

# Your Ogi Service Description

Ogi Voice  
Home Voice Services





## **Welcome to Ogi.**

We're really pleased that you've chosen to add an Ogi Voice service to your home fibre broadband package from us.

As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet service provider and we're here to provide you with the ultrafast, reliable broadband you need every day, and the state-of-the-art voice services that go with that connectivity.

This little booklet aims to set out, simply, what you can expect from us. Read it – along with our Terms and Conditions – and keep it safe.

We really look forward to providing you with an Ogi Voice service and hope that internet calling plays a small part in making a real difference to your day-to-day life in a way that opens up opportunities for you and your family.

Thank you again for choosing a service from Ogi.

Let's get started.

## Service Description

This Service Description explains everything you need to know about your Ogi Voice service.

This is just your Ogi Voice package. Your Ogi home fibre broadband Service Description can be found by clicking [here](#).

Please read this document carefully, alongside Ogi's [Terms and Conditions for Home Services](#).

## Your Ogi Service

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### Summary

Ogi Voice is a voice service that we offer home or residential customers for domestic use, using Ogi or Openreach's full fibre network, depending on your broadband service from us.

Although your telephony experience will be similar to a normal telephone service, Ogi Voice doesn't rely on traditional copper phone lines. It provides you with a telephony-like service over the internet.

*Please note that as our voice services are delivered over the internet they will not work if there is a power cut or if your internet fails. You'll be unable to make 999, Emergency or any calls in these circumstances. You should ensure that you have an alternative way of making a phone call in an emergency such as a mobile phone or a traditional landline as a backup to your Ogi Voice service.*

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### Service Availability

Ogi Voice is delivered using a telephony system hosted by Ogi and embedded into our network. It is connected to the Public Switched Telephone Network via a third-party provider.

Ogi Voice is only offered as an add-on to our home fibre broadband packages.

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### Terms and Conditions

The full Ogi General Terms and Conditions for Ogi Home Customers can be found on our website, [ogi.wales](#).

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### Contract period

You can receive an Ogi Voice service at any stage if you're a Ogi home fibre broadband customer. This can be upgraded and downgraded at any point during your Ogi broadband service period. If added, it must be taken for a minimum term of 30 days.

Cancellations are governed by the relevant Terms and Conditions.

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### Your number

You can either 'port' your existing phone number to our Ogi Voice service, or receive a new number from us.

If you need a new number, you'll be assigned a geographic number.

You'll be 'renting' this number from Ogi and the costs involved will form part of your monthly service charge.

The number porting process will be handled by our chosen third-party partner, and generally has a 5-day lead-time, though can take longer. Ogi can provide you with a temporary number if there is a delay with porting.

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### Call Rating

Rates will be applied to each call based on a rating table, the time of day and duration of the call, and the call plan you've chosen. Please refer to our Price Guide for more information.

Calls to 999, 112, 101, 111 and 'free to caller' numbers (beginning 080) will not be itemised. This includes numbers with the 116 prefix.



If you're concerned about your Bill, contact Customer Care at [customer.care@ogi.wales](mailto:customer.care@ogi.wales) or **029 2002 0550**.

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## Billing

Your Bill will be emailed to you (unless you've asked for a paper Bill at an additional cost) and will include all the charges incurred in the period from Ogi, including your broadband costs and Ogi Voice service fees.

The Ogi Voice service will activate immediately. You must take the service for at least 30 days and you'll be charged accordingly. A change to your call package will take effect at the beginning of the next billing period.

If you decide to cancel your service (and you've taken the service for more than 30 days) we'll cease charging you from the agreed cancellation date. Any outstanding charges for the final period will be included on your next Bill.

Your Bill will cover a period of 1 month, unless this is your first Bill, when it will start on your activation date to the end of the following month.

The amount will be debited from your account via direct debit on or around the date notified on your Bill.

Any discounts will be shown on your Bill with a description, we'll also explain if it's a one-off or recurring discount.

