

### The One Broadband Terms & Conditions for The One Voice

These Terms and Conditions apply to the provision of The One Voice (“The One Voice” or “Service”) from The One Broadband (“we”, “us”, “our”, “The One Broadband”) to you, the customer (“you”, “your”). These Terms are governed by the laws of England and Wales and subject to the jurisdiction of the courts of England and Wales. These terms apply in addition to and form part of The One Broadband terms available at [www.theonebroadband.co.uk/terms](http://www.theonebroadband.co.uk/terms).

By using the Service, you agree to the following terms.

#### 1. Service Description

- 1.1. The One Voice is a Voice over IP (VoIP) telephone service that uses your broadband connection to make and receive calls over the internet.
- 1.2. This Service is only available to customers with an active full fibre broadband package provided by The One Broadband.
- 1.3. A compatible router or voice adapter is required to use this service. We will supply the required Equipment to you. All Equipment we provide is loaned belongs to us and will be returned at the end of the contract, as per The One Broadband Terms, unless agreed otherwise in writing. See section 4 Equipment, below, for more details.

#### 2. Term

- 2.1. The voice service is provided subject to a minimum term contract to run in parallel with your Broadband Package unless otherwise agreed in writing with you.
- 2.2. You may be able to add The One Voice service to your existing The One Broadband Package after your initial order if agreed with The One Broadband. The contract end date will be the same as the contract for your Broadband Package.

#### 3. Pricing and Billing

- 3.1. The monthly charge for the Service is set out in your price plan and includes calls to standard UK landlines and UK mobiles, subject to the fair usage policy (see Section 7 below).
- 3.2. Charges for calls not included in your price plan (e.g. international, premium rate, or directory services) will be billed separately. These may include a call connection fee and a per minute call fee
- 3.3. Service Charge numbers are split into two parts. The access charge is how much The One Broadband will charge you per minute for making the call. The Service charge is the amount that is charged by the organisation you are calling, is set by them and is stated anywhere their number is advertised.
- 3.4. A monthly price cap will apply to out-of-bundle calls. Once this cap is reached, further chargeable calls will be restricted until the next billing month unless an alternative arrangement is agreed with The One Broadband. The level of the cap will be included in your order form.
- 3.5. Details of call pricing and the monthly price cap can be found in The One Voice Price Guide available at [www.theonebroadband.co.uk/legal](http://www.theonebroadband.co.uk/legal).
- 3.6. If we need to send additional or replacement equipment where you are part way through your broadband contract, additional equipment or router delivery charges may apply.
- 3.7. We reserve the right to update pricing and call rates by giving you at least 30 days’ notice.
- 3.8. Changes will be communicated via email, your online account, or on our website.

### 4. Equipment

- 4.1. The Service requires a voice-compatible router, or a voice adapter, provided by The One Broadband.
- 4.2. This is loaned Equipment and remains the property of The One Broadband, unless otherwise agreed, and should be returned before the end of the Contract Term. If you or we end the agreement you must return any loaned Equipment, and if you don't return it within 30 days of ending the service, or if the loaned Equipment is damaged other than through fair wear and tear, you may be charged as per our Price Guide available at [www.theonebroadband.co.uk/legal](http://www.theonebroadband.co.uk/legal).
- 4.3. See section 4.5 of the Broadband Terms for more details relating to Equipment.
- 4.4. You are responsible for keeping the equipment safe and ensuring it is not damaged, misused, or tampered with. You must look after it and not dispose, damage, destroy or otherwise interfere with it unless we ask you to.

### 5. Service Limitations

- 5.1. The One Voice service depends on a stable full fibre broadband connection. Service interruptions may occur if your broadband service is unavailable. The quality of the digital voice service cannot be guaranteed.
- 5.2. As The One Voice is powered from the home electricity supply, in the event of a power cut, internet outage, or equipment failure, The One Voice service (including access to emergency services) may not be available.
- 5.3. The One Voice is Voice Over IP (non PSTN) technology and as such, PSTN based services such as monitored alarm, fax and some TV services may not be compatible with this service. Voice over IP (non PSTN) technology will have certain limitations compared to traditional PSTN landline service.
- 5.4. If you chose to revert from The One Voice to PSTN, you acknowledge your original telephone number may no longer be available due to local exchange capabilities.

