PRODUCT SCHEDULE

Schedule B — Membership Services

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**

Schedule B — Membership Services

This Schedule forms part of the NumberGroup Agreement (the General Conditions, this Schedule, and any Order) and governs Membership of NumberGroup from 1 November 2026. If anything in this Schedule conflicts with the General Conditions, this Schedule wins.

B1. Who can be a Member

B1.1 Membership is available to UK businesses only. It is not a residential service. By applying for Membership you confirm you are applying on behalf of a UK-registered or UK-trading business.

B1.2 We may carry out credit checks at signup and during the Term in line with clause 7.5 of the General Conditions. We may require a refundable security deposit before activating service, particularly where credit history is limited or the business is newly established.

B1.3 We may decline a Membership application without giving reasons. Reasons may include credit risk, prior account history, suspected fraud, regulatory concerns, or operational fit.

B2. What Membership includes for the £149 monthly fee

B2.1 For the £149 + VAT monthly Membership fee, you receive:

- **UK telephone numbers** — unlimited standard UK numbers (01, 02, 03, 0800, 0808), allocated from our Ofcom-issued ranges or ported in from your existing supplier. No per-number rental.
- **Free port-in** — we manage the port from your previous supplier at no charge. Port lead times are typically 5–10 UK working days for standard numbers and may be longer for memorable or complex ports.
- **Platform features** — all standard features on our platform at the time of your Membership, and all features we add in future. As at 1 November 2026 this includes IVR menus, hunt groups, call queues, call recording, voicemail-to-email, voice prompts, time-of-day routing, forwarding rules, and SIP delivery to your own kit. The current feature list is published at numbergroup.com/membership.
- **Outbound calling** — UK landline, mobile and international calls passed through at the BT Wholesale (IPEX) rate we are billed, with no markup. Headline UK rates are published at numbergroup.com/membership/call-rates.
- **SIP delivery** — calls delivered to your existing PBX, our hosted routing, or a third-party SIP endpoint, with no per-extension or per-trunk charge.
- **UK support** — configuration, change requests, and fault diagnosis from our team by phone and email during UK business hours.

B2.2 Membership covers up to **25 concurrent phone lines** as a fair-use envelope. Businesses regularly exceeding this — contact centres, heavy outbound diallers, multi-site SIP deployments — will be invited to discuss a bespoke arrangement.

B2.3 Membership does not include: the cost of outbound call minutes themselves, inbound 0800 termination minutes, desk phones, or softphone installs. These are passed through at supplier cost under section B3.

B3. Things passed through at supplier cost

B3.1 The following are not part of the Membership fee. We bill them separately at the wholesale rate we pay our supplier, with no markup:

- **Outbound call minutes** — billed per minute at the wholesale rate we pay our upstream carrier. Current headline rates: 0.3138p/min UK landlines, 0.6353p/min UK mobiles. International, Channel Islands, Isle of Man, and other destinations are at our published wholesale rate for that destination. Full rate card at numbergroup.com/membership/call-rates.
- **Inbound 0800 termination** — billed at the wholesale rate we pay for inbound termination, currently approximately 0.5971p/min.
- **Grandstream IP deskphones** — sold one-off at our distributor price. Current models and prices listed at numbergroup.com/membership.
- **Softphone installs** — approximately 75p per active install per month, our Acrobits licence cost. Active install counts are tracked by the platform.
- **Hardware ordered through us from any other supplier** — at our supplier cost, with no markup.

B3.2 **Pass-through means pass-through.** If a supplier rate changes — the upstream carrier republishes IPEX rates, Acrobits adjusts per-install licensing — the new rate flows through to your bill. We do not mark up changes or take additional margin on them.

B3.3 **Notice of supplier rate changes.** We give at least 30 days' notice of any supplier rate change we are aware of, by email and on your account. Where our supplier itself gives less notice, we pass through with whatever notice we received. Where a rate goes down, we apply the lower rate from the supplier's effective date.

B3.4 **Currently blocked by default** for fraud and customer protection reasons:

- outbound calls to 084, 085, 087, 09, 118 numbers (premium-rate);
- outbound calls to UK payphones;
- international destinations classed as high-fraud-risk by our upstream carrier or industry intelligence.

You may request unblocking of specific destinations or categories in writing. We will discuss the business reason and may require additional security measures (e.g. PIN authorisation, IP whitelisting, an increased deposit). Once unblocked, you are liable for all charges to those destinations including any fraudulent use of your account.

B4. The £149 Membership fee

B4.1 The Membership fee is **£149 + VAT per month**, billed monthly in advance by Direct Debit.

B4.2 Call charges, softphone installs, and any other supplier-pass-through items under section B3 are billed monthly in arrears on the same Direct Debit. Hardware is billed at the time of order.

B4.3 **Fee changes.** We may change the £149 monthly Membership fee on at least twelve months' notice by email. If you do not wish to continue at the new fee, you may end your Membership before the change takes effect at no charge.

B4.4 The £149 fee is flat. It does not vary based on the number of UK numbers you hold, the volume of calls you make or receive, the number of features you use, or the size of your business, subject to the 25-concurrent-line envelope in B2.2.

B5. Numbers — use, ownership, and porting

B5.1 **Standard numbers** (01, 02, 03, 0800, 0808) provided as part of Membership are licensed to you for use during your Membership. You do not own them as a digital asset; we remain the Ofcom range holder. This is consistent with Ofcom General Conditions for non-geographic and geographic number allocation.

