

## HS4 Internet – Voice Service Terms

These service terms apply to the provision and use of our voice service and form part of and should be read in conjunction with our Residential Broadband and Voice Terms and Conditions.

You will see that certain words in these terms and conditions are highlighted in bold to draw to your attention that the word has a special meaning. These special meanings can be found either in the glossary section at the end of our residential broadband and voice terms and conditions or in the glossary section of these service terms.

PLEASE NOTE THAT THE VOICE SERVICE DOES NOT SUPPORT SERVICES THAT ARE DEPENDENT UPON A LANDLINE, INCLUDING FIRE, SECURITY, CARE ALARMS AND TELEHEALTH SERVICES.

### 1. What is the voice service?

1.1 Our voice service is a voice over internet service (commonly referred to as VoIP), which allows you to make and receive calls from the service address over the internet without a landline using a compatible handset.

1.2 The voice service is intended to be used only in conjunction with our broadband service and is dependent upon an internet connection. The voice service will not work if there is a power cut at the service address or a failure of the broadband service. You should consider retaining a landline or having an alternative means of making calls that does not require power or an internet connection, for example a landline service or a mobile phone.

1.3 You can make calls to the Emergency Services (999) using the voice service. We will register your service address with Emergency Services so that they can identify the physical location from where a call to the Emergency Services is made using the voice service. However, the accuracy of this information is dependent upon you providing us with the full and correct details of the service address when you sign up for voice service.

1.4 If requested by you, we will try and port the telephone number you have used with a previous telephony service so it can be used with the voice service. However, this cannot be guaranteed. If we are unable to port your existing number, a new number will be issued to you for use with the voice service.

1.5 The voice service includes standard features, such as call waiting or call divert. Other optional features may attract an additional charge, details of which are set out in your order confirmation or the price list.

### 2. Call plans

2.1 Call plans allow you to make calls using the voice service, to certain numbers or locations or on certain days and/or during certain hours, either at discounted rates or at no additional charge. Details of our call plans can be found in the price list.

2.2 If you have ordered a call plan, the details of the call plan and the monthly charge will be set out in your order confirmation.

2.3 You can add a call plan, or change or cancel any existing call plan at any time, simply by contacting us.

### 3. What do you need to use the voice service?

3.1 To use the voice service, you must at all times, have an active broadband service from us.

3.2 We do not provide you with a handset as part of the voice service. You are responsible for providing a compatible handset, which must be plugged into the back of your router. We cannot guarantee that the voice service will work with a router that is not provided by us as part of our broadband service.

### 4. What charges do I have to pay for using the voice service?

4.1 Incoming calls are free. Outgoing calls are charged in accordance with our standard call tariffs set out in the price list. The cost of each call is calculated based on the duration of the call (rounded up to the nearest 60 seconds). The call duration is then multiplied by the applicable rate as set out in our standard call tariff. Different rates apply, depending upon the destination of the call, the type of number, the day and the time of day the call is made. Call charges are rounded up to the nearest £0.01 and may be subject to a minimum connection charge.

4.2 Call plans will be charged monthly in advance from the start date, at the rate set out in your order confirmation. Calls made to numbers and/or destinations covered by your call plan, will be charged the various rates set out in your call plan. You will not be charged for calls within any inclusive allowance that forms part of your call plan. Full details of your call plan (as detailed in your order confirmation) can be found in the price list. Calls that are made outside of your call plan will be charged in accordance with clause 4.1.

4.3 You will be billed for any call plan monthly in advance from the start date. All other call charges are billed monthly in arrears.

4.4 Call charges will be calculated solely based on our records except in the case of manifest error.

4.5 We reserve the right to increase our standard call tariffs from time to time and will let you know about any tariff increases in writing.

4.6 If we change your call plan to your detriment (other than for legal or regulatory reasons), we will let you know in writing within 30 days of the change coming into effect. You will be able to cancel your call plan before the change comes into effect without penalty.

4.7 As an anti-fraud, credit control or any other appropriate measure or reason, we may set a call spend limit on your account, which may vary from time to time. Details of any limit are available upon request. If you exceed this limit, we reserve the right but are not obliged, to restrict or suspend part of or all of the voice service without any liability to you. We may also change your payment terms, including but not limited to requesting a pre-payment on account.

4.8 You are responsible for all call charges incurred using the voice service. However, we will not hold you responsible for call charges resulting from any unauthorised use of voice service that is a direct result of our negligence or breach of these service terms or our residential terms and conditions.

4.9 If you dispute any of the call charges in your bill, you must tell us within 14 days of the date of your bill, giving full reasons (preferably in writing), for the dispute. You must pay any undisputed call charges.

## 5. Your telephone number

5.1 If we provide you with a telephone number as part of the voice service, you understand that you will not own the telephone number and you agree not to sell or transfer any number provided to you.

5.2 Any telephone number we make available to you as part of the voice service is for private use only and not for use wholly or partly in connection with any business.

5.3 We reserve the right to change your telephone number at any time and without liability to you if we are required to do so to comply with any numbering conventions, regulations or applicable legislation, including any conditions or requirements of OFCOM.

## 6. Glossary of special meanings

“broadband service” means the broadband service described in your order confirmation;

“call” means a voice call made using the voice service;

“call charges” means the cost of making a call that is not included in any call plan, calculated in accordance with these service terms at the rates set out in our standard call tariff;

“call plan charge” means the monthly charge for your call plan as detailed in your order confirmation;

“call plan” means the tariff or grouping of call costs and associated charges, together with any applicable discounts and call allowances, selected by you and generally described in your order confirmation, the full details of which are set out in the price list;

“charges” means the call plan charge and call charges payable by you in relation to your use of the voice service, details of which are set out in the price list and My Account;

“compatible handset” means any analogue telephone handset;  
“contract” means the agreement between you and us made up of these service terms, and our residential terms and conditions (and all documents referred to in our residential terms and conditions, including our privacy policy and acceptable use policy), your order confirmation and the price list;

“connection charge” means the charge for connecting a call as detailed in the price list;

“voice service” means the telephony services for making and receiving calls over the internet using our broadband service;

“standard call tariffs” means the list of call charges appearing in the price list and available to you through My Account;

“start date” means the date on which the voice service is made available for you to use;

“we” or “our” or “us” means 6G Internet Limited trading as HS4 Internet, a company registered in England and Wales with company number 8675607 whose registered office address is Ribble House, Ribble Business Park, Blackburn, BB1 5RB;

“you” or “your” means our customer whose name, address and contact details appear on the order confirmation.