

Hybrid Communications Limited Terms of Service for Bundle Products

Effective 1st February 2022 v2022.01

These Terms of Service are set out by Hybrid Communications™ Limited to cover Bundle Products (products with inclusive minutes) provided by Hybrid Communications™ Limited and These are in addition to the Hybrid Communications™ Terms and Conditions.

1. Calls to numbers beginning with 01,02 & 03 and the mobile carriers, Vodafone, EE, 3, O2 (Telefonica) covered by charge codes fm1, fm2, fm3, fm4, fm5 and fm6 are inclusive in the Bundle tariff for calls delivered in the United Kingdom. Calls to redirect services, Wi Fi services (fw charge codes), Channel Islands and the Isle of Man are not included in any bundled minutes. Inclusive calls will not be charged where the customer adheres to these terms.

2. The ratio of outbound to inbound calls does not exceed 75% of outbound calls to the total calls made and received on a customer's bundle account.

3. Call centers, automated dialer traffic, or other methods of automatous dialling are not permitted on Bundle Products.

4. Any company found to be breaking the 25/75% rule, operating a call center or dialler equipment will be informed within 14 days of the end of the month that they will need to adhere to these terms. If no improvement to calling ratio is made or the failure to cease operating a call center or dialler equipment within 14 days of the breach being reported the customer will be moved to our standard hosted or SIP trunk product with calls charged at the channel partner agreed rates.

4.1. Exceptions will apply

4.1.1. Awaiting number porting.

4.1.2. Customer has been using the service for less than 4 weeks (to enable us to run a report).

4.1.3. Calls per channel is very low.

5. We ask you to stick to the spirit of the scheme which is to provide non heavy use customers with inclusive minutes to specified destinations. The Fair Usage Policy, is applied so that Users who carry out normal inbound/outbound calling activity, based upon our average statistical analysis, will not be charged for any UK National (01,02,03) or UK Mainland Mobile (EE, Vodafone, O2, Three) minutes. Hybrid Communications™ reserves the right to switch customers with excessive call volume or unusual calling patterns to a more appropriate tariff at any time. The customer will have the option to cancel the service at no cost if switching to a new tariff is not acceptable.

6. Hybrid Communications reserve the right at their discretion to allow the service to continue outside the items in section 4 and the right to terminate or move the service to standard hosted or SIP trunks if the service is deemed to being abused.

Charge Codes Included

UK GEOGRAPHIC
UK WIDE
UK MOBILE EE
UK MOBILE H3G
UK MOBILE O2
UK MOBILE ORANGE
UK MOBILE VODAFONE