



## Contract Summary – OmniCall CloudNumber - Pay Monthly Cloud Mobile (VoIP) Services (App Only) - Monthly Rolling Contract

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:** OmniLine CloudNumber VoIP digital landline—unlimited UK calls to landlines (01, 02 & 03) and major UK mobile networks..

**Inclusive monthly allowances:** - Unlimited calls to UK landlines (01, 02, 03 numbers) & Unlimited calls to major UK mobile networks (Vodafone, EE, O2, Three)

**Special caps or exclusions:** - Inclusive 03 calls capped at 300 minutes/month. **Fair usage policy:** 2,000 minutes to UK landlines (01, 02 & 03 numbers) + 2000 minutes to UK mobiles (Vodafone, EE, O2, Three)

**Device and use:** App-only Cloud Mobile service for use on a single supported mobile device. Requires a compatible iPhone or Android device and internet access.

**Cloud Mobile features:** This product includes a Cloud Mobile number for voice calls and text use where supported. Outbound text messages and any other out-of-bundle usage are charged separately where applicable.

**Default blocks:** International, premium-rate and non-geographic calls and texts are blocked by default unless separately enabled where available.

**Setup & Onboarding:** Setup & Onboarding is mandatory for this product. The setup charge shown on the product page, cart or order forms part of your contract.

**Price:** The monthly subscription charge is shown on the product page and your order. Any separately ordered hardware, hardware pre-configuration, delivery, add-ons, number porting or out-of-bundle usage are charged separately where applicable.

**Contract length and ending:** This is a monthly rolling contract with a 3-month minimum term from activation. You may give notice at any time, but the service will not end before the end of the 3-month minimum term. After the 3-month minimum term, the service will end at 23:59 on the last day of the following month after we receive your cancellation notice.

**Activation:** Service starts when Setup & Onboarding has been completed and the service is activated.

**Service quality:** Service performance depends on your internet connection, local network, device compatibility and power supply. Quality and availability are not guaranteed.

**Emergency calls:** Calls to 999 and 112 should work, but location information may not be automatically available. The service may not work during a power cut, broadband failure or internet outage. 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 – OmniCall CloudNumber - Pay Monthly Cloud Mobile (VoIP) Services (App Only) - Monthly Rolling Contract

### 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 pay monthly Cloud Mobile voice and text service for business use.

#### Service and platform:

OmniLine CloudNumber VoIP digital landline—unlimited UK calls to landlines (01, 02 & 03) and major UK mobile networks..

#### Inclusive monthly allowances:

- Unlimited calls to UK landlines (01, 02, 03 numbers)
- Unlimited calls to major UK mobile networks (Vodafone, EE, O2, Three)

#### Fair usage policy:

2,000 minutes to UK landlines (01, 02 & 03 numbers) + 2000 minutes to UK mobiles (Vodafone, EE, O2, Three)

#### Special caps or exclusions:

- Inclusive 03 calls capped at 300 minutes/month

This is an app-only Cloud Mobile service for use on a single supported mobile device.

It requires a compatible iPhone or Android device and internet access.

This product includes a Cloud Mobile number for voice calls and text use where supported.

Outbound text messages and other out-of-bundle usage are charged separately where applicable.

International, premium-rate and non-geographic calls and texts are blocked by default unless separately enabled where available.

### 3. Setup & Onboarding

Setup & Onboarding is mandatory for this product.

The setup item shown on your product page, cart and order forms part of the contract.



Any separately ordered technical services, hardware configuration or support services are additional unless expressly stated otherwise.

#### 4. Prices and payment

The recurring monthly subscription charge is shown on the product page and confirmed at checkout.

Mandatory Setup & Onboarding is charged separately where shown.

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

Monthly charges are billed in advance unless stated otherwise.

Usage-based or extra charges are billed in arrears where applicable.

#### Delivery information:

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

#### Technical services and add-ons:

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

#### Price changes and additional terms:

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

#### 5. Contract term and ending

This is a monthly rolling service with a 3-month minimum term from activation.

You may give notice at any time, but the service will not end before the end of the 3-month minimum term.

