



GLEMNET

Telecommunications for Business

Important Information Regarding Your IP Solution

Service Reliability

If your Broadband Connection fails, your voice service will also fail. Your service may cease to function if there is a power cut or failure. These failures may be caused by reasons outside our control.

Emergency Calls

This service allows calls to the emergency services number 999 and 112. However if there is a power cut or your broadband connection fails you will not be able to make calls to these numbers. Please call from alternative telephone service such as a traditional landline or mobile phone.

Emergency Location Information

Please ensure that you keep full details of the locations where the IP solution will be accessed. It is important to keep this information up to date as this information can be used to advise emergency services if required.

Number Portability

It is possible to port back your number

Other Services Available

- Access to directory enquiries
- Access to Operator Assistance
- Calling Line Identification
- Directory Enquiry Entry
- Itemisation of calls
- Special Measures for customers with disabilities - if a customer has a specific requirement, then we can test any user equipment against the network to ensure we can support any special measures.

Glemnet Ltd, Unit 1, 2 Thayers Farm Road, Beckenham, Kent BR3 4LZ

General sales & enquiries: +44 (0) 208 639 0230 Hardware sales & enquiries: +44 (0) 208 639 0240

Customer services: +44 (0) 208 639 0230 Fax: +44 (0) 208 639 0231 Email: info@glemnet.com www.glemnet.com

Reg No. 4308716