

CLASS HOMELINK

Terms and conditions

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 Homelink service to the customer at agreed pricing.

2.2 Class will supply the customer with access to the Class Homelink parent portal in order that the customer will be able to manage Speed Dial numbers and view usage for the Homelink service.

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

2.4 The Homelink service is offered contract-free, however 30 days notice to terminate service is required and must be requested in writing.

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.

2.6 Working days are Monday to Friday excluding public holidays, working hours are 9am to 5.30pm. Issues reported before 9am are treated as received at 9am, and issues reported after 5.30pm are treated as received at 9am the next working day.

3 General

3.1 Customer must complete a Homelink Service order form; information must include Speed Dial names and target numbers required, a contact email address and a completed Direct Debit mandate.

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

3.3 Customer will receive a Homelink email confirming arrangements, start of service date, Parent Portal site link and associated access details and links to the Homelink service User Guides.

3.4 Child will be sent a hard copy letter detailing Homelink number and speed dials along with and Homelink card including their Homelink number and Speed Dial numbers.

3.5 Where the customer and the child are in separate locations (child at school and parent at billing address), the child will receive the letter as at 3.4 and the parent will receive a PDF copy of that letter via an email.

3.6 Billing will commence at the end of first month.



4 Customer Responsibilities

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

- UK fixed line geographic number
- UK Mobile number
- International geographic number
- International mobile number

4.2 Customer will not divulge parent portal access details (including account ID and password) to any 3rd party including the Homelink service end-user.

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

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

6.1 Charges comprise a set-up fee and a monthly rental fee for each Homelink service and per minute call charges for all calls as soon as they connect to the Homelink service.

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

6.3 Class will invoice Customer by email.

6.4 Charges are a one-off fee for service set-up (waived for customers migrating from 1st Class Phonecards), monthly in advance for service rental and monthly in arrears for service usage;

6.5 Service payment is by Direct Debit*.

6.6 The customer will be liable for all calls made from their Homelink number along with changes to service Speed Dials (including requests for international speed dial numbers).

7 Other specific requirements for service/service restrictions

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

* Customers with international bank accounts will be contacted by the Homelink team to discuss alternative payment arrangements