After the 3-month minimum term, the service will end at 23:59 on the last day of the following month after we receive your cancellation notice.

#### Termination terms:

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

#### 6. Activation, support and service limits

Service starts when Setup & Onboarding has been completed and the service is activated.

Service quality depends on your internet connection, local network, device compatibility and power supply.

The service may not work during a broadband failure, internet outage or power cut.

Calls to 999 and 112 should work, but location information may not be automatically available.

You should keep another way to contact emergency services.



## 7. Number porting

Number porting is not included unless ordered.

If you order Cloud Mobile number porting, the relevant porting service, paperwork and Number Porting page form part of the contract for that service.

Pre-Order Validation does not apply to Cloud Mobile porting.

## 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>



## OmniCall CloudNumber - Pay Monthly Cloud Mobile (VoIP) Services (App Only) - Monthly Rolling Contract Terms and Conditions

### 1. About this contract

These Terms and Conditions apply to OmniCall CloudNumber - Pay Monthly Cloud Mobile (VoIP) Services (App Only) - Monthly Rolling Contract.

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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 pay monthly Cloud Mobile voice and text service for business use.

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

#### Service and platform:

OmniLine CloudNumber VoIP digital landline—unlimited UK calls to landlines (01, 02 & 03) and major UK mobile networks..

This product includes a Cloud Mobile number for voice calls and text use where supported.

Outbound text messages and other out-of-bundle usage are charged separately where applicable.

#### Fair usage policy:

2,000 minutes to UK landlines (01, 02 & 03 numbers) + 2000 minutes to UK mobiles (Vodafone, EE, O2, Three)

This product includes a Cloud Mobile number for voice calls and text use where supported.

Outbound text messages and other out-of-bundle usage are charged separately where applicable.

### 3. Setup & Onboarding

Setup & Onboarding is mandatory for this product.

The setup item shown in your cart or order forms part of the contract.

We may not activate the service until the required setup steps have been completed.

### 4. Charges and payment

You must pay the recurring monthly charge shown on your order.



You must also pay any mandatory setup charge and any other charges for separately ordered services or usage, including hardware, hardware pre-configuration, delivery, add-ons, number porting or out-of-bundle usage where applicable.

Recurring charges are billed in advance unless stated otherwise.

Usage-based charges are billed in arrears where applicable.

### **5. Contract term and cancellation**

This is a monthly rolling contract with a 3-month minimum term from activation.

You may give notice at any time, but the service will not end before the end of the 3-month minimum term.

After the 3-month minimum term, the service will end at 23:59 on the last day of the following month after we receive your cancellation notice.

We may suspend or end the service sooner if you do not pay, misuse the service, give us false information, or seriously breach the contract.

### **6. Barred and additional services**

International, premium-rate and non-geographic calls and texts are blocked by default unless separately enabled where available.

Any additional services, add-ons or out-of-bundle usage are charged separately where applicable and are only available where we agree to provide them.

### **7. Devices, broadband and emergency access**

You are responsible for providing compatible devices, power and internet access.

Service performance depends on factors outside our reasonable control, including your broadband connection, local network and equipment.

Calls to 999 and 112 should work, but location information may not be automatically available, and the service may fail during a power cut, broadband failure or internet outage.

You should keep another way to contact emergency services.

### **8. Number porting and related services**

Number porting is only included where you order it.

If you order Cloud Mobile number porting, the relevant paperwork and the Number Porting page form part of the contract for that service.

Pre-Order Validation does not apply to Cloud Mobile porting.

### **9. Refunds**

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



Activated services, Digital Landline setup, submitted ports, completed Setup & Onboarding work and completed validation work are not refundable once started or completed, except where we are at fault, the law requires otherwise, or we expressly agree otherwise.

#### **10. 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.

#### **11. Business use**

This service is sold for business use.

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

#### **12. 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 broadband failure, internet failure, power failure, equipment failure or services outside our reasonable control.

#### **13. 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.

#### **14. 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)

#### **15. Linked pages forming part of the contract**

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

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

##### **Terms & Conditions of Sale:**

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