

Scala - Terms & Conditions

1. Any references to the Scala platform in this document refer to the Customer's Hosted Telephony Platform and Arrow shall be the Service Provider for such platform.
2. The total number of 01/02/03 calls (of which calls to 03 shall not exceed 15%) per individual licence from an endpoint (aggregated) shall not exceed 2,000 minutes per month. If this limit is exceeded the Customer will be subject to a per minute price for the total volume of calls according to the Arrow Standard Rate Card.
3. The Customer will receive 2,000 free minutes of mobile calls per month from a SIP Port to UK mobile destinations only with the following eligible networks: Vodafone, O2, EE and Three. Any SIP Ports that exceed this aggregate amount will not receive any discounting and all minutes will be subject to a per minute price according to the Arrow Standard Rate Card.
4. 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.
5. All charged calls (being such calls that fall outside the agreed Customer call bundle) will attract a minimum call charge of 1p at all times.
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 such 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 subsidised handsets must be purchased with a user licence subscription otherwise they will be charged in full as per the Arrow Standard Price List. 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.
8. 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.
9. All additional porting charges will be charged as per the Arrow Standard Price List.
10. 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.
11. 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.
12. Arrow will not accept responsibility for any system malfunction which is deemed to have resulted from maintenance, alteration or repair to the Scala 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 Scala platform or telephony hardware at the cost and expense of the Customer.
13. Please note that additional delivery charges may be payable by the Customer in relation to the Scala platform 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.