



## Contract Summary – Additional Cloud Mobile Number 18-Month Prepaid Add-On

This Contract Summary is provided for microbusinesses and other business customers.

**Supplier:** Beacon Communications Ltd trading as VoIP and SIMs, 49 Jamaica Street, Liverpool L1 0AH | Email: [support@omnicom.uk](mailto:support@omnicom.uk) | Phone: [0161 507 7999](tel:01615077999)

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**Service:** Additional Cloud Mobile number add-on for a compatible Omni Communicator S Mobile setup.

**Number type:** Additional Cloud Mobile Number

**Use case:** - Adds an extra Cloud Mobile number for a customer who already has a new or existing Omni Communicator S Mobile setup.

**Base service requirement:** - Requires an active Omni Communicator S Mobile setup.

**Special caps or exclusions:** - One additional Cloud Mobile number per purchased add-on unless the product page states otherwise.

**Setup and activation:** This is a Cloud Mobile upgrade add-on. It does not include a separate setup helper. Service starts when the upgrade has been configured and activated.

**Price:** You pay upfront for the selected prepaid term shown on the product page and your order. Any separately ordered porting, delivery, add-ons or out-of-bundle usage are charged separately where applicable.

**Contract length and ending:** This is a fixed prepaid add-on term of 18 months. Unless otherwise stated, the service ends automatically at 23:59 on the last day of the selected prepaid term.

**Porting:** Number porting may be available where offered. Existing Cloud Mobile number porting rules apply. Pre-Order Validation does not apply to Cloud Mobile porting.

**Base contract effect:** This add-on does not automatically reset or replace the base service term unless expressly agreed.

**Emergency calls and service quality:** Service quality depends on your internet connection, local network, device compatibility and power supply. Calls to 999 and 112 should work where the underlying service supports them, but location information may not be automatically available. You should keep another way to contact emergency services.

**Complaints:** Email: [complaints@omnicom.uk](mailto:complaints@omnicom.uk) | Phone: [0161 507 7999](tel:01615077999)

### Key contract pages:

Contract Documents & Pre-Contract Information: <https://www.voipandsims.com/pages/contract-documents>

Terms & Conditions of Sale: <https://www.voipandsims.com/pages/terms-and-conditions-of-sale>

Price Changes & Additional Terms: <https://www.voipandsims.com/pages/price-changes-and-additional-terms>

Termination Policy: <https://www.voipandsims.com/pages/termination-policy>

Refunds & Returns Policy: <https://www.voipandsims.com/pages/refunds-and-returns-policy>

Technical Services & Add-Ons: <https://www.voipandsims.com/pages/technical-services-add-ons>

Number Porting: <https://www.voipandsims.com/collections/number-porting>



## Pre-Contract Information – Additional Cloud Mobile Number 18-Month Prepaid Add-On

### 1. Supplier details

Beacon Communications Ltd trading as VoIP and SIMs

49 Jamaica Street, Liverpool L1 0AH

Email: [support@omnicom.uk](mailto:support@omnicom.uk)

Phone: [0161 507 7999](tel:01615077999)

### 2. Service description

This is a prepaid Cloud Mobile upgrade add-on for business use.

#### Service:

Additional Cloud Mobile number add-on for a compatible Omni Communicator S Mobile setup.

#### Number type:

Additional Cloud Mobile Number

#### Use case: -

Adds an extra Cloud Mobile number for a customer who already has a new or existing Omni Communicator S Mobile setup.

#### Base service requirement: -

Requires an active Omni Communicator S Mobile setup.

#### Special caps or exclusions: -

One additional Cloud Mobile number per purchased add-on unless the product page states otherwise.

### 3. Setup and activation

This is a Cloud Mobile upgrade add-on and does not include a separate setup helper.

Service starts when the upgrade has been configured and activated.

### 4. Prices and payment

You pay upfront for the selected prepaid term shown on the product page and confirmed at checkout.

Any additional charges for delivery, porting, add-ons or out-of-bundle usage are charged separately where applicable.



**Delivery information:**

<https://www.voipandsims.com/pages/delivery-information>

**Price changes and additional terms:**

<https://www.voipandsims.com/pages/price-changes-and-additional-terms>

**5. Contract term and ending**

Auto-expires at the end of the selected prepaid term unless otherwise stated.

