

## Ofcom Notice to Small Business Customers

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**Who this applies to.** This notice applies to businesses and not-for-profit organisations for which no more than 10 individuals work (whether as employees, volunteers or otherwise) and which receive communications services regulated by Ofcom from Ingenio Technologies (“Eligible Customers”).

**Purpose.** UK telecoms law — including Ofcom’s General Conditions of Entitlement and the Communications Act 2003 — gives you certain protections. This notice summarises the key protections that apply to your communications services with us and tells you where to find the full details, so you can make an informed decision before entering into your contract.

### 1. Emergency calls (999 and 112) and service resilience

You can call the emergency services on 999 or 112 free of charge. Our hosted (VoIP) phone service relies on mains power and a working internet connection. In a power cut or an internet/broadband outage, the service may not work — including calls to 999 and 112. We recommend keeping a charged mobile phone to hand for emergencies. If anyone at your premises may need to rely on the service to call the emergency services, please tell us and we’ll discuss options such as battery back-up.

### 2. Free-to-caller numbers

Calls and texts to 999 and 112, and to other numbers designated “free to caller” (for example Childline on 0800 1111), are free of charge and are not itemised on your bill.

### 3. Contract information and contract summary

Before you commit, we give you clear contract information and a contract summary in the form prescribed by Ofcom, covering the main service, price, contract length and how to cancel. The same information is in your Order, our Terms & Conditions and on our website, or just ask your Ingenio contact.

### 4. Contract length, renewal and cancellation

- We offer a 12-month minimum-term option for each communications service.
- No contract has a commitment period longer than 24 months unless you give your express consent to a longer term.
- Your contract does not automatically renew into a new fixed term. After the minimum term it continues on a rolling basis and can be cancelled on 42 days’ notice.

### 5. Changes to your contract

If we make a change to your communications service that is not to your benefit, we will give you at least one month’s notice and you may exit the affected service penalty-free if you tell us you don’t accept the change (this doesn’t apply to changes required by law or a regulator).

### 6. Usage notifications, end-of-contract and best-tariff notices

Where your tariff includes an inclusive allowance (such as minutes), we’ll tell you when it’s been used up and what charges apply outside it. We’ll also send you end-of-contract and annual best-tariff notifications.

### 7. Complaints and independent dispute resolution

If something’s wrong, please contact us — our Code of Practice explains how we handle complaints. If we can’t resolve it within 6 weeks, or we reach deadlock, you can refer it free of charge to the independent Communications Ombudsman ([commsombudsman.org](http://commsombudsman.org) · 0330 440 1614).

### 8. Moving provider and keeping your number

If you move to another provider, we’ll help transfer (port) your numbers in the shortest possible time and on reasonable terms, and explain any compensation if a transfer is delayed through our fault.

### 9. Extra support

We’re committed to supporting customers who are vulnerable or disabled, or who need extra help —

including priority fault repair, accessible formats and letting a nominated person manage the account. See our Code of Practice.

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Where to find full details: your Order, our Terms & Conditions and Code of Practice at [ingeniotech.co.uk](https://ingeniotech.co.uk), or contact us on 01273 806211 / [relations@ingeniotech.co.uk](mailto:relations@ingeniotech.co.uk). Ofcom's General Conditions are at [ofcom.org.uk](https://ofcom.org.uk).

Ingenio Technologies is the trading name of Computer Eyez (South) Ltd (company no. 05882648), Sussex Innovation Centre, Science Park Square, Falmer, Brighton, BN1 9SB. · Version: June 2026