

Inbound, Non-Geographic and Virtual number Terms and Conditions

This order is subject to Class's Terms and Conditions (Business) which are available on its website www.classnetworks.com. For this Class Inbound Service the following terms and conditions shall also apply and prevail.

1 Commencement Date

1.1 The commencement date is the date when the service goes live.

2 Description of the Services

2.1 Class will supply the required number of inbound telephone numbers to the customer at agreed pricing.

2.2 Class will supply the customer with access to the Class Inbound Services portal in order that the customer will be able to manage the call routing for their inbound number/s

2.3 Class will be responsible for managing and billing the customer for the combined service on a monthly basis.

2.4 The Minimum Term for this service is 12 months plus 30 day's notice to terminate thereafter.

2.5 Where a fault with the service is reported, the response time will be the time between reporting the fault and an attempt being made to resolve it.

Working days are Monday to Friday excluding public holidays, working hours are 9am to 5pm. Faults reported before 9am are treated as received at 9am, and faults reported after 5pm are treated as received at 9am the next working day.

3 General

3.1 Customer completes a Class Inbound Services order form; information must include inbound number type/s required.

3.2 Order form is then passed to provisioning team for action.

3.3 Customer will receive an email confirming arrangements and start of service date.

3.4 Billing will commence at end of first month.

4 Customer Responsibilities

4.1 All numbers provisioned on the Inbound Call Solutions service must terminate to a valid destination from the following options:

- UK fixed line geographic number
- UK Mobile number
- Email address for Fax2Email

4.2 Class Inbound Services portal runs on a Windows PC using Microsoft Explore Versions 6/7 with internet connectivity of a recommended 1Mb minimum bandwidth.

4.3 Users of 084 and 087 numbers have an obligation to publish the Service Charges wherever they advertise or publish their numbers. This should be in a format similar to 'Calls will cost Xppm plus your phone company's access charge'. The actual recommended wording is set and maintained by the [Committee for Advertising Practice \(CAP\)](#).

5 Service suspension/termination

5.1 Class reserves the right to suspend or refuse Service, suspend or terminate Customer's accounts, revoke access codes, cancel Orders at its sole discretion.

6 Charges and Revenue Payments

6.1 Charges are one-off set up fee (to set up the account, portal and username and password) and a monthly rental fee for each number and service. Additionally where appropriate, there will be per minute operational / call termination charges. The call management services are end-user self-build and self-maintain via the portal. Where the customer requests that Class builds a call plan a further call plan build fee will apply; prices are available on application as they are dependent on the individual Call Centre call plan's complexity.

6.2 Class will charge Customer in accordance with our published prices. For current rates refer to the Class Inbound Services pricing sheet which will be provided with this order form.

6.3 Class will invoice Customer against purchase; pay on invoice or via Customer's Class Networks telephone bill once Customer has made the order.

6.4 Some Inbound numbers offer revenue payments. Revenue payments are subject to a minimum payment of £10, and must be claimed by invoice within 90 days of revenue share statement date.

7 Other specific requirements for service/ service restrictions

7.1 Each user will need a PC to access the portal service.