PRODUCT SCHEDULE

Schedule A — Memorable Number Purchase

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

EFFECTIVE **1 November 2026**	VERSION **1.0**
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CONTACT **help@numbergroup.com · 0800 310 1010**	ONLINE COPY **numbergroup.com/terms**

Schedule A — Memorable Number Purchase

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

A1. What you are buying

A1.1 A memorable phone number from the NumberGroup marketplace. These are UK phone numbers we hold directly under an Ofcom allocation. On payment you become the **registered holder** of the number and receive a **Certificate of Ownership** by email.

A1.2 The Certificate identifies the number, the registered holder, the date of issue, and the underlying Ofcom allocation date of the range. It is your evidence of ownership.

A1.3 The price you pay is a single one-off payment. There is no monthly fee, line rental, renewal fee, holding charge, or any other recurring cost associated with the number.

A2. The number as a digital asset

A2.1 A Memorable Number purchased through the marketplace is a **digital asset belonging to you**. You are the registered holder; we will not transfer, reassign, or repurpose the number without your written instruction. There is no minimum holding period, no annual fee, and no event that causes ownership to revert to us automatically.

A2.2 The Certificate of Ownership is your evidence of title. It identifies the holder, the number, the date of issue, and the underlying Ofcom allocation date — the same information any UK telecom provider needs to accept a port-in.

A2.3 You may transfer the number to another UK telecom provider at any time and for any reason. We will not block, delay, or charge for porting away. Port-out is initiated by your gaining provider through standard UK porting processes.

A2.4 **You may sell, gift, or assign the number to another party.** Notify us in writing at help@numbergroup.com with the new holder's details and we will reissue the Certificate of Ownership in their name at no charge.

A2.5 As the Ofcom range holder, we retain the regulatory obligations attached to the underlying number range (porting administration, ESDB updates, Ofcom reporting). Those obligations do not affect your rights as registered holder.

A3. Use, routing, and live service

A3.1 A purchased Memorable Number is not automatically connected to a telecom service when you buy it. To receive calls on the number you must either (a) take Membership with us, in which case we configure routing and the number is live typically within the hour during UK business hours; or (b) port the number to a UK telecom provider of your choice and configure routing with them.

A3.2 If you don't want to do either immediately, that's fine — you can hold the number with us indefinitely with no charge. You can decide later. Tell us when you want to activate or move it.

A3.3 Where you ask us to set up routing on Membership, your Membership terms apply to the ongoing service. The Memorable Number itself remains yours; ending Membership does not affect your ownership of the number.

A4. Payment and refunds

A4.1 Payment is taken in full at checkout by card through our card payment provider. The number is reserved against your account on successful payment.

A4.2 Because each Memorable Number is unique and is removed from sale at the moment of purchase, **the statutory right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 does not apply once we have begun setting up the number on your behalf** (typically immediately on payment).

A4.3 If we cannot deliver the number for any reason — inventory error, regulatory requirement, supplier issue, the number turning out to be unavailable at the moment of transaction — we will refund you in full within 5 working days and you will have no further claim against us.

A4.4 If within 30 days of purchase the number turns out to be genuinely faulty (for example, the underlying range becomes unavailable through no fault of yours, or there is a routing defect at the carrier level we cannot resolve), you may ask us to either substitute an equivalent number from our inventory or refund the purchase price in full. We will pick whichever you prefer.

A4.5 We do not refund for buyer's remorse, change of business plans, or the number not getting the response you hoped for. Memorable Numbers are sold on the basis of the pattern and area code, not on commercial performance outcomes.

A5. What we don't promise

A5.1 We make no claim about commercial performance — number of calls received, sales generated, marketing outcomes — resulting from your use of the number. Memorable Numbers are sold on the basis of pattern recognition principles supported by published research; we don't guarantee any specific business result.

A5.2 We don't warrant that any specific marketing, branding, or business outcome will follow from your use of the number.

A5.3 Where you have taken Membership to receive calls on the number, service availability is governed by the Membership Schedule and the General Conditions — not this Schedule.

A6. Acceptable use

A6.1 Numbers purchased from NumberGroup must not be used for unlawful purposes, fraud, harassment, scam calling, or activity that contravenes Ofcom General Conditions or UK law. Full terms in our Acceptable Use Policy.

A6.2 We reserve the right to suspend routing of a number with reasonable notice where we receive substantiated complaints of abuse, pending investigation. Suspension of routing does not affect your ownership of the number.

A6.3 We will not knowingly process a port of one of your numbers to a customer or downstream provider where we have reason to believe the number will be used in connection with serious fraud (wangiri callbacks, scam impersonation, etc.). This is a regulatory obligation, not a commercial restriction.

A7. Premium-rate, revenue-share, and prohibited number types

A7.1 NumberGroup does not sell 084, 085, 087, 09, or 118 numbers.

A7.2 You may not use any number purchased from us as part of a Premium Rate Service, Calling Card Service, International Access Number, or Dial-Through Service. If you wish to route a number you have bought to such a service via another provider, that is a regulatory matter between you and the gaining provider.

A8. Liability

A8.1 Liability for issues directly attributable to NumberGroup in connection with your purchase is governed by clause 10 of the General Conditions, subject to the following Schedule-specific provisions.

A8.2 If we genuinely cannot deliver the number you bought (covered by A4.3), the refund under A4.3 is your sole remedy. We are not liable for any additional loss.

A8.3 If a sustained fault directly attributable to NumberGroup makes the number unavailable for more than 24 continuous hours during UK business hours after activation, your sole remedy is, at our election: (a) where you are a Member, a pro-rata Membership service credit per General Conditions clause 10.3; or (b) where you are not a Member, a goodwill credit at our reasonable discretion.

A8.4 Subject to clause 10.1 of the General Conditions, our total aggregate liability to you in connection with a Memorable Number Purchase is limited to **the price you paid for the number**.

A8.5 You acknowledge this limit is reasonable in the context of a one-off purchase of a digital asset and reflects the allocation of risk between us.

A9. Changes to this Schedule

A9.1 Changes to this Schedule only apply to new purchases made after the new version is published. **Your purchase is governed by the version of this Schedule in force at the time of your order.** Your Certificate of Ownership records the date of purchase; the Schedule version current at that date is the one that applies to your number for as long as you hold it.

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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