

Vodafone Office Multi-line

Reviewed: 1 March 2021

Vodafone Office multi-line Terms and Conditions

Additional Definitions

ISDN - means Integrated Multi-Line Services Digital Network, which provides a set of International Telecommunications Union (ITU) standards for digital transmission of voice and data;

ISDN Ancillary Multi-Line Services - has the meaning assigned to such term in the Tariff Sheet;

Multi-Line Service - means the service requested by the Customer in the Customer Application. This may include, but is not limited to, Single Billing through Wholesale Line Rental, Carrier Pre-Selection, ISDN, Internet Connection and Call Management Services.

If you signed up to Vodafone's Landline and Fixed Broadband service before the 24th October 2009, the applicable terms and conditions can be found [here](#).

1. The following terms and conditions of Vodafone Office multi-line are in addition to and form part of the terms and conditions relating to Vodafone At Home and Vodafone Office (Vodafone Landline and Fixed Broadband Services "**Standard Terms and Conditions**"):
2. In the event of any conflict, the terms and conditions of Multi-Line Service will prevail.
3. If the Customer exercises the right of cancellation for all or part of the Multi-Line Service, the Customer shall be liable for any Charges for usage (including Line Rental Charges and call charges) actually incurred up to and including the date of disconnection (which shall be no later than 72 hours after receipt of notice of cancellation), or, in the case of transfer to the Access Provider or another operator, up to and including the effective date of such transfer, and for any costs incurred in the return of the Equipment. Vodafone shall refund any remaining Charges which have been paid in advance by the Customer in respect of the Multi-Line Service.
4. Any information obtained by Vodafone through an application for or the use of the Multi-Line Service may be accessed and used by Vodafone and its Affiliates, agents and sub-contractors for the purposes of credit references, accurate billing and efficient operation of the Multi-Line Service, including disclosure to and retention by the Access Provider in connection with the operation, suspension and/or termination of the Multi-Line Service and for the insertion, change and deletion of the Customer Listing by Vodafone and/or the Access Provider. The Customer shall be deemed in accepting these terms and conditions to have given consent for the use of his information for such purposes. The use of such information for purposes other than those outlined in this Agreement shall be subject to the Customer's consent as given in its Customer Application and the Customer Authorisation Form.
5. The Customer's Contract is for a Minimum Term of twelve (12) months from the Commencement Date, unless the Customer cancels during the Cooling-Off Period in accordance with clause 3.1 of the Standard Terms and Conditions.
6. Each Customer Application for the Multi-Line Service shall be deemed to be in respect of individual telephone lines and not the Customer's entire telephone account, unless otherwise specified in the Customer Application. The Customer must specify in the Customer Application Form each individual telephone line in respect of which it wishes to the Multi-Line Service applied.
7. The Customer accepts and acknowledges that (i) the Access Providers may bar access to all carrier selection and carrier access codes on telephone lines and (ii) override codes are not available for use by the Customer in conjunction with the Multi-Line Service (i.e. a Customer cannot access another operator's network in making calls through use of a prefix). The Customer accepts that Vodafone shall have no liability for any losses or damages howsoever arising from non-provision of the Multi-Line Service in the event that such restrictions are not accepted by the Customer.
8. The Customer shall contact Vodafone in the event that it wants to alter any aspect of the Multi-Line Service, including, but without limiting the generality of the foregoing, the addition of a telephone line(s), changes to a telephone line(s), the addition of an ISDN line(s), changes to an ISDN line(s), changes in the Call Management Multi-Line Services, changes in ISDN Ancillary Multi-Line Services, changes in Carrier Pre-Selection (CPS), changes in Vodafone owned equipment located at a Customer premise and changes in a Customer premise where the Multi-Line Service is provided.
9. The Customer may receive one bill from Vodafone for all Charges incurred by the Customer in respect of this Multi-Line Service. The Customer may continue to be billed separately by its Access Provider for any Single Billing Product Exclusions. The Landline Line Rental, ISDN rental and Equipment rental charges shall be paid monthly in advance.
10. The Customer undertakes not to use or permit others to use the Multi-Line Service, nor any part of the Multi-Line Service nor the Equipment for business purposes to sell on or supply the Multi-Line Service to anyone on a commercial basis.
11. If, on termination, any Charges are outstanding, on all or part of the Multi-Line Service, Vodafone may continue to bar the Customer's line(s) following termination until all Charges have been paid up to date by the Customer.