B5.2 **Memorable Numbers** you have purchased through our marketplace are governed by Schedule A. You own those numbers outright. Membership does not transfer ownership of them to us and ending Membership does not affect your ownership of them.

B5.3 **Numbers you bring with you (port-in)** remain yours. Membership does not transfer ownership of your numbers to us. On ending Membership you may port them to a new provider, free.

B5.4 **Porting out standard Membership numbers** — free, no admin fee. This is consistent with clause 4.4 of the General Conditions.

B5.5 **Porting out Memorable Numbers** — free, no admin fee, governed by Schedule A.

B5.6 **Inactive numbers.** Standard numbers we have allocated to you (not ported-in, not purchased) that you have not used for 6 continuous months may be recalled on 30 days' notice. This protects scarce inventory. Does not apply to Memorable Numbers or numbers you have ported in.

B6. Service availability

B6.1 We operate the service to industry standards and aim to provide reliable, high-availability call routing. We do not warrant that the service will be free from interruption, fault, or downtime.

B6.2 Factors affecting service that are outside our reasonable control include: upstream networks (notably our upstream carrier), Ofcom regulatory action, force majeure events, your own internet connection, your own equipment and PBX, and power failures at your site.

B6.3 We carry out scheduled maintenance from time to time and give reasonable notice of work likely to affect service.

B6.4 If you experience a service issue, raise it with us by phone (0800 310 1010) or email (help@numbergroup.com). We respond during UK business hours and aim to resolve faults within reasonable timeframes. We do not commit to specific SLA response or resolution times under standard Membership.

B7. VoIP and emergency calls

B7.1 Calls delivered over VoIP rely on your internet connection and power. **If either fails, calls to 999/112 will not work over the service.**

B7.2 You must:

- inform staff using the service of this limitation;
- keep address information on your account accurate so emergency services can locate the caller;
- maintain an alternative way to contact emergency services from the location where the service is used (a mobile phone is sufficient).

B7.3 If you use the service from a location different from the address registered on your account, calls to emergency services may be routed to the wrong area. Update your registered address whenever your usage location changes.

B7.4 We accept no liability for inability to reach emergency services where the cause is outside our reasonable control.

B8. Your obligations as a Member

B8.1 In addition to your obligations under the General Conditions, you agree to:

- use the service for legitimate business communications only;
- keep PBX, SIP, and account credentials secure (see clause 6 of the General Conditions);
- inform us at least 5 working days in advance of campaigns or events likely to generate significantly above-average call volume;
- comply with our Acceptable Use Policy;
- not resell the service to third parties without our written agreement;
- provide accurate company and contact information and keep it updated.

B8.2 **Fraud responsibility.** You remain liable for all charges incurred on your account, including from fraudulent calls placed using your equipment or credentials, whether by you, your staff, or by an unauthorised third party who has gained access (see clauses 6.4 and 6.5 of the General Conditions). Most telecom fraud begins with compromised customer-side PBX or SIP credentials.

B9. Credit limits and call-spend protection

B9.1 In line with clause 7.5 of the General Conditions, we may set a credit limit on your account sized to your expected monthly spend. We tell you the limit in writing.

B9.2 If your call spend in a billing period approaches or exceeds your credit limit we may, at our discretion: contact you to verify; require immediate payment of the excess; require an additional deposit; or temporarily suspend outbound calls or specific destinations until the position is regularised.

B9.3 The purpose of the credit limit is to protect both of us — to limit your exposure if your account is compromised, and to limit ours if we are billed by our upstream carrier for calls we cannot recover.

B9.4 Acting on your credit limit is not a substitute for your own security obligations. We do not warrant that monitoring will detect or prevent fraud.

B10. Ending Membership

B10.1 You may end Membership at any time by emailing help@numbergroup.com. No minimum term, no notice period, no exit fee. You are billed pro-rata to the date you confirm cancellation.

B10.2 On ending Membership:

- Memorable Numbers you have purchased remain yours under Schedule A. We will continue to hold and route them if you wish (at no charge until you reactivate or move them), or set up alternative routing under your direction.
- Standard Membership numbers may be ported to a new provider free of charge (B5.4), or will lapse 30 days after Membership ends if you have not ported them.
- Ported-in numbers may be ported out to your new provider for free.
- Final invoice settles outstanding fees, call charges, and hardware balances.
- Refundable security deposit is returned within 30 days of final settlement.

B10.3 We may end your Membership in line with clause 9.3 and 9.4 of the General Conditions (30 days for convenience, immediately for material breach, insolvency, fraud, or regulatory direction).

B11. Liability

B11.1 Liability is governed by clause 10 of the General Conditions, subject to the following Schedule-specific provisions.

B11.2 Where a sustained fault directly attributable to NumberGroup prevents the Membership service from operating for more than 24 continuous hours during UK business hours, your sole remedy is a service credit equivalent to the pro-rata Membership fee for the affected period.

B11.3 We are not liable for missed calls, missed sales, loss of business, loss of goodwill, or any other indirect or consequential loss in connection with service issues.

B11.4 Subject to clause 10.1 of the General Conditions, our total aggregate liability to you in any 12-month period in connection with Membership is limited to **the total Membership fees and pass-through call charges you have paid to us in the preceding 12 months**.

B12. Changes to this Schedule

B12.1 We may update this Schedule. Material changes — affecting your rights, obligations, or charges — take effect after 30 days' notice by email. Changes that increase the Membership fee are governed by B4.3 (twelve months).

B12.2 You may end Membership before any material change takes effect, at no charge.

B12.3 Continued use of the service after a change takes effect constitutes acceptance of the updated Schedule.

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.

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