

## CONTRACT SUMMARY

This contract summary provides the main elements of this service offer as required by UK law<sup>1</sup>. It helps to make a comparison between service offers. Complete information about the service is provided in other documents.

### 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 another 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 Other features may be added or withdrawn from time to time.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.

### 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 of your current month.

### 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.

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<sup>1</sup> Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36) – an instrument that remains in force in the United Kingdom by way of the Withdrawal Act 2018.