



Fusion Fibre Group
VoIP Terms and Conditions

1. Application and Interpretation
 - 1.1. These Terms and Conditions shall apply in where You have added a VoIP (Voice Over Internet Protocol) Telephony product to Your Contract.
 - 1.2. The definitions within these terms and conditions shall have the same meaning as prescribed within the Fusion Fibre Group Services Terms and Conditions.
2. Product Description
 - 2.1. You are eligible to opt for VoIP Telephony if;
 - 2.1.1. You are an existing residential customer of Our broadband Services, with at least 12 (twelve) calendar months remaining on Your Contract.
 - 2.1.2. You are a new residential customer of Our broadband Services, with an Initial Term of 24 (twenty-four) months.
 - 2.2. We shall, by post, where relevant, issue to You the hardware required to operate the VoIP service.
 - 2.3. Set-up instructions shall be included with Your equipment, to enable You to utilise the Services.
 - 2.4. You shall be able to call any non-premium UK landline or mobile phone without incurring any additional costs.
 - 2.5. If You have opted for the associated application, You may utilise Your VoIP service by downloading the application to Your mobile phone.
3. Exclusions and Clarifications
 - 3.1. You shall not be entitled to call;
 - 3.1.1. Any premium rate numbers,
 - 3.1.2. Non-UK landlines and mobiles
 - 3.2. Should You require the ability to make calls outside of the UK, let Us know and We can enable this functionality.
 - 3.3. Where You exercise Clause 3.2, You shall be charged in accordance with Your usage and at the rates published on Our website.
 - 3.4. To ensure that You do not overspend on Your calls, You can designate a credit limit whereby You shall not be able to make any further chargeable calls once this limit is reached.
 - 3.5. You do not own Your telephone number and You shall have no rights of transfer, assignment or allocation. We may have to change the number allocated to You for various reasons, including, but not limited to;
 - 3.5.1. Upon instruction by a regulator or any other authorised body,
 - 3.5.2. We are required to provide a new line to Your address,
 - 3.5.3. If You move house.
 - 3.6. If Your use of unlimited calls provided as a part of Your telephony services exceeds that of a reasonably expected user, We reserve the right to restrict, suspend or end Your services.
 - 3.7. If You have a security alarm, personal alarm or health monitor, they should be compatible with Our telephony service however You should verify this with Your provider. We accept no liability for any incompatibility in this regard.
 - 3.8. You should ensure that Your router and ONT are powered at all times to ensure that You are able to make and receive calls. If there is a power or network outage, telephony services shall also cease to function and You shall not be able to make or receive calls, including to emergency services. We accept no liability for any power or network outage and the subsequent impact on your telephony service.
 - 3.9. We are not responsible for and make no warranty for the performance of any hardware purchased by You.
4. Service Delivery
 - 4.1. We do not make any guarantees with regards to the continuity of the service, however in the event of an outage, wherein not caused by a Broadband network issue, and where in Our reasonable control, We shall use best endeavours to rectify.
 - 4.2. We reserve the right to provide Your details, including Your address and phone number to
 - 4.2.1. The emergency services;
 - 4.2.2. Regulated directory service providers.

- 4.3. If there is a suspected fault with Your hardware that You have purchased from Us within 14 (fourteen) calendar days of receipt, contact Us for a return label and We shall investigate accordingly. If We determine that there is no fault with the hardware, You shall be liable for the costs We have incurred as a result.
5. Price
- 5.1. The price You pay for this product shall be identified on the Key Features Page.
- 5.2. We reserve the right to increase the Price You pay, from the 1st April every year for:
- 5.2.1. VoIP package by £0.50 per calendar month.
- 5.2.2. Mobile application by £0.10 per calendar month.
- 5.2.3. You shall not be subject to such an increase where Services commenced in January to March inclusive, of the first year of Your Contract, but shall apply in all subsequent years of Your Contract.
- 5.3. We reserve the right to increase the Price You pay by for the VoIP services by £3.00 per calendar month and the Mobile application by £1.00 per calendar month, upon expiry of the Initial Term. We shall Write to You within 10 (ten) to 40 (forty) calendar days of the expiry of the Initial Term notifying You of any such increase.
6. Cancellation
- 6.1. If You are an existing customer of Our broadband Services, Your statutory 14 (fourteen) calendar day cooling off period shall commence when We accept Your order for VoIP services.
- 6.2. If You are a new customer of Ours, Your statutory 14 (fourteen) calendar day cooling off period shall apply from Clause 4.1, within the Services Terms and Conditions.
- 6.3. If You cancel the VoIP services, outside of Your cooling off period, and You have retained Your connection to Our broadband Services, You shall be liable for the remaining monthly cost of the VoIP services, until the expiry of the Initial Term.