



## CONTRACT INFORMATION

This Contract Information should be read in conjunction with our terms of service, our Privacy Policy, and the Contract Summary provided to you prior to entering into an agreement with us

### Services and Equipment

Everreach provides an inbound call management service. Telephone numbers in various areas of the country are made available for you to add to your subscription, and calls to those numbers are routed as you specify in our portal, e.g. to voicemail, by time of day, forwarded to an other number, or through an announcement where the caller can press a number to select e.g. "Press 1 for Accounts". Other features may be added or withdrawn from time to time. At the time of choosing our service, you also choose a package with an inclusive allowance of call forwarding minutes; you can vary your package at any time. Inclusive allowances do not roll over.

### Price

All charges are exclusive of VAT

£5 a month	Start Plan with one virtual telephone number and 500 forwarding minutes
£15 a month	Grow Plan with three virtual telephone numbers and 800 forwarding minutes
£25 a month	Run Plan with 5 virtual numbers and 2000 forwarding minutes a month.

#### *Out-of-bundle rates*

Other bundles can be utilised with more minutes or more virtual numbers on application. Please contact [support@everreach.co.uk](mailto:support@everreach.co.uk).

Other ancillary charges, including pay as you go rates for other telephone calls or other out of bundle/overage usage is available here: <https://everreach.co.uk/pricing>. If your card is declined more than once and we must reactivate your account, we may charge an admin fee £10.

We may vary these charges upon 30 days' notice.

You can see your current usage on the portal at any time.

### Delivery of Services

The services are available to be used immediately. If you later choose to "port" telephone numbers from your existing services to us, you will be informed of the estimated time it will take to effect that request when you make it.

### Duration, Renewal and Termination

Your minimum term to use our services is one month and will automatically renew each month for one more month. You may terminate at any time, which will come into effect at the end of your current month.

### Security

Everreach is compliant with all prevailing security regulations. In the event of a security compromise, we may take whatever action is required to mitigate the effect of the security compromise (including, without limitation) restricting access to services, restricting the scope of services, until such time as the threat is addressed. We will also discharge its statutory obligations to notify the Information Commissioner, Office of Communications or any other relevant authority.

### Remedies, Complaint Handling and Dispute Resolution

If you are a small business (i.e., have ten or fewer persons working in your business) or are a consumer, you have the right to refer your complaint to the Alternative Dispute Resolution scheme of which we are a member if we do not resolve it to your satisfaction within eight weeks. If you do have a complaint, please contact us at [support@everreach.co.uk](mailto:support@everreach.co.uk) and we will endeavour to resolve it for you.

### Data Protection

Our full data protection policy is available here <https://everreach.co.uk/legal/privacy>



You have the right to withhold your information from directory information services – if you wish to exercise that right, please e-mail [support@everreach.co.uk](mailto:support@everreach.co.uk)

### **Service Level Agreement**

As an over-the-top voice and call forwarding application, the Services you buy from us rely on the quality of your internet connection or the quality of connection used by the forwarded telephone number. We take no responsibility for any lack of performance of the Services if the underlying connections are not for purpose. We do not warrant that the service will be always error free, nor do we provide any compensation for any interruptions to services. However, you should expect 99.9% availability of our Services, 24/7/365.

In the event we fail to meet certain statutory obligations, you may be entitled to compensation – the details of which are laid out in our terms of service or are available by contacting [support@everreach.co.uk](mailto:support@everreach.co.uk).

Any faults should be reported to [support@everreach.co.uk](mailto:support@everreach.co.uk)

### **Terminal Equipment**

Not applicable – we do not provide terminal equipment.

### **Features for End Users with Disabilities**

Everreach is an inbound call management service and not a traditional public electronic communications service, meaning that matters such as next generation text relay and access to the emergency services for BSL users are a matter for your chosen primary telecommunications. However, sole traders (but not incorporated businesses) may request certain information in an accessible format if needed. Contact [support@everreach.co.uk](mailto:support@everreach.co.uk) for more information.

### **Accessibility Limitations**

The nature of the Everreach services is that it is not a traditional telephony service; it cannot make outbound calls. As such, it cannot be used to contact the Emergency Services. It will also only function as well as your internet connection (to access the portal and listen to voicemails etc) or the connection of the telephone to which calls are forwarded.