# Annex - System in a box terms

27 Mark Simcoe Tue, Jul 25, 2017 Terms & Conditions 4856

# Terms & Conditions Annex

## Specific Terms and Conditions for Phone System in a Box and Office in a Box Products

These terms are in addition to the Main Terms and Conditions and are specific to the package being offered, this product uses multiple technologies for the delivery of the package and the components of the package must include the following additonal service specific terms;

- Main Terms & Conditions
- Annex - Line & Calls Terms
- Annex - IP Voice Services Terms (IPVS)

### Inclusive Minutes / Free Calls

The inclusive calls are applicable to all calls over the Digital Lines only calls made over the analogue line will be charged at standard call rates as shown in the table below.

Minutes are provided at the start of each month and unused minutes expire at the end of each month (do not roll over). Calls are deducted in 1 minute blocks from the allowance and a single call limit of 60 minutes is applied. Should a call exceed 60 minutes then normal call charges will apply for that call, in order to avoid charges simply hang up and re-dial before the hour is up.

- **On-Net Calls**
  Calls made to other extensions or users of the IC IP Voice platform are not chargeable and are included within the monthly licence fee.
- **UK Landline Calls**
  Inclusive calls are valid to landline destinations starting with the 01,02 & 03 dialing codes. 0870 calls are included in the 1,000 minute plan only.
- **International Top 50 List**
  Inclusive calls (if included within your package) are valid to the following landline destinations:
  ARGENTINA, AUSTRALIA, AUSTRIA, AZORES, BAHRAIN, BELGIUM,

BRAZIL, BRUNEI DARUSSALAM, CANADA, CANARY ISLANDS, CHATHAM ISLANDS, CHINA, CHRISTMAS ISLANDS, COCOS ISLANDS, CROATIA, CYPRUS, DENMARK, EASTER ISLAND, FRANCE, GEORGIA, GERMANY, GREECE, GUADELOUPE, GUAM, ICELAND, INDIA, IRELAND, ISRAEL, ITALY, KOREA SOUTH, LUXEMBOURG, MADEIRA, MALAYSIA, MARTINIQUE, MEXICO, NETHERLANDS, NEW ZEALAND, NORWAY, PERU, POLAND, PORTUGAL, PUERTO RICO, ROMANIA, RUSSIA, SAN MARINO, SINGAPORE, SPAIN, SWEDEN, SWITZERLAND, TAIWAN, TURKEY, UNITED STATES, VATICAN, VENEZUELA, VIRGIN ISLANDS US.

A fair use policy is in force for the packages as it is intended that the phones provided are used for general telephony purposes and that calls will be made to destinations in proportion and both inclusive and chargeable calls will be made from the service. In the event that this package is considered to not be being used in a fair manner then calls will become chargeable as per normal call rates.

**UK Geographic Telephone Number**

With each system a UK Geographic telephone number will be provided free of charge, these numbers will be a dialing code area (i.e. 01782) and will be issued on a first come first served basis. Contiguous numbers are available when purchased in a block. Additional numbers may be purchased for £1.50 each or for non geographic numbers (0844, 0845, 0870, 0871, 0808 & 0800) £2.00 each.

**Telephone Number Porting**

An existing telephone number may be able to be ported into the platform to maintain your existing numbers at £15 for a single number and £50 for a block of contiguous numbers. Where numbers are ported in if all numbers associated to a line are ported then the existing telephone line will be ceased as part of the porting request. Full details are available and porting request forms are available on request.

**Typical Standard Call Rates**

For calls made outside of the inclusive plans the standard call rates are as follows (all shown in pence per minute excluding VAT):

| Call Type | Peak Rate | Evening Rate | Weekend Rate |
|---|---|---|---|

| | | | |
|---|---|---|---|
| UK Landlines | 1p | 0.8p | 0.6p |
| UK Mobile (Orange, T-Mobile, O2, Vodafone & 3) | 4.5p | 4.5p | 4.5p |
| UK 0845 Calls | 3.5p | 2p | 1.5p |
| UK 0870 | 2.5p | 1p | 1p |
| Inbound 0808 & 0800 | 1.5p | 1p | 1p |
| International top 50 list (when called outside of the inclusive packages) | 1.5p - 2.5p | | |
| International others | 2.5p upwards<br>full details can be found in the MyIC section as these rates vary but will normally be 30%-50% less than BT published rates. | | |

Calls are billed by the second and are rounded up to the nearest penny. For some numbers and premium services a fixed rate or call setup fee may be required. Full up to date prices for any specific destinations is available on the MyIC portal.

