

CSUK NFON Customer Agreement

Communications Solutions UK Ltd (CSUK) is a Reseller for NFON UK Limited and provides NFON phone services to business customers.

This Agreement is an annex to a CSUK Customer Services Agreement (CSA) detailing the offer of services and listing the terms and conditions that are relevant to the services provided.

The NFON terms and conditions constitute the NFON General Terms & Conditions, and any relevant service specific documentation as identified in the CSA.

The NFON General Terms and Conditions can be accessed at [nfon uk general terms and conditions.pdf](#)

Notwithstanding anything stated in the NFON documentation any communication with NFON and all billing will be managed by CSUK.

Support for NFON Services is provided as defined in the CSUK Service Agreement for IT Support Services. The CSUK Service Agreement for IT Support Services is available at [CSUK-IT-Support-Service-Agreement-V1.4.pdf \(com-solutions.co.uk\)](#)

Where CSUK refers to NFON for second level support, this will be managed by NFON as shown in the NFON Cloudya Service Level Agreement. The NFON Cloudya Service Level Agreement is available at

[NFON UK Ltd Service Level Agreement Cloudya 20190124](#)