



BUSINESS PHONE / VOIP SERVICE

Business Phone / VoIP Service. This page organizes BVN's already-published provisions that specifically apply to voice, UCaaS (VoIP), vFax, numbering, devices, and account operations. The Master Terms & Conditions remain the general contractual agreement governing the Services.

SCOPE OF THE SERVICE

"Services" include the products and services described in any estimate or order, including, without limitation, unified communication (voice), digital customer engagement, contact center, and vFax services, together with associated features, software, hardware, or web-based platforms. UCaaS (VoIP) and vFax Services are subject to service-specific terms where applicable.

CUSTOMER INFORMATION AND 911

The Customer represents that its name, user name, contact information, and registered location are true and correct and, when acting for a business, that it is authorized to do so. BVN relies on the information supplied; false or incorrect information may cause delays, suspension or termination and may prevent a 911 call from being correctly routed where Services include UCaaS (Voice).

The Customer must promptly update changes to name, address, email, telephone number, and payment method, and is financially responsible for use of the Services and account.

BUSINESS USE AND RESTRICTIONS

Services are provided for business and home-office use, not personal, residential, nonbusiness, or nonprofessional purposes. Services may not be resold or transferred without BVN's written permission. The Customer must use the software and Services in accordance with applicable law, Documentation, and applicable restrictions, and is responsible for use of the account.

USE OUTSIDE THE UNITED STATES AND CONNECTIVITY

Use of Services or Devices outside the United States is at the Customer's own risk and may be subject to local law and Internet-provider restrictions. The Customer is responsible for ensuring the Services interoperate with its Internet service provider. BVN does not warrant compatibility with every broadband service.

TERM, RENEWAL, SUSPENSION, AND TERMINATION

Services are provided for the term stated in the Order. Automatic-renewal, suspension, disconnection, and termination provisions are governed by the Master Terms & Conditions and the applicable Order or agreement. BVN may suspend or disconnect for breach, unlawful use, fraud, nonpayment, or other causes described in the Agreement.



DEVICES AND EQUIPMENT

The Master Terms govern ownership and risk of loss, rented Devices, promotional Devices, replacement of defective equipment, receipt of damaged equipment, and prohibitions on tampering with Devices.

FEES, REGULATORY RECOVERY, AND E911

The Master Terms address charges, taxes, activation fees, Regulatory Recovery Fees, and e911 fees where applicable. Those fees may apply to assigned numbers, including toll-free and virtual numbers. Specific rules for payment methods, processing fees, failed payments, and reconnection are published in the Payments and AutoPay section.

NUMBER PORTABILITY

BVN will process valid port-out requests in accordance with applicable porting rules. A valid request will not be denied or delayed solely because an outstanding balance, termination fee, or other payment obligation remains. Legitimate balances remain due.

BVN may require information reasonably necessary to authenticate the Customer, prevent fraud, and complete the port. For port-in, name, address, account number, PIN, and other information must match the current provider's records.

CALL RECORDING

Some Services permit call recording. Notice, notification, and consent requirements vary by jurisdiction. The Customer is responsible for obtaining all required notices and consents before using recording features.

PRIVACY AND INTEGRATIONS

Services may use the public Internet and third-party networks to transmit voice and other communications. Privacy, Customer Data, and Third-Party Integration provisions are governed by the Master Terms, the Privacy Policy, and any service-specific terms applicable to the contracted service or integration.