

onecom

Inbound Service Terms

1. General

These Inbound Service Terms should be read in conjunction with all other terms of the Contract.

2. Definitions and interpretation

2.1 Terms defined elsewhere in the Contract shall have the same meaning in these Inbound Service Terms. The following definitions shall also apply.

Incident	a support or maintenance requirement or event relating to the Services
NTS	number translation services
Planned Maintenance Hours	the period between 10pm and 6am UK time
Service	inbound services
Service Option	shall have the meaning given to it in clause 3.2

2.2 The rules of interpretation set out in the General Terms apply to these Inbound Service Terms.

3. Inbound Services

3.1 The Service provides virtual UK telephone numbers (e.g., 0800, 0845, 0870) that route incoming calls to a destination number specified by the Customer.

3.2 There are five levels of service which may be purchased by the Customer as detailed in the table below (each a **Service Option**).

Service Option	Description
NTS	Basic call routing to a single destination
Contact Point	Enhanced NTS with added call management features
Contact Path	Advanced call routing with features like time-based routing and queuing
Contact Pro	Comprehensive call management, reporting, and integration
Business Continuity	call handling in the event of a primary system failure, automatically redirecting calls to a pre-defined backup destination

3.3 The Service Option purchased by the Customer shall be detailed in an Order Form.

4. Usage Charges

- 4.1 The Services will incur additional Charges based on usage at the rates set out in the Price Guide (**Usage Cost**).
- 4.2 The Usage Cost shall be invoiced and payable monthly in arrears in relation to the usage during the relevant month.
- 4.3 The Customer acknowledges that there may occasionally be a delay in the receipt from the third party services provider of information about certain types of calls and that the cost of such calls may need to be included in invoices relating to subsequent months. Onecom shall use reasonable endeavors to ensure that the information is received from the third party services provider, and included on a monthly invoice, as soon as reasonably practicable after the relevant call(s) took place.

5. Service management

5.1 Reporting an Incident

- 5.1.1 Priority 1 and Priority 2 Incidents (as described in the table at clause 5.2) must be logged via telephone call only and can be logged seven days a week, 24 hours a day (including bank holidays).
- 5.1.2 Priority 3 and Priority 4 Incidents (as described in the table at clause 5.2) may be logged by telephone, on OneCloud or via email during Business Hours.
- 5.1.3 When the Customer is reporting an Incident, it shall provide to Onecom as much information as is reasonably available in the circumstances including but not limited to the following:
 - (a) the reporter's name and telephone number;
 - (b) the affected Site (including postcode);
 - (c) Incident description, including the time the Incident occurred, any error messages received and any action taken to diagnose or resolve any fault before reporting the Incident; and
 - (d) such other information, assistance, data and other access to information or to the Site as are reasonably necessary to assist Onecom in responding to the relevant Incident.

5.2 Incident Priority

Onecom shall categorise an Incident in line with the following criteria.

Priority Level Description	Example
<p>Priority 1</p> <p>Total loss of functionality of the Service. All Users are impacted.</p>	<p>Service is completely unavailable for use by the Customer</p>

<p>Priority 2</p> <p>A substantial impact/degradation of the Customers use of the Service</p>	<p>Partial outage, intermittent or unstable connection</p>
<p>Priority 3</p> <p>Impact on the quality of the Service</p>	<p>Component failure or functional loss resulting in limitation to Customer’s operations. Moderate limited impact to the Customer’s business operations</p>
<p>Priority 4</p> <p>Incident affecting a single User</p>	<p>An Incident impacting a single User or a problem where assistance is required to aid trouble shooting</p>

5.3 Incident Response Time Targets

5.3.1 Onecom shall use reasonable endeavours to respond to all reported Incidents within the following Incident response time targets from the reporting of any Incident:

Incident Priority	Incident Response Time Target
Priority 1	4 Business Hours
Priority 2	6 Business Hours
Priority 3	8 Business Hours
Priority 4	12 Business Hours

5.3.2 An initial response by Onecom to an Incident shall include an acknowledgement of the Incident and may include a request for other information reasonably required by Onecom in order to progress the response to an Incident.

6. Exclusions

6.1 The Incident response time targets do not apply to any unavailability, suspension or termination of the Services:

- 6.1.1 that results from scheduled downtime and/or maintenance (planned or emergency), whether or not during Planned Maintenance Hours;
- 6.1.2 arising from Onecom’s suspension and/or termination of the Service in accordance with the Contract;
- 6.1.3 caused by a Force Majeure Event;
- 6.1.4 that results from any acts or omissions of the Customer;
- 6.1.5 that results from the Customer’s equipment, software or other technology and/or third-party equipment, software or other technology; or

6.1.6 related to any other service provided by Onecom (whether or not distinct service levels may apply to such service).

7. Planned and Emergency Maintenance

- 7.1 Planned outages may be required for scheduled maintenance and upgrade activities. Onecom will use reasonable endeavours to effect such outages during Planned Maintenance Hours and, where possible, give the Customer at least five Business Days' advance notice of any planned maintenance.
- 7.2 It may be necessary, from time to time, to carry out emergency maintenance to the Services to maintain appropriate levels of service quality. Onecom will use reasonable endeavours to inform the Customer of the likely disruption period at the earliest opportunity and, where necessary, work with Onecom's carrier partners to discourage maintenance without notification.
- 7.3 Emergency maintenance shall, wherever possible, take place within the Planned Maintenance Hours and be notified to the Customer as soon as practical. The Customer acknowledges that it may not be possible to provide the Customer with advance notification of emergency maintenance.