### 6. Calls to Emergency Services

- 6.1. You accept that we may pass your address to the Emergency Services and that it will be used to locate you during a 999 call. The address provided must be the location where the service will be used, and it is your responsibility to notify The One Broadband of this information and any changes to this information.
- 6.2. Emergency calls to 999 will be directed to the emergency services but no guarantee is made about the reliability of same and you should be especially aware that power outages which impact the router shall prevent the use of the Digital Home Phone service for emergency calls.
- 6.3. In the event of such an outage we advise customers to use alternative methods, such as mobile telephones, to access emergency services or any other connected services in case of service disruption.
- 6.4. We advise customers to plan accordingly in advance.
- 6.5. The One Broadband shall not be liable for any delay or failure to provide service, including 999 dialling, at any time, or any interruption or degradation of voice quality caused by: third-party omission, equipment failure, equipment modification, force majeure, equipment shortage, loss of power or third-party faults.

### 7. Fair Usage Policy

- 7.1. The inclusive calls to UK landlines and mobiles are subject to a fair usage limit of 2,000 minutes per month.

- 7.2. The service is intended for personal, non-commercial use only. Excessive, automated, or continuous call activity, or use inconsistent with residential usage, may be considered a breach of the fair usage policy.
- 7.3. If we reasonably believe your usage breaches this policy, we may:
  - 7.3.1. Restrict or suspend your Service.
  - 7.3.2. Charge you for excess or inappropriate usage.
  - 7.3.3. Terminate your Service with notice.

### 8. Number Porting and Allocation

- 8.1. You have the right to request the transfer (porting) of your existing telephone number to The One Voice service, subject to technical feasibility and industry regulations.
- 8.2. You are responsible for providing accurate and complete information, including your current provider details, to facilitate the porting of your number. Inaccurate or incomplete information may result in delays or rejection of the port request.
- 8.3. You will be required to provide The One Broadband with a signed Customer Letter of Authority.
- 8.4. The One Broadband will make reasonable efforts to complete the number porting process within 10 working days from receiving complete and correct porting information. We will notify you of the proposed porting date once confirmed with your current provider.
- 8.5. While we will use reasonable efforts to port your number, we cannot guarantee successful porting if your current provider rejects the request or if there are technical limitations.
- 8.6. During the porting process, there may be a temporary disruption to your telephone service. We recommend retaining alternative means of communication, such as a mobile phone, during this time.
- 8.7. It is your responsibility to cancel any services with your previous provider once porting has been completed, unless otherwise advised. We are not liable for charges incurred from your previous provider after porting.
- 8.8. Ported numbers are subject to Ofcom regulations. You may request to port your number away from The One Broadband to another provider, subject to regulatory rights and technical feasibility.

### 9. Cancelling the service

- 9.1. Once your minimum term has passed, you may cancel the service by giving us 30-days' notice. If you are still within your minimum contract period, an early termination fee may apply as per The Broadband Terms.
- 9.2. The Service is dependent on an active full fibre broadband package. If your broadband service is terminated, your The One Voice service will also end automatically.

### 10. Our Responsibilities

- 10.1. We aim to provide a high-quality service but cannot guarantee a fault-free experience.
- 10.2. We are not responsible for:
  - 10.2.1. Service disruptions caused by third-party services or outages.
  - 10.2.2. Any losses due to the inability to access emergency services.
  - 10.2.3. Misuse of your service by others.

### 11. Your Responsibilities

- 11.1. You agree to use the Service in accordance with these terms, all applicable laws, and our Acceptable Use Policy.
- 11.2. You are responsible for preventing unauthorised use of your equipment and service.

### 12. Changes to the Service or Terms

12.1. We may update these terms, your price plan, or service features from time to time. We will provide notice of any material changes. If you do not agree with the changes, you may cancel the Service without penalty, provided you notify us before the changes take effect.

### 13. COMPLAINTS

13.1. If you have a complaint, please email us at [support@theonebroadband.co.uk](mailto:support@theonebroadband.co.uk). Further information on this complaints process is available in our Complaints Policy on our website. [www.theonebroadband.co.uk/legal](http://www.theonebroadband.co.uk/legal)

### 14. CONTACT DETAILS

- Email: [support@theonebroadband.co.uk](mailto:support@theonebroadband.co.uk)
- WhatsApp: 0330 912 7855
- Telephone: 0330 912 8150

### 15. EFFECTIVE DATE

The One Voice Terms issued on 14<sup>th</sup> July 2025