If you're concerned about your Bill, contact Customer Care at [customer.care@ogi.wales](mailto:customer.care@ogi.wales) or **029 2002 0550**. If a credit is required, this will be provided to you and stated on the next Bill.

For help to understand your Bill then please go to [ogi.wales](http://ogi.wales).

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## Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations then please let us know, so that we can improve things for the future.

Contact our Customer Care team to share your complaint with us, or email [complaints@ogi.wales](mailto:complaints@ogi.wales).

Our full Complaints Code can be found at [ogi.wales](http://ogi.wales).

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## Cancellations and Terminations

### Cooling-off period

Ogi Voice is an additional service that we only provide to our Ogi home fibre broadband customers.

You've a 14-day cooling-off period to cancel your Ogi broadband service if that's what you'd like to do. Please refer to the Service Description for Ogi 150/300/900 and Ogi Alt 150/300/900 services and take a look at our general Terms and Conditions.

### Terminations

If you want to terminate your Ogi Voice service, you can just tell us the day you want the service to end.

This will generate a final set of call charges and a credit for any number rental charged in advance. The minimum service term is 30 days.

If you would like to port your number away from Ogi, we may charge you for the administration costs involved. Please read our [Price Guide](#) for more details.

If you would like to terminate your overall service from us, please refer to the Service Description for Ogi 150/300/900 and Ogi Alt 150/300/900 services and take a look at our general Terms and Conditions.



## Ogi Customer Care

Home Customers can contact Ogi by phone, email, webform and letter.

### Phone

029 2002 0550

### Email

[customer.care@ogi.wales](mailto:customer.care@ogi.wales)

### Webform

Go to [www.ogi.wales](http://www.ogi.wales) and click on 'Contact us'

### Letter

Ogi Customer Care, Charnwood House, Ocean Way, Cardiff, CF24 5HF

We also offer a Welsh Language Line if you'd like to get in touch in Welsh: 029 2002 3200  
[cymraeg@ogi.cymru](mailto:cymraeg@ogi.cymru)

Our normal business hours are Monday to Friday, 8am-6pm.

You can of course contact us at other times, at your convenience, and we'll respond during our normal Customer Care business hours, within the timeframe below.

Whilst we aim to provide a trouble-free service, from time to time faults develop. If you report a fault to us during business hours, you'll receive an initial response from us within 4 business hours.

If the issue is an Ogi fault, we aim to repair the issue within 2 working days.

## Installing your service

If you've ordered your Ogi Voice service along with an Ogi home fibre broadband service, your Ogi Voice service will be activated at the same time as your broadband service from us.

Please read the Installation sections of our Ogi 150/300/900 and Ogi Alt 150/300/900 Service Descriptions to find out about the fibre installation process. You can also take a look at our Step-by-Step Installation Guides on the [ogi.wales](http://ogi.wales) website.

If you're adding Ogi Voice services after your broadband has been installed, we can activate your Ogi Voice service remotely.

To connect your service, please attach your telephone equipment to the Optical Network Terminal (ONT) if you're an Ogi 150/300/900 customer or to your router if you're an Ogi Alt 150/300/900 customer, using the small connecting device supplied by Ogi.

Once connected, you can use your Ogi Voice service in-line with the package and barring level we've agreed with you.

Ogi – or Openreach if you're an Ogi Alt customer – will not connect any customer telephony wiring or equipment: this is your responsibility.

## Call Plans

Your monthly Ogi Voice service includes the hosting of your phone number and one of two call packages. These are charged on a monthly basis.

- **Ogi Voice Evenings and Weekends** – includes evening and weekend calls to landlines and UK numbers and on-net calls anytime.
- **Ogi Voice Anytime** – anytime calls to UK landlines and mobiles.
- Free calls to other Ogi Voice customers are included with both packages.

Your call plan includes 3,000 minutes per month. This fair usage limit is based on the volume of calls that is reasonably expected of a person using the service for domestic purposes. Any calls outside these packages, if allowed, will default to the advertised amount per destination. Please see our Price Guide for more details.