**Installation of Service & Line Specific Details (phone system in a box)**

The service requires a Digital Phone Service be provided which consists of an analogue phone line and broadband service to supply the IP telephony channels required for the phone system. A new PSTN line would be installed as part of the service and then Broadband presented over this line, the PSTN line would be a business premium line with care level 2 (next business day service) and a standard care broadband (40 hour). The circuit provided is intended solely for the connection of the supplied hardware and not for any other purpose, a standard analogue (BABT approved) handset or device (Credit Card machine etc..) may be connected to the PSTN side of the service but no additional equipment is to be used or connected on the digital side of the service. Connection of other routers, switches or PC's will be detectable an will result in the service being suspended until all equipment is removed and will be subject to a £99 re-connection fee.

A charge of £99 is made for the service connection and this will typically require an engineer visit to install, this is subject to survey and suitable capacity and line plant being available. The engineer will simply activate or install a standard PSTN line socket ready for you to connect the equipment supplied (self-install).

**Installation of Service & Line Specific Details (office in a box)**

The service requires a Digital Phone Service & Superfast Broadband be provided which consists of an analogue phone line and Superfast FTTC broadband service to supply the IP telephony channels required for the phone ystem. A new PSTN line would be installed as part of the service and then Broadband presented over this line, the PSTN line would be a business premium line with care level 2 (next business day service) and a standard care broadband (40 hour). The circuit provided is intended solely for the connection of the supplied hardware and not for any other purpose, a standard analogue (BABT approved) handset or device (Credit Card machine etc..) may be connected to the PSTN side of the service. On the Broadband service you may connect other computer equipment and if possible we recommend connecting the supplied WiFi router to a local switch device (not supplied) to then connect your other PC's and devices.

A charge of £99 is made for the service connection and this will require an engineer visit to install, this is ubject to survey and suitable capacity and line plant being available. The engineer will simply activate or install standard PSTN line socket and will also install the required FTTC termination equipment ready for you to connect the equipment supplied (self-install). You must ensure that you have a power socket available within 2M of the line termination point.

NOTE: Excessive downloads or traffic of a high rates could affect the quality of the calls for the digital service as this is a shared service and whilst every effort is made to prioritise traffic for voice care should be taken to ensure that your use of the Broadband service is appropriate and not damaging to the voice. Any degradation as a result of use of the Broadband service will not count as a failure or be accepted as a fault.

**Supplied Hardware & Telephony Handsets**

As part of the packages there is supplied hardware, Equipment and Software supplied by the company remains the property of the company and the User Organisation agrees to return the equipment or software in the condition supplied with all packaging upon request or pay the full cost of that item. In the event of a failure of any of the hardware supplied then a case should be raised to IC via the helpdesk support@ic.co.uk and a replacement will be despatched via courier on next day delivery, providing that the fault is reported and acknowledged before 1pm then the replacement should arrive the following day. Specific details apply to certain hardware as detailed;

- **ADSL2+ Modem, FTTC WiFi Router & Microfilter**
  Fully covered and protected subject to below, customer will be liable for P&P costs only.

- **Receptionist Handset**
  This is covered subject to the below but excludes damage to the cable or handset (the physical speaker and microphone that is lifted to speak into) which are consumable components and would be charged for. P&P costs apply.
- **DECT Handsets**
  These are covered by replacement cover but exclude replacement batteries which are the customers responsibility. A one off £25 charge is made for replacement of these handsets plus P&P.

Devices are covered for failures in normal operation and do not include accidental or wilful damage, power surge or other damage caused by external forces. The customer must send back to the company at it's own expense any faulty devices for inspection to rule out above exclusions. In the event of the inspection showing damage resulting from any of the above then full RRP will be charged for the replacement already despatched.

**Minimum Term Contracts & Cancellation**

This prouct range is a rental agreement for a minimum agreed term or typically 24 or 36 months (shown on original order), cancellation of this service is subject to the minimum term being served or upon acceptance of an early termination fee equating to the value of the remainder of the term. 30 Days notice must be submitted in writing of the desire to terminate the contract and should any attempt to move any part of the service be detected without such prior notice and acceptance of notice by the company then such action will be automatically refused.

Once cancellation notice has been accepted by the Company billing will cease at 30 days from the notice reciept (or as defined later than this if specified) or upon reciept of the hardware supplied back whichever is the later and a final bill produced during the next billing run.

Specific SLA's do not form part of this contract and revert to generic terms and conditions.

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