



Part of the **KAT** family.

General Terms and Conditions

The service will be provided for a minimum term of ONE month.

Should either party wish to cease the service notice must be given in writing not less than ONE MONTH prior to the next billing date.

Telephone answering

URVO Ltd. will provide personnel to answer incoming telephone calls in the name of the clients company as detailed on the booking form unless instructed otherwise.

A message will be taken wherever a caller wishes and that message will be logged on URVO Ltd.'s Message Management System.

All messages will be relayed upon receipt unless it has been agreed that messages will be held until the client requests delivery of them.

The client may have the messages relayed in written form by way of either Email or SMS transmission.

Where requested, URVO Ltd. will use its discretion to assess whether a message is urgent or important and relay the same via SMS to a designated mobile telephone or Email.

It is the sole responsibility of the client to effect the successful diversion of all calls from its normal telephone to the number provided for the purpose of this service by URVO Ltd. The client will need to organise this with BT or their telephone services provider if not BT.

URVO Ltd. cannot be responsible for ensuring this divert facility is active although it is essential for the provision of URVO Ltd's service. URVO Ltd. is unable to refund any payments should this facility not work for any reason.

URVO Ltd. personnel will answer incoming calls on a 24 hour a day basis and for 365 days of the year. Due to the nature of this call pattern we reserve the right to use a number of our offices in order to provide the service. In the rare case of call overload, calls will be answered by a voicemail system. If a client elects to have a personal voice box where callers can leave a message URVO Ltd. will transcribe any such messages on behalf of the client and include them in the log of all messages provided on the next working day unless agreed to the contrary.

Call Patching - the prices quoted assume call duration of not more than 20 minutes to UK land lines and 10 minutes to mobiles. URVO Ltd. reserve the right to either withdraw this service or levy a reasonable surcharge should the client take calls that last longer than this. URVO Ltd. cannot be responsible for the reliability of calls patched through to mobile phones in particular. URVO Ltd. will attempt to patch callers through to up to TWO numbers and no more before taking a normal message from the caller.

The prices quoted assume typical call duration of no more than two minutes. At its sole discretion URVO Ltd. may charge clients a surcharge if calls habitually take longer than this.

In return for the standard charge URVO Ltd. will endeavour to log the following information each time a call is taken: 1) The name of the caller 2) their company name 3) their telephone number, plus 4) a basic message.

URVO Ltd. can offer an extended message facility including appointment booking and payment taking as well as the processing of other data at the request of the client conditional on a surcharge for each such extended



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message. If it is felt necessary to make such a charge we will not do so without first agreeing a specific rate with the client.

URVO Ltd. will store all messages for three months at no charge to the client.

Thereafter there will be a monthly "Archiving Charge" for those clients wanting us to store their messages beyond this period.

Should any client who has paid the monthly "Archiving Charge" require a copy of a message after three months a "Search Fee" will be charged on each occasion.

If a client chooses not to pay the monthly "Archiving Charge" URVO Ltd. will be unable to provide copies of any messages that were taken more than three months earlier.

Financial

All sums payable under this agreement unless otherwise stated are inclusive of duties or taxes.

Any additions in respect of the payments shall be payable in addition to such sums.

The only methods of payment that can be accepted are VISA and MasterCard Credit Cards, and any Debit Cards detailed on the URVO Ltd. web site, Direct Debit or bank transfer.

Payment must be made monthly in advance with any additional charges being billed monthly in arrears.

A month's tariff may also be taken, where agreed, at the outset by way of a fully refundable deposit that will be repaid on the termination of the service providing no sums are outstanding.

A once only set up fee per service will be taken at the outset.

All subsequent payments will be due within 7 days of our Invoice, the only methods of payment that can be accepted are VISA and MasterCard Credit Cards, and any Debit Cards detailed on the URVO Ltd. web site, Direct Debit or bank transfer. We do not accept cheques as a method of payment.

URVO Ltd. reserves the right to suspend its service if any sums become overdue, or if it has reasonable grounds to believe that any aspect of the service is being used for illegal or fraudulent purposes.

Confidentiality

Neither party shall at any time during or after the term divulge, or allow to be divulged, to any person any confidential information relating to the business or affairs of the other. URVO Ltd.

Liability

The Supplier shall not be liable to the Client for loss of profit or of any contract or for any consequential loss that may be suffered by the Client.

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The Supplier's right to assign

This agreement and all rights under it may be assigned or transferred by the Supplier but not by the Client.

Proper Law

This agreement shall be subject to and interpreted in accordance with the laws of England.

Rights cumulative

All rights granted to either of the parties shall be cumulative and no exercise by either of the parties of any right under this agreement shall restrict or prejudice the exercise of any other right granted by this agreement or otherwise available to it.

Waiver

The failure by either party to enforce at any time or for any period any one or more of the terms or conditions of this agreement shall not be a waiver of them or of the right at any time subsequently to enforce all terms and conditions of this agreement.

Status of the supplier

During the Term the Supplier shall be an independent contractor and not the servant of the Client.

Arbitration

All disputes or differences which shall at any time arise between the parties whether during the Term or afterwards touching or concerning this agreement or its construction or effect or the rights, duties or liabilities of the parties under or by virtue of it or otherwise or any other matter in any way connected with or arising out of the subject matter of this agreement shall be referred to a single arbitrator to be agreed upon by the parties or in default of agreement to be nominated by the President for the time being of the Chartered Institute of Arbitrators in accordance with the Arbitration Acts 1950 to 1997 or any statutory modification or re-enactment of it for the time being in force.

The Perfect Answer

A decorative blue line that starts as a wavy line and ends in a large, stylized flourish on the right side.