

CLASSOUND SERVICE RESTRICTIONS UNITED KINGDOM

Disclaimer

This document provides guidance on potential legal and regulatory restrictions for each country in which WILDIX EE OÜ provides its services. It also contains the contact details of the National Regulatory Authority (NRA). WILDIX EE OÜ does not guarantee that the information contained herein is complete, accurate or up to date. The information below may be adjusted and it is therefore highly recommended to consult this page on a regular basis. The information is not intended as a substitute for legal or regulatory advice. Any customer is solely responsible for the operation of his own business, for complying with any applicable legal and regulatory provisions, and for applying and obtaining the required license(s). WILDIX EE OÜ recommends that its customers seek advice on any legal and regulatory obligations and restrictions before using WILDIX EE OÜ's services. As a general rule, WILDIX EE OÜ's services cannot be used to trigger call-back services and collect calls.

Type	Category	Description
Legal or regulatory requirement	Other restrictions	As of July 1st 2015, the cost of calling a service on 084, 087, 09 and 118 number ranges must be clearly advertised on all online and paper marketing material . This communication shall include the service charge set by CLASSOUND. This statement could be similar to the following: "This call will cost you X pence per minute plus your phone company's access charge."
Legal or regulatory requirement	Mobile numbers	Mobile numbers can only be used for Person to Person communication.
Legal or regulatory requirement	Other restrictions	Outbound SMSs are restricted to be used by our customers or their subscribers for sending person-to-person traffic only. The message must be initiated by human interaction. This service cannot be used for sending bulk notifications or other marketing campaigns which do not comply with the usage of long virtual numbers.

Service limitation	Reachability limitations	Toll-Free numbers are not reachable from outside of the country.
Service limitation	Compatibility issues	Compatibility issues have been reported for international fax transmissions.
Service limitation	Compatibility issues	SMS on Geographical numbers is supported from all area's except in ARROCHAR, KETTERING, GLASGOW, LONDON and MANCHESTER. SMS on Geographical numbers do not work from outside the UK.
Service limitation	Number portability	Number portability is not available from all operators. Please check the list of supported operators that is provided in the new porting request page when selecting the country United Kingdom.
Service limitation	OUT	Emergency Services is not available for numbers purchased or ported before June 15th 2011.
Service limitation	OUT	Emergency Services not supported on National, Toll-Free or Mobile numbers.
Service limitation	Reachability limitations	International reachability is not guaranteed for SMS and inbound voice on Mobile numbers with prefix +447441.
Service limitation	Mobile numbers	Outbound SMSs are limited to 5000 messages per day from mobile numbers.
Service limitation	Number portability	Porting is not available for Mobile numbers with prefix +447441.
Service limitation	OUT	National outbound calling is not supported on Mobile numbers.
Service limitation	OUT	National outbound calling does not support outbound calling to Premium rate numbers.
Service limitation	Other restrictions	Toll Free numbers are subject to a usage policy whereby numbers that are and have remained unused may be reclaimed by CLASSSOUND upon a 5 days' notice period due to

		scarcity of number resourcing within the range in operation.
Service limitation	OUT	Outbound calling not supported from National 084x & 087x numbers.
Service limitation	OUT	For outbound calling customers must adhere to OfCom CLI obligations and ensure that privacy it not enabled when making marketing calls.
Service limitation	Reachability limitations	Our support document advises the UK area codes and ranges supported for SMS

Disclaimer: This file is confidential and intended for customer use only.