

## Customer Details

<b>Company:</b>	Royal Academy Of Dance Enterprises Ltd.	<b>Agreement No:</b>	32116
<b>Company Type:</b>	Limited	<b>Agreement Term:</b>	24 Months
<b>Company Reg:</b>	02773495	<b>Primary Contact:</b>	anthony fontivero
<b>Registered Address:</b>	188 York Road London SW11 3JZ	<b>Contact No.:</b>	0
		<b>Contact Email:</b>	afontivero@rad.org.uk

## Tariffs

Product	Tariff	Landline Rate	Mobile Rate
Horizon	Cumulus	0.00	0.00

## Monthly Charges

Product	Description	Quantity	Unit Rate	Total
Horizon (Non-Hardware Subsidy)	Horizon Webex - Basic	170	£2.50	£425.00
				£425.00

## Oneoff Charges

Product	Description	Quantity	Unit Rate	Total
Engineering	Remote Engineering - Full Day	1	£795.00	£795.00
Engineering	Remote Engineering - Half Day	1	£450.00	£450.00
				£1,245.00

**Agreement Term:** 24 Months

This Product Agreement is between Arrow Business Communications Limited trading under the brand name ARO ( "Arrow") and the Customer and shall continue for a minimum period as stated above from the date of signature and shall continue thereafter until terminated by either party on at least three months' written notice, such notice not to expire earlier than the end of the Agreement Term.

## Minimum Spend:

Minimum spend under the contract is equivalent to the combined total value of:

- Monthly charges of £425.00 for 24 months
- Upfront charges of £1,245.00

Please refer to Clause 2.4 of Arrow's Standard Terms and Conditions as published on: [www.aro.tech/legal](http://www.aro.tech/legal).

Your Application

We hereby agree to abide by the Arrow Standard Terms and Conditions, relevant Product Schedules and Tariff Terms as published on:  
[www.aro.tech/legal](http://www.aro.tech/legal)

Appendix A

Example of how your recurring charges will change annually from 1st July 2025

Changes shall occur during the term of your agreement. Shown below is an example of how the increase will appear on your invoices with an illustrative RPI rate of 3.9%

Up to 30th June	From 1st July
425.00	441.58

Appendix B

Contract Summary

In line with OFCOM regulations, we have set out below key provisions of your agreement with us, and these will be included as part of your [product agreement] and will be subject to the Arrow standard terms and conditions

Party that you are contracting with	Arrow Business Communications Limited, trading under the brand name ARO
Duration of your contract	24 Months
What is your monthly fee	425
What do we include in your monthly fee	The monthly fee includes the monthly subscription charge for your service(s) as well as any bundles of calls, data and text messages as per the tariff schedule.
What other charges are there outside your plan and how will they appear on your bill	<p>There are no additional subscription costs outside the monthly fee, but you will be charged for usage for calls/data/texts that are not included in the relevant bundle (e.g. calls to international destinations) or where you have exceeded the inclusive allowance or fair usage. Policies associated with the applicable bundle or service. These charges are summarised on your invoice, but the full itemisation can be reviewed and analysed via the web-portal</p> <p>Other charges may include replacement or additional hardware (if ordered by you) as well as charges for any engineering services if included in your quotation or ordered by you. These charges will appear on your monthly invoice or may be invoiced separately.</p>
How you will pay us and when for the services	We will issue an invoice via email and payment is required via Direct Debit within 14 days. Most charges will be invoiced on the month end invoice, however we may invoice some hardware and engineering charges once the services have been provided.
How you can terminate your contract and what you will be charged in the event that you do	You can terminate your contract instantly at the end of the minimum period (if you are a consumer) or subject to a 90 day notice after the minimum period. You will need to pay any line rental charges up to the point of disconnection and any usage charges you have incurred up to that point. If your contract includes a minimum spend commitment which you have not reached, then you may incur additional charges as defined in the relevant product schedule.
When you can start using the service	<p>For all products you can start using the service once we have confirmed via email they are live on the network.</p> <p>If you have subscribed to a SIP or hosted telephony service alongside a connectivity service, then please note that for technical reasons it may be necessary to make the connectivity service live, prior to the sip / hosted telephony service and charges for the connectivity service will be levied from the date this service is live. The process of porting (non-mobile) numbers may take additional time and during this time subscription, charges for the connectivity and telephony services will be levied.</p>
What other offers or incentives do you have	None

## General Conditions

In accordance with the OFCOM General Conditions, you the Customer may expressly waive certain requirements that we are required to provide to you in respect of your agreement with us.