The time periods are defined as:

Evenings	Mon-Fri	Before 7am, after 7pm
Weekends	Sat-Sun	Anytime
Daytime	Mon-Fri	7am-7pm

Ogi Voice also includes a recurring fee for hosting and providing your geographic number.



## Moving house?

Please get in touch with [sales@ogi.wales](mailto:sales@ogi.wales) or call **029 2002 0520** to find out if we can help.

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## Call Capping

For calls outside your package, Ogi will set a cap per customer per month. Our default cap is £20 per billing cycle, or you can request to set this to £0 at point of sale if that is your preference.

If you exceed your cap amount, we'll terminate calls in progress, and you won't be able to make any further calls until the cap resets in the next billing cycle.

Once live, and after at least one month and one paid bill, you can request to increase your cap to a limit of £60, and by increments of £10. The new cap will run on a monthly basis, and the associated costs included in that month's bill.

Please refer to our Price Guide for further details.

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## Service Features

Ogi Voice includes the following features as standard:

### Geographic Number Aware

The service will be capable of routing a local call dialled without its geographic prefix / standard code.

### Calling Line Identifier

Where your handset allows, the Calling Line Identifier will be presented. That means that the phone number of the party who has dialled is displayed on the handset.

### Withholding Calling Line Identifier

It's possible for you to withhold your own Calling Line Identifier by dialling 141 before the number you wish to reach, so that the recipient is not able to view the calling number as it comes in or access it after the call.

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## Optional services

### Voicemail

A voicemail service is available for an additional monthly fee. The system will store up to 20 messages, at an average of 1 minute per message. Messages can be kept for up to 6 months. We'll notify you of a message with a pulsed tone when the handset is picked up.

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## Call Barring

Calls to international and premium rate services will be barred unless you choose to add premium rate calling and/or international destinations to your package by contacting [customer.care@ogi.wales](mailto:customer.care@ogi.wales) or calling **029 2002 0550**.

Certain premium rate destinations may be barred by the platform as standard. For further information please visit our website at [ogi.wales](http://ogi.wales).

For pricing details, please refer to our Price Guide.

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## Moving House

If you plan to move house, you may be able to migrate this service over to a new address to minimise the hassle and prevent a loss of service to you. Our ability to do this will depend on the nature of your current service from us and if you're able to or choose to take up another home fibre broadband service from us at your new address.

Please get in touch with [sales@ogi.wales](mailto:sales@ogi.wales) or call **029 2002 0520** to find out more.

## Making a change

If you'd like to make a change to your package, contact [sales@ogi.wales](mailto:sales@ogi.wales) or call us on **029 2002 0520**.

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### Long Duration Calls

To stop you from accidentally running up a huge bill, all calls except freephone numbers are capped at 60 minutes. You're able to hang-up and redial to continue with the conversation if you want to.

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### Faults

Faults can be raised with our Customer Care team by phone, email, webform or letter – the details are above.

If the issue is due to a fault with the fibre network, your Optical Network Terminal or Ogi router/s, we'll resolve the matter as outlined in our Terms and Conditions.

All your telephony Customer Presentation Equipment or devices are owned by you: Ogi is not responsible for this equipment.

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### Changing your package

You can choose to change your Ogi Voice package at any time. However, the changes will take effect at the beginning of your next billing period.

If you would like to change your Ogi Voice service from us, please contact [sales@ogi.wales](mailto:sales@ogi.wales) or call us on **029 2002 0520**.

Thank you for joining Ogi.

For updated information about Ogi please visit the website [www.ogi.wales](http://www.ogi.wales)

## Get in touch

### Got a question?

Let's get you to the right team.

### Customer Care

Here for your every need.

Monday to Friday, 8am–6pm

Tel: 029 2002 0550

Email: [customer.care@ogi.wales](mailto:customer.care@ogi.wales)

### Something not up to scratch?

[www.ogi.wales/complaints](http://www.ogi.wales/complaints)

### Llinell Gymraeg

Adborth, cais neu broblem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: [cymraeg@ogi.cymru](mailto:cymraeg@ogi.cymru)

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.