

Horizon - Terms & Conditions

1. Any references to the Horizon platform in this document refer to the Customer's Hosted Telephony Platform.
2. All call charges, unless otherwise stated, are calculated on the rates shown on a per second basis and are then rounded up to the nearest penny.
3. All charged calls will attract a minimum call charge of 1p at all times.
4. A fair usage policy shall apply and any customers who exceed the fair usage policy will not receive any discounting and all minutes will be subject to a per minute price according to the Arrow Hosted Telephony Call Rate Card. All call charges, unless otherwise stated, are calculated on the rates shown on a per second basis and are then rounded up to the nearest penny.
5. Calls to 084/087/118/09 numbers will incur an access charge for the initial minute or part minute and in one minute increments thereafter, in addition to the service charge cost of the call.
 - Peak Period: Monday to Friday 08:00 to 18:00
 - Off Peak Period: Monday to Friday 18:00 to 08:00
 - Weekend: Saturday 00:00 to Sunday 23:59
6. All tariffing and quantities stated within the Product Agreement are to remain activated for the full duration of the Product Agreement.
7. All subsidised handsets must be purchased with a user licence subscription otherwise they will be charged in full. If an additional or incremental subsidised handset is provided such handset and its associated licence will be subject to its own minimum agreement term. Additionally, where an additional individual licence is provided to the Customer each such licence will be subject to its own minimum agreement term.
8. The total volume of handsets must not exceed the number of active licences at any time.
9. Existing DDI number ranges or individual numbers can be ported to Arrow provided that a porting agreement is in place between the network operators involved. Where it is not possible to port numbers or should any delays in porting occur, Arrow accepts no liability for these instances. There is no limit to the number of DDI number ranges or individual numbers that can be ported. The Customer is liable for any connection and rental charges associated with the early provision of this or any other service as well as any additional porting charges that are incurred as part of the porting process. All additional porting charges will be charged as per the Porting Pricebook.
10. All installations may be subject to site survey. Any excess construction or installation charges will be confirmed in advance and invoiced once installation has been completed.
11. The Customer is responsible for the configuration and ongoing support of any connectivity and network switches if the internet connection supporting this solution is not supplied by Arrow. In the case of a fault, the Customer must liaise with the internet service provider of the associated internet connection or network switch.
12. Arrow will not accept responsibility for any system malfunction which is deemed to have resulted from maintenance, alteration or repair to the Horizon platform or associated telephony hardware unless this was carried out by Arrow or persons authorised by Arrow. If this condition is not observed, then Arrow may either terminate the Product Agreement without liability or restore the Horizon platform or telephony hardware at the cost and expense of the Customer.
13. Please note that additional delivery charges may be payable by the Customer in relation to Horizon hardware from time to time where a Customer has more than one site or if an installation is to be completed in stages by Arrow and such charges will be notified to the Customer.

14. Title to the hardware shall pass to the Customer in accordance with the ARO standard terms and conditions however, notwithstanding such transfer of title in the hardware, title to all intellectual property rights to the configuration of the Horizon service as set out in the Horizon handsets or the portal is and shall remain at all times the property of ARO unless otherwise agreed by ARO.

Horizon with Webex

15. Where the Customer purchases a version of Horizon using the Cisco Webex software and services and as stated in the relevant Product Agreement, the following clauses 15.1 and 15.2 shall apply:

15.1 The use of the Horizon with Webex by the Customer shall be subject to the Cisco General Terms (“**General Terms**”) and Data Protection Agreement (“**DPA**”) available [here](#) and [here](#) respectively (or any other website Cisco may use in the future), and the Cisco Privacy Data Sheets for Webex Meetings and Webex App (“**Privacy Data Sheets**”) available [here](#) and [here](#) respectively (or any other website Cisco may use in the future).

15.2 In the event of any conflict between the terms of this clause 15 and other relevant terms, the terms shall prevail in the following order:

This Product Schedule – Horizon Terms and Conditions (excluding this clause 15),
The Hosted Telephony Services Product Schedule,
The Arrow standard Terms and Conditions and then
This clause 15.