

Swift - Terms & Conditions

1. Any references to Hosted PBX in this document refer to the Customer's Hosted Telephony Platform.
2. All charges not listed in the Product Agreement will be charged as per Arrow's Standard Rate Card as published from time to time.
3. 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 apart from some non-geographic numbers, directory enquiry services and ISDN services
 - 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
4. A fair usage policy applies to the unlimited call bundle. Any customers who exceed the fair usage policy will not receive any discounting and all minutes will be subject to a per minute price according to the Standard Arrow Rate Card.
5. 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 the call.
6. All tariffing and quantities stated within the Product Agreement section are to remain activated for the full duration of the Product Agreement.
7. Swift Remote Support and the Unlimited Call Bundle must be applied across all licences on a customer account including incremental ones.
8. Should a Customer exceed the 10GB monthly storage limit additional charges will apply which are listed in Arrow's Standard Price List.
9. All subsidised handsets must be purchased with a user licence subscription otherwise they will be charged in full. 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.
10. All subsidised hardware remains the property of Arrow until the end of the individual contract term.
11. Please note that additional delivery charges may be payable by the Customer in relation to Swift hardware 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.
12. 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. All additional Porting charges will be charged at Arrow's Standard Price List.
13. 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.
14. Arrow will not accept responsibility for any system malfunction which is deemed to have resulted from maintenance, alteration or repair to the Hosted PBX or 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 Hosted PBX or telephony hardware at the cost and expense of the Customer.
15. All Wildix branded hardware purchased from Arrow after the 1st July 2022 has a minimum warranty period of 12 months. This warranty covers the repair or replacement of the products that fail due

to any manufacturer defects and will be at Arrow's discretion. This does not provide coverage for lost, stolen or any non-manufacturer related defects.

16. With regard to the provision by Arrow of the cloud based RAMP GDPR Call Recording solution, the Customer will be provided with a Statement of Works with schedule of terms and appendix. These will need to be acknowledged and agreed to by both parties prior to the deployment of this service.
17. If SIP connectivity requires a static IP address an additional monthly 10GB storage charge will apply.
18. With regard to the provision of My Wallboards the minimum requirements are as follows:-
 - PBX version of WMS 5.02 or higher
 - A minimum of one Business Licence per PBX is required to integrate with the WebAPI
 - For Presence/Status user licences must be on a minimum of the Essential Licence
 - CDR Reporting must be enabled on the Cloud PBX
19. My Wallboards will contain only the data which is available from the Hosted PBX from the point that the Service goes live, and stored for a period of 90 days thereafter. Please note that this period may differ depending on the system settings

Swift Remote Support

Swift Remote Support is provided only in relation to the agreed software, services and devices detailed as part of the agreement and is subject to review. This service is for remote support only and cannot be used in lieu of training, project management or development work. The service is also only available during our standard support hours as set out in the Swift SLA document (this can be provided upon request). Where a query is identified as a request for a non-inclusive support service Arrow will provide a quote in line with Arrow's standard engineering prices.

If the Customer has been provided with access to the Wildix Admin Portal and additional licences have been added by the Customer without requesting these through their Account Manager or the Arrow Support Teams, these will be added to the Customer's invoice in the next billing month and the Customer acknowledges and agrees that any such additional licences shall be subject to their own minimum agreement term.