### **You hereby agree to the following**

**24 Month+ contracts:** You expressly waive the right to your agreement being no longer than 24 months and you agree that the term of your agreement will be as set forth in your product agreement.

**Disincentive to switch:** You expressly waive the right that the conditions and procedures for contract termination should not cause a disincentive to switch service providers.

**Extending end of contract notifications and annual best tariff information to bundles:** You expressly waive receiving end of contract notifications and annual best tariff information for all elements of a bundle rather only to the impacted element of the bundle.

**Right to Leave bundle:** If we make a contractual modification which gives you the right to terminate the service without charge, you expressly waive that the right to terminate will not extend to all elements of a bundle.

**Usage notification:** You expressly waive the right to be notified when usage of services based on volume or time limits reaches the maximum allowance of a Price Plan or Service.

**Contract Summary and Contract Information:** You expressly waive the right to be given contract information and a contract summary before being bound by an Agreement.

For any Agreement entered into on or after 17 December 2021, the waivers set forth in [Appendix C]/waiver document] apply to Customers who have fifteen (15) or fewer employees (including volunteers), either at the time of executing this Agreement or over the course of the Minimum Term, or applicable Renewable Term ('Eligible Customer'). These Waivers will also apply to any additional Connections purchased under this Agreement during the Minimum Term, or applicable Renewal Term. If you are an Eligible Customer, you will have been provided with information on Waivers as set forth in [Appendix C]/waiver document] and in executing this Agreement/[Appendix C]/waiver document], you are deemed to have expressly agreed to waiving such rights.

## Communication

Arrow Business Communications would like to keep you up to date with offers, events, insights and news about our products and services. Please indicate how you would like to hear from us.

☒ Email ☐ SMS ☐ Post ☐ No Communication

By choosing to receive marketing communications from Arrow you are agreeing to our terms and conditions and confirming you have read our privacy policy. These can be found at: <https://www.aro.tech/privacy-policy/> <https://www.aro.tech/legal/>

Signed on behalf of the Customer

Signed on behalf of Arrow

**Date:** Feb 6, 2025

**Date:** Feb 6, 2025

**Signature:** Anthony A Fontivero  
Anthony A Fontivero (Feb 6, 2025 08:28 GMT)

**Email:** afontivero@rad.org.uk

**Title:** Head of IT

**Signature:** Tracey Tribe  
Arrow Business Communications

**Email:** contract.authorisations@aro.tech

**Title:** Transformation Director






# Royal Academy Of Dance Enterprises Ltd. - Product Agreement #32116

Final Audit Report

2025-02-06

Created:	2025-02-05
By:	Arrow Business Communications (contract.authorisations@aro.tech)
Status:	Signed
Transaction ID:	CBJCHBCAABAASm0lqYngUXXaCtPFIXKF7J8qUfv-jXdo

## "Royal Academy Of Dance Enterprises Ltd. - Product Agreement #32116" History

-  Document created by Arrow Business Communications (contract.authorisations@aro.tech)  
2025-02-05 - 5:06:22 PM GMT- IP address: 81.201.135.105
-  Document emailed to Anthony Fontivero (afontivero@rad.org.uk) for signature  
2025-02-05 - 5:06:26 PM GMT
-  Email viewed by Anthony Fontivero (afontivero@rad.org.uk)  
2025-02-05 - 5:06:32 PM GMT- IP address: 3.232.50.116
-  Signer Anthony Fontivero (afontivero@rad.org.uk) entered name at signing as Anthony A Fontivero  
2025-02-06 - 8:28:38 AM GMT- IP address: 185.38.115.156
-  Document e-signed by Anthony A Fontivero (afontivero@rad.org.uk)  
Signature Date: 2025-02-06 - 8:28:40 AM GMT - Time Source: server- IP address: 185.38.115.156
-  Agreement completed.  
2025-02-06 - 8:28:40 AM GMT