

Airband Talk Add-On Terms and Conditions

Background

Airband Talk is a voice service we offer home or residential customers for domestic use, using one of our fibre broadband packages.

Airband Talk does not rely on the traditional copper phone line but provides you with a telephone service over the internet.

Please note that as Airband Talk is delivered over the internet, calls will not work if there is a power cut or your internet fails. You will be unable to make 999, emergency or any other calls in these circumstances. You should ensure that you have an alternative way of making a phone call in an emergency such as a mobile phone or a traditional landline as a backup to your Airband Talk service or an uninterruptible power supply.

AT1. General

AT1.1 These terms and conditions are supplemental to our broadband internet terms and conditions, which you continue to be bound by.

AT1.2 Airband Talk will become a Service and any equipment included in the charges will become Equipment under your existing broadband terms and conditions.

AT2. Definitions

“Airband Talk” means the phone services we will provide you as shown in your order confirmation.

AT3. Installation

AT3.1 If you add Airband Talk to your fibre broadband Service, we will activate Airband Talk remotely within 48 hours.

AT3.2 The Airband Talk equipment can be connected at home. We are not responsible for the connection of any Airband Talk equipment provided.

AT4. Service Availability

AT4.1 Airband Talk is provided over our fibre broadband connection to your home and therefore you must maintain a fibre broadband service with us to receive Airband Talk.

AT4.2 Airband Talk will not work if there is disruption or an outage to the broadband connection to your home. As both services require power, neither the Broadband nor Airband Talk will work in the event of a power outage.

AT4.3 If you have third party services connected to your existing copper-wire landline

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(for example residential security or personal alarm system), you will need to check with the provider of those services whether they will continue to be supported with a VoIP service.

AT5. Contract Period

AT5.1 For new customers, who purchase broadband and Airband Talk at the same time, the contract period is 18 months from the date of connection of their broadband service.

AT5.2 For existing Broadband customers who wish to add Airband Talk (either mid-contract, or at the point they of renewal), the existing Broadband contract will be cancelled (with no early termination charge) and replaced with a new 18-month contract for Broadband and Talk. The change will take effect from the next billing cycle.

AT5.3 You can change to a different Airband Talk plan during the initial contract period but only to a plan with more inclusive minutes. This change will take effect at the beginning of the next billing period.

AT5.4 We may terminate your Airband Talk package by giving you 30 days' notice.

AT6. Your Number

AT6.1 You can choose to either port your existing telephone number to Airband Talk or receive a new telephone number from us.

AT6.2 The number porting process will be carried out by a third-party partner, please allow at least 10 working days for this to complete. A temporary number will be provided to enable you to use Airband Talk whilst the porting process takes place.

AT6.3 Third party services such as Redcare must be removed from the line prior to porting.

AT6.4 If you choose a new number, you will be assigned a geographic number, which will be rented from us as part of the charge for the service.

AT6.5 The number porting process is subject to authorisation by BT Group plc. In the event that BT inform us that number porting is not technically possible, we will contact you to discuss options.

AT7. Airband Talk Plans

AT7.1 Airband Talk plans are charged on a monthly basis.

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AT7.2 You may choose from:

- Pay as you go;
- Airband Talk 300; or
- Airband Talk Max.

AT7.3 The Airband Talk plans and included service features are set out in the Talk Plan Summary.

AT7.4 Airband Talk Max is subject to a fair use policy of 5,000 minutes per calendar month. Usage over this level will be charged at the Out of Plan Call Charges.

AT8. Out of Plan Call Charges

AT8.1 Calls to numbers other than:

- a) UK local and national numbers;
- b) 03 number prefixes;
- c) Standard mobile numbers; or
- d) Voicemail;

will be charged at our standard rates as published in the latest Airband Talk price list.

AT8.2 Calls to 03 numbers are subject to a fair use limit of 15% of the Airband Talk plan.

AT8.3 All calls will be rounded up the nearest minute and the whole next penny.

AT9. Long Duration Calls

AT9.1 Calls using inclusive minutes must not exceed 59 minutes and 59 seconds in duration. You may hang up and redial to continue your conversation otherwise the total duration will be chargeable in accordance with the Airband Talk price list.

AT10. Call Capping

AT10.1 In order to protect you from fraud or unexpected bills, we set a default cap of £20 per billing cycle.

AT10.2 Once you reach your call spend limit, your ability to make calls outside of your inclusive call plan will be suspended except for calls to the emergency services numbers 999 and 112.

AT10.3 If you wish to change the default cap you must tell us when you order the service.

AT10.4 After you have paid your first month's charges, you may increase the cap by

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increments of £10 to a maximum of £50.

AT11. Billing

AT11.1 Airband Talk will be active and ready for use at the start of the monthly rolling plan. This will be the date the Airband Talk equipment has been delivered to you.

AT11.2 The charges for your Airband Talk plan and any Out of Plan Call Charges will be added to the charges for your fibre broadband and collected via direct debit at the same time. Out of Plan Call Charges are added to the billing cycle following the month in which they were incurred.