

## VOIP Terms and Conditions

"Terms and Conditions" means these terms and conditions;

"Our Agreement" means your service confirmation email, our standard terms and conditions and the accompanying policies and these terms and conditions.

1. We will allocate a telephone number to you, should you wish to keep your existing phone number please notify us. We are usually able to accommodate this, but we cannot provide a guarantee. The telephone number and any rights in it belong to us or our nominated third-party provider and all times and you may not sell or agree to transfer the number to any person.
2. We will provide your details, including your address and phone number to the emergency services. We may also pass these details to other authorised public communications providers and regulated directory service providers so that your details can be obtained from publicly available directory enquiry services. You are able to opt out of this when placing your order or at any time after. Please contact us should you wish to opt out. We will not be liable for any failure by authorised public communications providers and regulated directory service providers to whom we provide information to comply with your listing request. We can tell you about other options that are available to protect and control how your information is used.
3. Your phone number and phone line must only be used by yourself and members of your household for private residential purposes. You must not use your phone number or phone line for business purposes, including working from home and should you do this, we have no liability for any business losses you may suffer.
4. Your phone package fees and call rates that are applicable from time to time may be viewed on our Price Guide found on our website [here](#). Otherwise, you can contact us to request a copy. Rates set out on our Price Guide take precedence over any rates shown in marketing material and advertising. Where we make changes to our charges, we will notify you of fee and call rate changes by publishing an updated Price Guide on our website.
5. If your use of unlimited or no extra charge calls provided as part of your phone services exceeds that reasonably expected of a reasonable person using the services for domestic purposes, we may: 1. restrict, suspend or end your services; and/or 2. charge you our standard rates as published in our latest price guide for any calls exceeding those reasonably expected of a person using the services for domestic purposes.
6. If you have a security or personal alarm or you rely on a health monitor, these should be compatible with our product, however you should check with your provider to ensure compatibility. We accept no liability or responsibility for incompatibility with our product and any such devices. Most security and personal alarms and health monitors should be compatible with our network.

7. We will provide your services over a broadband network. You should keep your broadband router plugged in and switched on at all times to make and receive calls. If there is a power or network outage, your phone services will not work and you will be unable to make or receive phone calls, including calls to the emergency services. You should keep a mobile phone handy and charged and use your mobile phone to call the emergency services should you need to.
8. If you have a security or personal alarm or health monitor which is connected to your phone line, this will not work during a power or network outage. You should check with your alarm or monitor provider to see whether your alarm or monitor is connected to your phone line and if this affects you. Any other of your equipment which you connect to your phone line may also not work in an outage.
9. If a power or network outage occurs during a phone call, the call may continue for up to 10 seconds after the calling party has lost connection, and will be billed accordingly.
10. We have provision in place for vulnerable customers and those with accessibility needs. If you or a member of your household currently has accessibility needs, or develop accessibility needs at any time that you are a customer, you should tell us this as soon as possible so that we can review how we may be able to support you in the event of a power outage. This may include the use of text relay services or battery-back up equipment. For further information regarding how we support our vulnerable customers please review our Accessibility Policy on our website [here](#).