



## Residential Phone Packages over Single Mode Networks' fibre network

Frag Ltd are the exclusive provider of telephone services over the Single Mode Networks' fibre infrastructure. We are working in partnership with them to offer both residential as well as business class services at very competitive prices. This document details our residential offering.

### The Service:

- You simply plug in a standard "BT" type phone into the Single Mode Networks equipment.
  - You may need an RJ11 (US) to "BT" adapter, which we can supply, please ask for details.
  - If you have wired extensions already fitted, we can provide a telephone engineer to re-route existing extension wiring, as well as install new extensions if required. Please contact us for details as this is a separate, chargeable service.
- You can transfer (port) your current number to us, or we can provide you with a new number:
  - If you want a brand new number, there is a one-off charge of £10;
  - If you want us to transfer your existing number across, there is no extra charge.
- We offer four UK packages:
  - **Entry** No monthly charge (you just pay for any calls made)
  - **Basic** £5 / month
  - **Premium** £15 / month
  - **Unlimited** £25 / month
- We do not charge line rental.
- If you do not have a suitable phone we can provide one (please ask for details).
- You pay monthly in advance for the Basic, Premium & Unlimited packages.
- We bill you monthly in arrears for any calls made outside of an inclusive deal.
- If you wish to change your package, you need only give one full month's notice.
- If either party wishes to cancel, they need only give one full month's notice.
- The service does not come with an SLA (please ask about business accounts if you need an SLA), however we aim to reply within one working day to any enquiry or issue (usually a lot quicker).
- There are a number of extra services included free of charge, e.g. last number to call you, speaking clock, withhold number, etc. There are also some chargeable services, e.g. voicemail, call forwarding & call filtering. Chargeable add on services are charged at £1.00 a month or £8/year for one service. £1.50 a month or £12/year for two. Three or more services are £2.00 a month or £15/year.

### Packages:

<b>Entry</b>	You pay 15p per minute for calls to UK 01, 02, 03 and UK mobile numbers.
<b>Basic</b>	You get 100 inclusive UK minutes each month. UK calls over 100 minutes are charged at 12p per minute.
<b>Premium</b>	You get 500 inclusive UK minutes each month. UK calls over 500 minutes are charged at 10p per minute.
<b>Unlimited</b>	You can make as many inclusive UK calls as you like.

- Inclusive calls are to UK geographic numbers, e.g. 01, 02 & 03 numbers.
- Also included are the main UK mobile providers (EE, Vodafone, O2 & Three) and their resellers.
- UK freephone numbers are free of charge on all packages.
- Inclusive minutes do not roll over at the end of the month.
- Inclusive calls are for a maximum of 60 minutes.
- If an inclusive call goes over 60 minutes the part over 60 minutes is chargeable.
- You can always hang up after 59 minutes, then call back to keep it inclusive!
- Chargeable calls are billed to the nearest second.
- All prices include VAT at the current rate.



## International Packages

If you make regular international calls it will usually be more cost effective to take out one of our inclusive international call packages:

- International 100      £3pm    100 inclusive international minutes per month
- International 500      £6pm    500 inclusive international minutes per month
- international 1,000    £10pm   1,000 inclusive international minutes per month

Our inclusive international packages includes over 90% of country codes Worldwide, including USA, Canada, Australia, New Zealand and most of Europe. International call packages are only available to customers who already have a UK inclusive call package, i.e. international call packages are not available to customers on the Entry level package. You can still make international calls without an inclusive package, in which case calls will be charged per second, based on the country code you dial. You can lookup the cost of any number on our portal or email [sales@frarg.co.uk](mailto:sales@frarg.co.uk) with any questions.

## Direct Debit

We prefer all customers to setup a Direct Debit for billing purposes. We use a company called GoCardless (<https://gocardless.com/>) to handle our Direct Debit payments.

If you prefer not to, or are unable to setup a Direct Debit, then we charge a monthly admin fee of £5 to cover the additional time involved in handling manual payments.

Although the Entry level package is free of monthly charges, this is only true if you setup a Direct Debit in case you make any calls. If you prefer not to, or are unable to setup a Direct Debit then the £5 per month admin fee still applies to the Entry level package.

If you do make some calls on the Entry level package, we may not invoice you for the calls immediately. If there only a small number of calls it is not cost effective to process very small amounts, so you may not receive an invoice until more call charges have accrued. We generally invoice when the accrued amount goes over £5 however, if you haven't accrued at least £5 of call charges at the end of each year, we will usually write off the amount owed in January of each year.

Please note that if you setup a direct debit and a payment request fails for any reason, we do charge a £5 admin fee. We invoice on the 1<sup>st</sup> of each month and the payment is collected approximately 10 days later, so please ensure there are sufficient funds in your account to cover the full amount.

## Emergency Access

Calls to the emergency services (999/112) rely on your Single Mode Network fibre termination box and router having power. You are therefore strongly advised to connect the Single Mode Network's equipment to a UPS (Uninterruptible Power Supply) or battery backup, so you can still call 999/112 in the event of a power cut. Please contact us for details of a suitable unit (this will also keep your Internet running during a power cut).

### Notes:

- Depending on which type of installation you have from Single Mode Networks, you may have just one combined fibre termination unit and router, or you may have two separate devices: one to terminate the fibre (usually bolted to your wall where the fibre comes into your home) and a separate router. If you have the two devices then BOTH will require power for your internet and phone to work in the event of a power cut.
- If you have a cordless phone (DECT phone) the base station will need to have power in order to make and receive calls. Please bear this in mind if adding a UPS to your router



## Vulnerable Persons

If you are classed as a vulnerable person, please make us aware when you order your phone service. There is an option on the form to do this. We always treat everyone's personal information in the strictest confidence, but we would prefer to know if you are classed as vulnerable as there are things we can do to assist you, such as prioritising faults and providing a battery backup unit at cost so you have a telephone service in the event of a power cut. We also need to know if you have a Telecare alarm (also known as a 'personal alarm', 'pull-cord alarm' or 'pendant alarm').

