OFCOM GC C1.4 (EECC) NOTICE

Contract Summary

Issued by Datazero Ltd trading as NumberGroup. Forms part of the NumberGroup Agreement.

EFFECTIVE **1 November 2026**	VERSION **1.0**
ISSUER **Datazero Ltd (Co. No. 07390438)**	REGISTERED OFFICE **International House, 36-38 Cornhill, London EC3V 3NG**
CONTACT **help@numbergroup.com · 0800 310 1010**	ONLINE COPY **numbergroup.com/terms**

Particulars

Provider. Datazero Ltd, trading as NumberGroup. Company number 07390438. Registered office: International House, 36-38 Cornhill, London EC3V 3NG.

Contact. help@numbergroup.com · 0800 310 1010 (UK business hours).

Regulatory. UK Communications Provider regulated by Ofcom. Datazero Ltd is the direct Ofcom range holder for the number ranges we sell and operate (CUPID 802). Porting between providers is initiated by the gaining provider through the regulated UK porting process (IPEX).

Effective. 1 November 2026, for new orders and new Memberships only. Customers on earlier Datazero Ltd agreements remain on the terms they signed up under.

1. The services we provide

NumberGroup offers two products:

- **Memorable Number Purchase** — a one-off purchase of a UK phone number from our marketplace. You become the registered holder and receive a Certificate of Ownership. The number is a digital asset owned by you: resaleable, giftable, and portable to any UK provider. Free reissue of the Certificate on resale.
- **Membership Services** — a recurring monthly subscription giving you UK telephone numbers, call routing and platform features, supplier-cost outbound calling pass-through, and Grandstream desk phones at our supplier cost where you order them.

2. Main features

- UK phone numbers (01, 02, 03, 0800, 0808) — included with Membership; memorable numbers sold separately.
- Inbound calling on your numbers — included.
- Outbound calling — billed at our supplier cost with no markup; rates published at numbergroup.com.
- Free 999 / 112 emergency calls. Location passed to authorities where required.
- Free port-in. Free port-out for every number (Memorable Numbers, standard numbers provided under Membership, and ported-in numbers), with no admin fee.
- Hardware at cost: Grandstream GXP1625 £28, GXP2135 £64, GXP2170 £83 (ex-VAT, UK 48-hour delivery).

3. Price

- **Membership:** £149 + VAT per month, flat. Billed monthly in advance.
- **Outbound calls:** charged at supplier cost (e.g. UK landline 0.3138p/min, UK mobile 0.6353p/min). Current rate card at numbergroup.com.
- **Memorable Numbers:** the price shown on the marketplace listing, paid once. No recurring fee.
- **Premium-rate destinations** (084/087/09/118) blocked by default; unblock on written request.

4. Contract length, ending, and changes

No minimum term. No notice period. No auto-renewal. Membership rolls month-to-month and you can end it at any time by emailing help@numbergroup.com. Final month is billed pro-rata to your leaving date. You may take your numbers with you under the porting process described above.

Memorable Number Purchase is a one-off transaction completing on delivery of the number and Certificate of Ownership.

Changes. Where we make a change likely to have material disadvantage to you, we give at least 30 days' notice and you may end the affected service at no penalty (Ofcom GC C1.6).

5. Quality, faults, and emergency calls

We do not commit to a specific uptime percentage — call delivery depends on networks we do not own. Where a fault on our side lasts more than 24 business hours, we issue a service credit. Report faults to help@numbergroup.com or 0800 310 1010.

VoIP and power. Our service is delivered over the internet. Calls — including 999 / 112 — will not work during a power cut or broadband outage. Keep a mobile phone as backup.

6. Vulnerable customers

Tell us if anyone on the account depends on the line for safety, health, or care. We will flag the account and handle any disconnection or migration with priority and extra care.

7. Your data

Datazero Ltd is the data controller. We use a small set of named sub-processors (Stripe, Freshdesk, Vercel, our upstream carrier, Acrobits). We do not sell data. See the Privacy Policy for the full disclosure.

8. Complaints and dispute resolution

Email help@numbergroup.com or call 0800 310 1010. Acknowledged within 1 UK working day and resolution aimed for within 10. After 8 weeks (or an earlier deadlock letter), you may refer the complaint, free of charge, to the **Communications Ombudsman**, our independent alternative dispute resolution scheme. The full procedure is published in our Customer Complaints Code.

9. Where to read the full terms

The full agreement is the General Conditions, the relevant Schedule (Schedule A — Memorable Number Purchase or Schedule B — Membership Services), the Acceptable Use Policy, and your Order. All documents are at numbergroup.com/terms.

This Contract Summary is a summary only. Where it differs from the full terms, the full terms apply.

Datazero Ltd, trading as **NumberGroup**. Registered in England and Wales, company number 07390438. Registered office: International House, 36-38 Cornhill, London EC3V 3NG. Member of the Communications Ombudsman alternative dispute resolution scheme.

This document is published at numbergroup.com/terms and is free to access. For an accessible copy or a hard-copy printout, email help@numbergroup.com.

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