 month's prior written notice without liability to you.

18. You can cancel this contract at any time, by giving us one month's written notice.
19. You will receive a VAT invoice for the VoIP service via email on a monthly basis.
20. Billing will commence on the VoIP service activation date. Billing will not be delayed due to your readiness to accept or use the VoIP service.
21. Nothing in this agreement excludes or limits our liability for death or personal injury caused to you by our negligence, or for any liability that cannot be excluded or limited by law.
22. Except in the case of clause 21, our liability (if any) to you for any loss or damage in contract, tort, including negligence or breach of statutory duty, or otherwise, howsoever arising out of or in connection with this agreement shall be limited to £50 per incident or series of connected incidents.