## Low Income Persons

If you are on a low income, e.g. on Universal Credit, or a disability allowance, etc, please let us know. We may be able to provide a social tariff for some of our services, depending on your circumstances.

## Cancelling or amending your services

Unlike other telephone providers, we don't tie you in to lengthy contracts, we prefer our customers stay with us because we are providing a good quality, cost effective service.

If you wish to cancel or amend your contract with us, you may do so by giving us one full month's notice in writing. "In writing" means either by letter posted to our registered address, or by email sent to [sales@frarg.co.uk](mailto:sales@frarg.co.uk)

We also prefer to be completely transparent regarding our terms, so for the avoidance of doubt, this is our definition of "one full month's notice"...

We invoice on the 1<sup>st</sup> of each month, which is when your notice period for cancelling or amending your service starts. In other words, as long as you contact us before midnight on the last day of the month, your notice period will begin on the 1<sup>st</sup> of the following month. So, for example, if you email us requesting a change and your email arrives on or before 23:59 on the last day of the month, your notice period will begin on the 1<sup>st</sup> of the following month. If however your email arrives with us on or after 00:00 on the 1<sup>st</sup> of the month, your notice period will not start until the following month, meaning you will have a notice period of almost two months.

**This is important to remember, as we have had people assume that a month's notice means from whenever they contact us, which is not the case!**

## Terms and Conditions

This document forms the terms of our contract with you, our "terms and conditions" if you will. We reserve the right to vary this document and therefore change our "terms and conditions" at any time, any such changes will be put into effect no less than 30 days after we publish a new version of this document. Therefore please do check this document regularly so you are aware of our current terms. You can determine if anything has changed by making a note of the "Document version" in the footer of each page of this document.

You can always download the latest version here: <https://smn.telgw.uk/storage/ResidentialPackages.pdf>  
Or email [sales@frarg.co.uk](mailto:sales@frarg.co.uk) to request a copy is emailed to you.



## Sign Up

If you would like to sign up for our telephone service, you can print out the form below, complete it and send it to us in the post, or scan/take a photo and email it to us. Alternatively, we also have an online form here: <https://smn.telgw.uk/register>

**Our email address is: [sales@frarg.co.uk](mailto:sales@frarg.co.uk)**

1. Full name of person to invoice:
2. Your contact email address:
3. Mobile or alternative contact number:
4. Full postal address of the property where the service is to be provided:
  
5. Please tick the UK package you want:  
Entry       Basic       Premium       Unlimited
6. Please tick any international package you want:  
100       500       1,000       None
7. Please tick any optional services you would like activating:  
Voicemail       Call Forwarding       Call Filtering
8. If you have selected optional services will you pay for them annually  or monthly
9. Please tick this box if you are classed as a vulnerable person, or have a Telecare alarm, also known as a personal alarm, pull-cord or pendant alarm:
10. Please tick this box if you wish to let us know you are on a low income:
11. If you wish to transfer (port) your existing telephone number to us, please complete the porting request form on the next page. If you would like a new number providing, at a cost of £10, please tick this box and leave the following page blank:

**IMPORTANT: IF YOU WISH TO RETAIN YOUR OLD TELEPHONE NUMBER, YOU MUST NOT CANCEL YOUR CONTRACT WITH YOUR CURRENT TELEPHONE SERVICE PROVIDER UNTIL AFTER WE HAVE PORTED YOUR NUMBER OVER. DOING SO WILL MOST LIKELY RESULT IN YOU LOSING YOUR OLD NUMBER!**

**It is your responsibility to check with your current provider regarding any termination fees they may charge. If you are still in contract with your current provider they may charge you a termination fee. Please do check with your current provider before sending us the porting form so you have all the relevant information.**

**IMPORTANT: PLEASE DO NOT RETURN THE PORTING FORM TO US UNTIL AFTER YOUR FIBRE SERVICE HAS GONE LIVE. WE WILL PROCESS THE REQUEST TO TRANSFER YOUR NUMBER WHEN WE RECEIVE THE FORM, IF YOUR FIBRE IS NOT LIVE AT THAT POINT YOUR EXISTING TELEPHONE SERVICE WILL STOP WORKING!**

*Your personal details will only ever be used for the purposes of providing our business services. We store your details securely on our electronic systems in the UK only. We never disclose your details to third parties. We may send you an occasional email to keep in touch, advise about new services, and for other business related reasons. Please let us know if you do not wish to receive such emails. We are fully GDPR compliant and registered with the ICO. Our privacy policy may be downloaded from our website, or sent to you on request.*



## Number Porting Request

Telephone number you want to transfer:

Full name of bill payer, as it appears on your current bill:

Full postal address of bill payer, as it appears on your current bill:

Your account number with current provider:

The name of your current provider:

If you have previously moved your number from another provider at any time in the past, please specify the name of the original provider here:

It is important to provide accurate information if you have previously moved your number, as every request to port your number costs us £15. We do not pass this initial charge on to you, however if you fail to provide accurate information and we have to submit a subsequent request then we will have paid £30 to port your number and we will pass these costs on to you.

I confirm that I wish to port my telephone number, specified above, from my current provider. I confirm that the information provided above is accurate and complete.

Signature of bill payer:

Dated:

**Please print this page out, fill it in, sign it, then either post it back to us, or scan / take a legible photo and email it back to us: [sales@frarg.co.uk](mailto:sales@frarg.co.uk)**