



your flexible office company. **it's up to you.**

## Specific conditions

### Telecom services

#### Article 1

##### Services

1.1 The Client can purchase various telecom services from Flexado, as listed below.

#### Article 2

##### Applicability general conditions and specific conditions

2.1 Besides these specific conditions Telecom services, also the general conditions of Flexado, as well as the Nederland ICT Conditions are applicable, which are an integral part of the agreement(s) between Client and Flexado. The Nederland ICT conditions can be downloaded through [www.flexado.com](http://www.flexado.com) or they can be requested by e-mail through [backoffice@flexado.com](mailto:backoffice@flexado.com).

#### Article 3

##### Regional telephone number/fax number

3.1 Through Flexado, the Client can activate a regional phone number and/or fax number.

3.2 The phone and fax traffic takes place through VoIP, in conformity with the conditions and prices as they are specified on the website of Flexado (<https://www.flexado.com/upload/docs/callcosts-flexado.pdf>). The telephone costs and specifications can be requested from Flexado Back Office by e-mail: [backoffice@flexado.com](mailto:backoffice@flexado.com).

3.3 The call charges and subscription costs are borne by the Client (see [www.flexado.com/telefoontarieven](http://www.flexado.com/telefoontarieven)). The rates for the call charges and subscription costs can be changed intermediately by Flexado.

#### Article 4

##### Telephone answering service

4.1 Through Flexado, the Client can purchase a telephone answering service. The answering service is carried out by a professional partner of Flexado. The answering service takes place in accordance with the wishes of the Client, which are established by way of a separate arrangements list.

4.2 The conditions of the professional partner referred to in article 4.1 will be integrally applicable to the legal relationship between Flexado and the Client.

4.3 Flexado is at liberty for reasons it deems legitimate to replace the professional partner. In this case, the conditions of this substitute professional partner will be integrally applicable.

4.4 The charges for phone answering will be borne by the Client.

4.5 In case of telephone answering, incoming calls are answered standard, and the message will be confirmed to the client by e-mail. For this, an amount per conversation, in conformity with the agreement, will be charged in addition to the monthly rate. If incoming calls are answered and subsequently put through, additional costs are billed, such as call charges and one-off forwarding costs.

4.6 The number of incoming phone calls will be registered by Flexado and will be considered binding between parties.

4.7 Flexado will handle phone answering in a business-like manner. It accepts no liability whatsoever with regard to these calls.