



## Contract Summary – Omni Flow Essentials Prepaid VoIP Digital Landline & Phone System (Per User) - 12 Months (Fixed Term)

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:** Omni Flow Essentials VoIP Digital Landline & Phone System—500 UK landline minutes (01, 02 & 03) and 500 UK mobile minutes (EE, O2, Vodafone & Three) per month. Inclusive calls to 03 numbers capped at 75 minutes/month.

**Inclusive monthly allowances:** - 500 minutes to UK landlines (01, 02, 03 numbers) & 500 minutes to UK mobiles (Vodafone, EE, O2, Three)

**Special caps or exclusions:** - Inclusive 03 calls capped at 75 minutes/month

**Device and use:** Use on compatible mobile apps, desktop apps, web app and compatible desk phones. Linux access is included where supported by the platform.

**Default call blocks:** Non-geographic, premium-rate and international calls 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:** You pay upfront for the selected prepaid term 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 fixed prepaid term of 12 Months from activation. Unless otherwise stated, the service ends automatically at 23:59 on the last day of the selected prepaid 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 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 – Omni Flow Essentials Prepaid VoIP Digital Landline & Phone System (Per User) - 12 Months (Fixed Term)

### 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 phone system service. The inclusive allowances, special caps and exclusions in this document apply on a per-extension basis in a multi-user system setup.

#### Service and platform:

Omni Flow Essentials VoIP Digital Landline & Phone System—500 UK landline minutes (01, 02 & 03) and 500 UK mobile minutes (EE, O2, Vodafone & Three) per month. Inclusive calls to 03 numbers capped at 75 minutes/month.

#### Inclusive monthly allowances:

- 500 minutes to UK landlines (01, 02, 03 numbers)
- 500 minutes to UK mobiles (Vodafone, EE, O2, Three)

#### Special caps or exclusions:

- Inclusive 03 calls capped at 75 minutes/month

The service can be used on compatible mobile apps, desktop apps, web apps, and compatible desk phones.

Linux access is included where supported by the platform.

Calls to non-geographic, premium-rate and international destinations 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

You pay upfront for the selected prepaid term 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.

**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 fixed prepaid term of 12 Months from activation.

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

**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 an internet or power outage.

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. Number porting is only available for Prepaid fixed terms of 12 months or longer.

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

Pre-Order Validation only applies where relevant to landline 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:

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

### Termination Policy:

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

### Refunds & Returns Policy:

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### Technical Services & Add-Ons:

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### Number Porting:

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



## Omni Flow Essentials Prepaid VoIP Digital Landline & Phone System (Per User) - 12 Months (Fixed Term) Terms and Conditions

### 1. About this contract

These Terms and Conditions apply to Omni Flow Essentials Prepaid VoIP Digital Landline & Phone System (Per User) - 12 Months (Fixed Term).

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 phone system service for business use.

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

#### Service and platform:

Omni Flow Essentials VoIP Digital Landline & Phone System—500 UK landline minutes (01, 02 & 03) and 500 UK mobile minutes (EE, O2, Vodafone & Three) per month. Inclusive calls to 03 numbers capped at 75 minutes/month.

### 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 upfront prepaid charge for the selected term 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.

### 5. Contract term and cancellation

This is a fixed prepaid term of 12 Months from activation.

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



## 6. Barred and additional services

Calls to non-geographic, premium-rate and international destinations 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, internet connection, 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 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 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. Number porting is only available for Prepaid fixed terms of 12 months or longer.

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

Pre-Order Validation only applies where relevant to landline porting.

## 9. Refunds

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

Activated services, Phone System setup, submitted ports and completed Setup & Onboarding 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 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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