

Schedule 3 - Professional Voice Recording

1 The Customer can order Call Management Services from TTNC through myTTNC. Some of these services require recordings as part of their set up. TTNC can provide professional voice recording (**PVR**) services for these purposes.

2 In order to engage TTNC's PVR services, the Customer must provide TTNC with a script of what is to be recorded by email to sales@ttnc.co.uk. TTNC will then respond by email giving the Customer a quote to produce the recording of that script (**the Recording**).

3 If the Customer wishes to proceed with the PVR service on the basis of the quote provided, the Customer must then make the relevant payment through myTTNC.

4 Following receipt of the relevant payment, TTNC will arrange for the Recording to be made and, once completed, will upload the file to the Customer's Account or, at the request of the Customer, will send the Recording to the Customer in such format as is required.

5 The Customer is responsible for checking the accuracy and quality of the Recording and should notify TTNC immediately if it becomes aware of any defect or other issue with a Recording. Such notification should include details of exactly what action the Customer considers is required to rectify the relevant issue.

6 TTNC will use its reasonable endeavours to rectify any defect, mistake or other issue with a Recording that is brought to its attention by a Customer.

7 As between TTNC and the Customer, any Intellectual Property Rights in a Recording produced in accordance with these Conditions shall be the exclusive property of TTNC. The Customer's use of any such recording shall be on the basis of a non-exclusive licence which is granted for such time as the Customer holds an Account with TTNC.

Freephone: 0800 468 1000

Telephone: 020 3151 1000

Email: sales@ttnc.co.uk

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