

## **Terms and Conditions**

Our underlying provider for IndiaCallForwarding.com is United World Telecom (UWT).

### **A. Sign Up**

**Standard Plan:** The pro-rated plan monthly fee and full set up fee will be charged at the time of sign up for the current month.

**Preferred - Gold - Platinum Plans:** The plan monthly fee will be pro-rated and charged at the time of sign up. Included monthly minutes will also be prorated for the remainder of the month following the sign up date. Originally quoted monthly included minutes and plan monthly fee will apply starting from the first full month billing cycle.

### **B. Payments & Billing**

1. Service / plan monthly fees are charged every month in advance during the first week of the month.
2. If Customer is paying by credit card, Customer authorizes United World Telecom to debit customer's credit card every time unpaid usage reaches \$200 as well as at the beginning of every month for unpaid usage from the previous month as well as applicable fees. These transactions will appear on Customer's credit card statement as United World Telecom.
3. If customer is prepaying by Money Transfer or Paypal, Service / plan monthly fees if applicable will be debited from Customer's prepayment balance every month in advance and that other usage will be debited in real time as incurred from Customer's prepayment balance.
4. All calls are billed in one minute increments. All partial minute calls will be rounded up to the next full minute and billed as such.
5. Service may be interrupted immediately if United World Telecom is unable to collect due payment from Customer's credit card and/or if United World Telecom detects suspicious or fraudulent use of the account at any time.
6. In case of non-payment, the customer will be responsible for all legal or collection agency fees incurred by United World Telecom during the process.
7. If Customer is prepaying by Money Transfer or PayPal and the prepaid remaining balance is insufficient to pay for the monthly fee of the current plan selection, the service plan(s) in the account will automatically be downgraded to the next lower plan (that can be paid by the available balance). If the remaining balance does not support a downgraded plan, then the phone number(s) will be canceled. Reactivation of the same number(s) may not be possible or otherwise will be subject to a \$25.00 re-activation fee. The remaining account balance will be available for 120 days as credit towards purchase of UWT services after which it will be forfeited.
8. If customer chooses to prepay for the service using one of the available money transfer options including PayPal, then the following applies:
  - a) Minimum prepayment amount per service line is \$10
  - b) UWT will only accept checks or money orders drawn on a US financial institution.
  - c) Transaction fees deducted from Customer's wire transfer by their financial institution or third parties will NOT be counted toward prepayment for the services purchased.
  - d) Wire transfers for less than \$250 are subject to a \$10 transaction fee.
  - e) Payments made by using PayPal or Bank Check that are less than \$10 will be subject to a \$2.5 transaction fee.
  - f) MoneyGram payments for less than \$100 are subject to a \$10 transaction fee. Please contact our customer service for instructions.

Payment of invoice is due on or before the last day of the month. Late charges will be assessed at 1.5% per month on any unpaid balance.

### **C. Cancellation**

Service cancellations must be submitted by email to [cancel@uwcallback.com](mailto:cancel@uwcallback.com) no later than the last calendar day of the month and will be effective at the end of that month only. No pro-rated refunds will be made for the month in which the cancellation has been requested. All rollover minutes accumulated for a service line or account will expire upon

cancellation of the service or the rollover option. Rollover minutes may NOT be transferred to a different service line or account. If Customer submits cancellation during the first 30 days of service, and Customer's remaining balance at the end of the month during which Cancellation notice was received is positive, Customer can request a refund of such remaining balance subject to a \$35 processing fee. After this initial period, no refunds will be authorized. If no charges or fees are incurred for 120 days, the account will be closed and remaining balance if any forfeited.

#### **D. Upgrading a Service Plan**

1. Most numbers can be upgraded to a higher plan. If your number is not upgradeable, you will be notified at signup and it will be indicated on your online account management panel. If your number is not upgradeable, you will still be allowed to subscribe to a higher plan with a new number in the same country/ city.
2. There is no fee for upgrading a service plan. All accumulated rollover minutes will be transferred to the higher plan when upgrading service plan for a number.

#### **E. Downgrading a Service Plan**

1. The first time downgrading of a service plan for a phone number is available only after three full billing cycles following the provisioning of that phone number.
2. Most numbers can be downgraded to a lower plan. If your number is not downgradable, you will be notified at signup and it will be indicated on your online account management panel. If your number is not downgradable, you will still be allowed to downgrade with a new number in the same country/city as long as it is available.
3. A \$10.00 fee will apply when downgrading a service plan for each number affected.
4. When downgrading a service plan for a number the total rollover minutes transferred to the lower plan may NOT exceed one month of included minutes for the lower service plan.
5. Downgrading a service with rollover option to "Standard Plan" will automatically expire all accumulated rollover minutes.

#### **F. Rollover accumulation & expiration:**

1. Rollover minutes will accumulate for a maximum of 6 months.
2. Beginning from the 7th month following rollover accumulation, unused rollover minutes will expire starting from the first month of accumulation.

#### **G. Per Minute Rates & Fees:**

While it may be rare and due to unforeseeable cost changes, all rates and fees may be subject to change at any time without prior notice to customer. UWT will make reasonable efforts to inform customers of rate and fee changes by posting announcements on the online account management system. Customer agrees to check possible rate changes through online account management system and also agrees not to hold UWT liable for any price differences as a result of changes in per minute rates or fees.

#### **H. Surcharge for Mobile Accessible Toll Free Numbers:**

UWT reserves the right to add a \$0.25 per minute surcharge for the calls originating from a Mobile Accessible Toll Free Number in any month during which the percentage of mobile originated minutes exceeds 30% of total call traffic from that specific toll free number. In such case, the surcharge will apply to all mobile originated minutes above 30% of the total minutes for that number. This surcharge will be applied to the specific toll free number calls starting from the beginning of the month in which the higher than 30% mobile originated call traffic has been detected by UWT.

#### **I. Changes to Terms and Conditions:**

UWT reserves the right to modify the terms and conditions at any time. The customer understands and agrees that the latest version of the terms and conditions overrides all previous versions. The last revision date will be published

on this page and will be the only applicable terms and conditions at the time of inquiry. This page will be available for the customer through online control panel and any changes to these terms and conditions will be announced to the customer through the same control panel. If the customer does not accept the latest changes made, then the customer will have the option to cancel the service under the provisions of previous terms and conditions within 30 days following the latest revision date.

*Last Revised: March 30th, 2012*