



Explanation of Credit and Rebate Structures (Non-Geographic Numbers)

At **Greystone Telecom**, we were the pioneers back in 2000, of creating the hitherto unknown practice of "revenue share opportunity" for our customers from the interconnect payments that were passed between carriers relating to their inbound 0845 local rate calls. At that time we traded under the name of "Call0845.com" and built a reputation for a quality of service which attracted many of the largest companies in the UK.

Within a very short space we were able to offer an entire range of Non-Geographic Translation services and this attracted many much smaller companies to our proposition.

The "revenue share opportunity" however was always offered on very specific terms, because we wanted to ensure that the numbers we supplied would be put to good use by our customers.

As it was not designed for very low usage customers, we imposed minimum criteria, not on call traffic, but on value.

To this end our terms and conditions of business always stated that whilst we would send out monthly credits to our customers, relating to their call traffic, we would not accept any invoice from them, for less than £200 (+ VAT where applicable).

Thus, a customer whose monthly credits amount to say approximately £40 per month would be entitled to invoice us after approximately 5 months.

However, a customer whose monthly credits amounted to only say approximately £5 per month, would never within a 12 month contract period, be entitled to invoice us.

However, by choosing one of our longer term contracts, a small usage customer can still take advantage of our credit out payment structure.

Whilst all this is set out within our General Terms & Conditions of Business, as a company we like to be very open, so that our customers know where they stand with us

For the avoidance of doubt, if any monthly credit is less than £200, unless within the initial contract period the total monthly credits, when all added together amount to £200 or more and an appropriate invoice is received by us within 60 days of the anniversary date when the contract first started we will not accept any lower value invoice, or invoice for the period that arrives outside the 60 days, even if the contract has been automatically renewed for a further 12 months.