

CARRIER VOICE CONNECT SERVICE SCHEDULE

1 DEFINITIONS AND INTERPRETATION

- 1.1 Defined terms in the Standard Terms and Conditions have the same meaning in this Service Schedule unless expressed to the contrary. In this Service Schedule, unless the context otherwise requires:

CPE means Supplied Equipment purchased outright from Vocus or rented from Vocus which is located at the Customer's premises.

Freephone/Local Rate Numbers (FLRNs) means a service which allows the Customer access to call origination for 13/1300/1800/0800 numbers.

IPND means the Australian Integrated Public Number Database.

TCF means the New Zealand Telecommunications Forum.

National Numbering Plan means the framework for the numbering and carriage services in Australia maintained by the Australian Communications and Media Authority (**ACMA**).

OTT Services mean over the top services and refers to the connectivity architecture where SIP connection between the Customer and Vocus is established over the internet and not via a private connection. To remove doubt OTT refers to all cases of connectivity over the internet irrespective of Customer's internet service provider.

Scheduled Maintenance means the planned periods when Vocus or its suppliers perform maintenance activities, e.g. upgrades, alterations or repairs to a Service resulting in those Services becoming unavailable or impaired due to such activity.

Services means the supply of voice origination and termination minutes and geographic numbers to Customers who are a carrier or a carriage service provider as described in the Telecommunications Act.

Service Interface means the physical interface at the Vocus Data Centre or Customer Premises as indicated in the Service Order by which the Customer connects to the Service.

Standard Terms and Conditions means the standard terms and conditions between Vocus and the Customer governing the general terms and conditions of the Services provided under this Service Schedule and any applicable Service Order from time to time, available at <http://www.vocus.com.au/legal-contracts>.

Toll Fraud means the unauthorised use of the Service via hacking or other illegal means.

UC Access means the service that is used to carry the traffic for the Service delivered over a Vocus IP WAN connection.

Vocus SLA means Vocus' service level agreement which can be found at <http://www.vocus.com.au/legal-contracts>, as amended from time to time.

2 STANDARD TERMS AND CONDITIONS APPLY General

- 2.1 This Service Schedule is for the supply of Services. It will apply to the first and any subsequent Service Orders for Services executed by the Customer and Vocus.
- 2.2 The Services are only available to Customers who are a carrier or carriage service provider as described in the Telecommunications Act.

- 2.3 Vocus will provide the Services to the Customer on the terms of the Standard Terms and Conditions, this Service Schedule and any applicable Service Orders, all of which are binding on the Customer. The Customer must use the Services (and, where applicable, will ensure that its End Users use the Services) in accordance with the terms of the Standard Terms and Conditions, this Service Schedule, any applicable Service Orders, any third party end user agreements and all applicable laws.
- 2.4 Vocus may vary the Service if reasonably required for technical, operational and commercial reasons provided such variation does not have a material adverse effect on the Customer.
- 2.5 The Customer acknowledges that Vocus may be required to provide details of call information as required by applicable laws, regulations and industry codes.

3 CONDITION PRECEDENT

- 3.1 The Services can only be provided via:
- (a) A UC Access service delivered to the Service Interface; or
 - (b) In respect of Services provided in
Australia, over the internet.
- 3.2 If the Customer elects to have the Services provided via a UC Access service delivered to a Service Interface at a Vocus Data Centre:
- (a) Vocus will provide the UC Access Service to the Service Interface in accordance with the IP WAN Service Schedule available from Vocus; and
 - (b) The Customer is responsible for ensuring, at its cost, that it has connectivity into the Service Interface and has in place relevant cross connects to the Service Interface.
- 3.3 If the Customer elects to have the Services provided via a UC Access service delivered to a Service Interface at a Customer's Premises nominated in the Service Order, Vocus will provide the UC Access Service to that Service Interface and in accordance with the IP WAN Service Schedule available from Vocus.
- 3.4 Where the Services are provisioned via a managed Router UC Access, the Managed Router SLAs in the Vocus SLA apply for the Hardware component.
- 3.5 Where the Services are OTT Services, the Vocus SLA does not apply and OTT Services are provided on a reasonable efforts basis.

