



ONIX Phone Solution Agreement

This Agreement is made between:

- **Blue Orange IT Ltd**, with its principal office at Porter House, Huyton Road, Adlington PR7 4JR ("Provider"), **and THE CLIENT**

1. Scope of Services

The Provider agrees to supply, implement, and support the ONIX Unified Communications (UC) solution, including:

- Tiered licensing (Foundation, Core, Edge, Summit, Pinnacle) as per Client's selection.
- Features such as DDI, IVR, voicemail, call recording, analytics, and AI-driven insights.
- Secure, compliant communication infrastructure with high availability.

2. Term

This Agreement shall commence on [Start Date] and continue for a period of **three (3) years** unless terminated earlier in accordance with this Agreement.

3. Implementation

The Provider shall:

- Conduct a pre-implementation assessment.
- Provide a roadmap for transition.
- Deliver customized training for staff.
- Ensure minimal disruption to the organisation operations.



4. Service Levels

- **Uptime Guarantee:** 99.9% service availability.
- **Support:** Business hours support with escalation procedures for critical issues.
- **Maintenance:** Scheduled maintenance will be communicated at least 48 hours in advance.

5. Fees and Payment

- Pricing is based on selected license tiers and number of users.
- Payment is due [monthly] in advance.
- Optional services (e.g. PCI-compliant recording) chargeable depending on customers licencing

6. Confidentiality and Data Protection

Both parties agree to maintain the confidentiality of all sensitive information and comply with applicable data protection laws, including GDPR.

7. Termination

Either party may terminate this Agreement with 90 days' written notice if:

- The other party breaches a material term and fails to remedy it within 30 days.
- The other party becomes insolvent or ceases operations.

8. Entire Agreement

This document constitutes the entire agreement between the parties and supersedes all prior discussions or agreements.



Signatures

For Blue Orange IT Ltd

Name: _____

Title: _____

Signature: _____

Date: _____

For THE CLIENT

Name: _____

Title: _____

Signature: _____

Date: _____

Terms & Conditions:

All Software & Storage is sold on a non return & non cancellable basis in line with Blue Orange T's & C's. Cost prices are subject to change in line with Vendor pricing and are quoted excluding VAT

This order shall automatically renew for subsequent one (1) year terms unless either party provides the other with notice of its intent not to renew at least ninety (90) days prior to the end of the then-current term. Any such renewal shall be at Blue Orange's current-list price.

For General Blue Orange Full Terms and Conditions of Sale please refer to

https://www.blueorangeit.co.uk/wp-content/uploads/2025/06/Blue_Orange_Terms_and_Conditions.pdf