



Spa Telecoms Ltd  
Harmac House, Chequers Close  
Enigma Business Park  
Malvern, Worcs, WR14 1GP  
Tel: 08447 79 31 90  
Fax: 08447 79 69 59

## Residential Terms & Conditions

1. All of Spa Telecoms standard terms and conditions apply, except for;
  - a. Section 4 – Length of the Contract
    - i. 4.1 Your contract will start on the date of which your line transfers to Spa Telecoms and shall be for a minimum period of 30 days.
2. You have the right to terminate this contract, between the point of sale and completion of the Transfer Period. Termination will be subject to a £3.71 transfer fee plus an additional £3.00 admin fee.
3. We request that all our residential customers pay via Direct Debit or Automatic Card payments. These options are free. If you wish to pay via other means, please visit [www.spatelecoms.co.uk/payments](http://www.spatelecoms.co.uk/payments). Please note that all charges stated are ex-vat.
4. Call Packages (Mix)
  - a. Packages are calculated on a credit based system. We assign the related amount of credits to your account, then for every minute or part of a minute, we will deduct:
    - i. 7 credits for Local / National calls
    - ii. 40 credits for UK mobilesAfter all the credits have been used, Spa Telecoms standard residential prices shall apply. These can be found at [www.spatelecoms.co.uk/residential/call\\_packages/standard-rates/](http://www.spatelecoms.co.uk/residential/call_packages/standard-rates/)
  - b. 5252 Mix UK Anytime User – 5252 credits shall be added.
  - c. 1750 Mix UK Anytime User – 1750 credits shall be added.
5. Call Packages (International User)
  - a. “Lowest possible rates” will be of the complete discretion of Spa Telecoms, but will be significantly lower than our standard rates.
6. All prices that are not stated on our website will be charged at Spa Telecoms standard rates. You may request these rates at any time by emailing [enquiries.res@spatelecoms.co.uk](mailto:enquiries.res@spatelecoms.co.uk)
7. Adding / removing features
  - a. All minor orders (orders under £30) will be subject to a £3.00 administration fee.
8. Only standard pricing is already discounted for E-Billing customers. For customers who wish for their primary contact method to be different to email, please add the following charges to your monthly bill:
  - a. For post - £4.15 PCM
  - b. For fax - £1.50 PCM