**Termination terms:**

<https://www.voipandsims.com/pages/termination-policy>

**6. Porting**

Number porting may be available where offered. Existing Cloud Mobile number porting rules apply. Pre-Order Validation does not apply to Cloud Mobile porting.

**7. Base contract effect**

This add-on does not automatically reset or replace the base service term unless expressly agreed.

**8. Complaints**

Email: [complaints@omnicom.uk](mailto:complaints@omnicom.uk)

Phone: [0161 507 7999](tel:01615077999)

**9. Key linked documents**

**Contract Documents & Pre-Contract Information:**

<https://www.voipandsims.com/pages/contract-documents>

**Terms & Conditions of Sale:**

<https://www.voipandsims.com/pages/terms-and-conditions-of-sale>

**Price Changes & Additional Terms:**

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**Termination Policy:**

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**Refunds & Returns Policy:**

<https://www.voipandsims.com/pages/refunds-and-returns-policy>



Technical Services & Add-Ons:

<https://www.voipandsims.com/pages/technical-services-add-ons>

Number Porting:

<https://www.voipandsims.com/collections/number-porting>



## Additional Cloud Mobile Number 18-Month Prepaid Add-On Terms and Conditions

### 1. About this contract

These Terms and Conditions apply to Additional Cloud Mobile Number 18-Month Prepaid Add-On.

Your contract is made up of:

- (a) the product page and checkout details,
- (b) the Contract Summary,
- (c) the Pre-Contract Information,
- (d) these Terms and Conditions, and
- (e) the linked policy pages referred to in this contract.

### 2. The service

We supply a prepaid Cloud Mobile upgrade add-on service for business use.

The service includes the add-on features shown on the product page and your order.

#### Service and platform:

Additional Cloud Mobile number add-on for a compatible Omni Communicator S Mobile setup.

### 3. Setup and activation

We supply a pay monthly Cloud Mobile upgrade add-on service for business use.

The service includes the add-on features shown on the product page and your order.

### 4. Charges and payment

You must pay the upfront prepaid charge for the selected term shown on your order.

You must also pay any other charges for delivery, porting, add-ons or out-of-bundle usage where applicable.

### 5. Contract term and cancellation

This is a fixed prepaid add-on term of 18 months.

Unless otherwise stated, the service will end automatically at 23:59 on the last day of that prepaid term.

### 6. Porting

Number porting may be available where offered. Existing Cloud Mobile number porting rules apply. Pre-Order Validation does not apply to Cloud Mobile porting.

### 7. Base contract effect

This add-on does not automatically reset or replace the base service term unless expressly agreed.



## 8. Refunds

Refunds and cancellations are subject to the Refunds & Returns Policy.

Activated services, submitted ports and completed add-on work are not refundable once started or completed, except where we are at fault, the law requires otherwise, or we expressly agree otherwise.

## 9. Price changes and additional terms

Price changes and additional service terms are set out on the Price Changes & Additional Terms page.

That page forms part of this contract.

## 10. Business use

This service is sold for business use.

Any consumer cancellation rights only apply where the law requires them to apply.

## 11. Liability

Nothing in this contract limits liability where the law does not allow that.

Subject to that, we are not liable for indirect loss, loss of profit, loss of data, or loss caused by network issues, platform limitations, equipment issues or services outside our reasonable control.

## 12. Changes

We may update these Terms and linked policy pages where we are allowed to do so.

Where required, we will give notice by website notice, email, or another suitable method.

## 13. Support and complaints

### Support:

[support@omnicom.uk](mailto:support@omnicom.uk)

[0161 507 7999](tel:01615077999)

### Complaints:

[complaints@omnicom.uk](mailto:complaints@omnicom.uk)

[0161 507 7999](tel:01615077999)

## 14. Linked pages forming part of the contract

### Contract Documents & Pre-Contract Information:

<https://www.voipandsims.com/pages/contract-documents>

### Terms & Conditions of Sale:

<https://www.voipandsims.com/pages/terms-and-conditions-of-sale>



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