

## Horizon - Terms & Conditions

1. Any references to the Horizon platform in this document refer to the Customer's Hosted Telephony Platform.
2. All call charges, unless otherwise stated, are calculated on the rates shown on a per second basis and are then rounded up to the nearest penny.
3. All charged calls will attract a minimum call charge of 1p at all times.
4. The total number of 01/02/03 calls (of which calls to 03 shall not exceed 15%) per individual licence from an endpoint shall not exceed 2,000 minutes per month. A fair usage policy of 2,000 minutes per licence per month applies and this is aggregated across all Horizon licences on the Customer's platform. Any licence that exceeds the limit will be subject to a per minute price for the total volume of calls per licence according to the Arrow Standard Rate Card.
5. The total number of mobile minutes per individual licence shall not exceed 2,000 per month to UK mobile destinations on one of the eligible mobile networks of Vodafone, Telefonica O2, EE and Three. Any licence that exceeds the limit will be subject to a per minute price for the total volume of calls per licence according to the Arrow Standard Rate Card.
6. Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one minute increments thereafter, in addition to the service charge cost of the call.
  - Peak Period: Monday to Friday 08:00 to 18:00
  - Off Peak Period: Monday to Friday 18:00 to 08:00
  - Weekend: Saturday 00:00 to Sunday 23:59
7. All tariffing and quantities stated within the Product Agreement are to remain activated for the full duration of the Product Agreement.
8. All subsidised handsets must be purchased with a user licence subscription otherwise they will be charged in full. If an additional or incremental subsidised handset is provided such handset and its associated licence will be subject to its own minimum agreement term. Additionally, where an additional individual licence is provided to the Customer each such licence will be subject to its own minimum agreement term.
9. The total volume of handsets must not exceed the number of active licences at any time.
10. Existing DDI number ranges or individual numbers can be ported to Arrow provided that a porting agreement is in place between the network operators involved. Where it is not possible to port numbers or should any delays in porting occur, Arrow accepts no liability for these instances. There is no limit to the number of DDI number ranges or individual numbers that

can be ported. The Customer is liable for any connection and rental charges associated with the early provision of this or any other service as well as any additional porting charges that are incurred as part of the porting process. All additional porting charges will be charged as per the Arrow Standard Price List.

11. All installations may be subject to site survey. Any excess construction or installation charges will be confirmed in advance and invoiced once installation has been completed.
12. The Customer is responsible for the configuration and ongoing support of any connectivity and network switches if the internet connection supporting this solution is not supplied by Arrow. In the case of a fault, the Customer must liaise with the internet service provider of the associated internet connection or network switch.
13. Arrow will not accept responsibility for any system malfunction which is deemed to have resulted from maintenance, alteration or repair to the Horizon platform or associated telephony hardware unless this was carried out by Arrow or persons authorised by Arrow. If this condition is not observed, then Arrow may either terminate the Product Agreement without liability or restore the Horizon platform or telephony hardware at the cost and expense of the Customer.
14. Please note that additional delivery charges may be payable by the Customer in relation to Horizon hardware from time to time where a Customer has more than one site or if an installation is to be completed in stages by Arrow and such charges will be notified to the Customer.