
FIXED SERVICE SCHEDULE – CALLS ONLY SERVICE

The following additional terms and conditions apply to the provision of the Calls Only Service.

1 DEFINITIONS

In this Service Schedule, in addition to those terms defined in the General Conditions and the Fixed Terms the following terms and expressions apply:

TERM / EXPRESSION	MEANING
“Another Service Provider”	means a provider of telecommunications services, other than O2 within the United Kingdom; and
“Calls Only Service”	means the service described in paragraph 3.

2 FIXED SERVICE

The Calls Only Service is a “Fixed Service” and the Fixed Terms will apply to this Service.

3 CALLS ONLY SERVICE

- 3.1 The Calls Only Service is an outbound calling service that allows customers to make direct dialled calls both in the United Kingdom and overseas.
- 3.2 The Calls Only Service supports voice calls to UK geographic numbers, mobile numbers, non-geographic numbers, premium rate numbers, international direct dial numbers, the emergency services and the operator. The Calls Only Service does not support other types of communication, including, but not limited to, transfers of GSM data, Wi-Fi data, SMS, MMS and GPRS.

4 AVAILABILITY

- 4.1 The Customer must have and maintain a fixed line with Another Service Provider, which is maintained by BT. If the line is provided by Another Service Provider that is not BT, then the Customer will need to ensure that the existing operator has not barred another operator from taking a “calls only” service.
- 4.2 The Calls Only Service is not available on:
- the following BT services: Bill Direct; FeatureNet; FeatureLine; Low User Scheme; BT In-contact Plus;
 - temporarily out of service lines;
 - outgoing calls barred lines; or
 - such other services as may be identified by O2 from time to time.

5 CALL CHARGES

- 5.1 Unless otherwise stated in the Commercial Schedule or on the O2 Website, the following apply to calls made using the Calls Service:
- call prices are quoted by the minute and are priced based on duration, destination and time of day;
 - the duration of each call shall be measured to the nearest hundredth of a second, i.e. Hr: Min: Sec: 1/100Sec (00:05:32.23);
 - the cost of an individual call is rounded down to the nearest deci-pence (i.e. 0.1p or £0.001), with the final bill total rounded to the nearest penny;
 - each call shall be charged excluding VAT, based on the duration, the ex VAT cost of each call is then calculated and the result rounded up to the nearest penny. VAT is then added where applicable to the total of all charges on the Customer’s invoice;
 - peak rate call Charges apply from 07:00 to 19:00, Monday to Friday;
 - evening rate call Charges apply from 00:00 to 07:00 and 19:00 to 23:59, Monday to Friday;

- g) weekend rate call Charges apply from 00:00 Saturday to 23:59 Sunday;
- h) Calls are subject to a minimum Charge as detailed in the O2 Website.

6 USE OF CALLS ONLY SERVICE

- 6.1 The Customer will remain solely responsible for paying all charges levied by Another Service Provider in respect of the fixed line.
- 6.2 O2 has no responsibility for any limitations on the network of Another Service Provider which may affect provision of the Calls Only Service.
- 6.3 O2 may be unable to provide the Calls Only Service from time to time, for reasons including, but not limited to, Another Service Provider's processes, technical limitations in fixed networks, network outages and/or physical, meteorological or geographical conditions. O2 will not be liable where it is unable to provide the Calls Only Service in these circumstances.

7 FAULT RESPONSE

- 7.1 There is no fault response option for the Calls Only Service. Any faults or nuisance calls should be reported to the fixed line provider.