Provision of Service

- 3.6 The delivery of the Service will be SIP as per RFC3261 and/or RFC3264.
- 3.7 The Service is delivered by default as bidirectional, unless otherwise agreed in the relevant Service Order.
- 3.8 The CODEC G711 law is mandatory. Other codecs may be accepted where agreed in the relevant Service Order.
- 3.9 The Customer is responsible for the provision and maintenance of any Customer Equipment required for it to use the Services with the exclusion of Vocus managed equipment.
- 3.10 Vocus will provide call records (CDRs) of only chargeable calls in the format defined by Vocus which will be available for the Customer to download via service file transfer protocol.

Pre-Initial Term

- 3.11 Where the Service Order specifies a Pre-Initial Term:
- (a) the Pre-Initial Term commences on the RFS Date; and
 - (b) the Initial Term commences after the expiry of the Pre-Initial Term.

4 MINIMUM SERVICE REQUIREMENTS AND SERVICE INCREMENTS Minimum Services

- 4.1 The Customer agrees to purchase a minimum of 90 Channels at all times.

Increments & Limitations

- 4.2 The Customer may only increase the number of channels in blocks of 30 unless otherwise agreed.
- 4.3 Each Carrier Voice Connect SIP trunk can have:
- (a) up to 10 SIP IP endpoints; and
 - (b) a maximum of 4 UC Access connections.
- 4.4 In the event the Customer requires more than 500 Channels (new or increments), a capacity study and Vocus prior approval (at its absolute discretion) is required.
- 4.5 Without limiting the generality of the Vocus SLA, the Customer accepts that the Service Delivery targets set out in the Vocus SLAs are not applicable to Services with more than 500 channels.

5 VOCUS NUMBER ALLOCATION Australian Numbering Plan & FLRNs

- 5.1 In respect of Australian numbers, the Customer must comply with the National Numbering Plan and any directives from the Australian Communications and Media Authority.
- 5.2 Call to Premium service numbers (19xx) are not allowed, unless otherwise agreed.

IPND

- 5.3 In respect of Australian numbers, the Customer is responsible for providing the IPND Manager with the required accurate address information to maintain the IPND database.

Number Porting

- 5.4 If the Customer applies to port geographic & FLRNs service numbers from another supplier's service to the Service (**Local Number Porting** or **LNP**), Vocus does not warrant that numbers can be successfully ported to Vocus or vice versa. Local Number Porting involving complex porting is subject to extended lead times.
- 5.5 Vocus will pass on to the Customer, and the Customer must pay to Vocus, all charges payable to another supplier arising from LNP including, without limitation, any charges payable if the port is executed in the extended hours & outside extended hours, the date for LNP is rescheduled at the request of the Customer or for failed or withdrawn ports.
- 5.6 Upon the termination of a Service, Vocus may release to the Customer's new service provider the telephone number that was ported to Vocus from the Customer's previous service provider and used in connection with a Service if the new service provider is able to accept such a number. The Customer must request in writing the transfer upon termination or expiry of the Service. Port out fees may be applicable.
- 5.7 The Customer agrees that additional mandatory government charges and reservation charges may apply to 13, 1300, 1800 numbers which are payable by the Customer.
- 5.8 The Customer agrees and acknowledges that:
- (a) Upon request by Vocus, the Customer must provide to Vocus evidence of the Customer's right to use FLRNs;
 - (b) Charges apply for inbound calls received at rates set out in the Service Order; and
 - (c) The Customer is not able to make calls with FLRNs.

New Zealand Numbering Plan & FLRNs

- 5.9 In respect of New Zealand numbers, the Customer:
- (a) must comply with any directives from the New Zealand Telecommunication Forum (or Vocus pursuant to directives from the New Zealand

Telecommunications Forum) and any directives from Vocus as required by required by any applicable New Zealand law, regulation or directive including the Telecommunications the Telecommunications Forum Code for Emergency Voice Calling Services (Emergency Voice Calling Code).

- (b) accepts that the numbers are Non-Compliant Voice Services under the Emergency Voice Calling Code. Vocus will use reasonable endeavours to process emergency calls but the Customer accepts that this cannot be guaranteed.
- (c) acknowledges that Vocus may be required to provide details of call information and other information as (Interception Capability and Security) Act 2013 and the Customer agrees to such disclosure.

5.10 If the Service Includes Caller ID product and the Customer intends to collect or use any calling information provided, the Customer must comply with the Privacy Act 1993.

General

- 5.11 The Customer represents and agrees to comply with all applicable laws, rules, regulations, orders and decrees relative to any use of numbers by the Customer or its end customers.
- 5.12 The Customer acknowledges that it has no right, title or interest in any telephone number allocated to it by Vocus in providing the Service. The allocated numbers do not become the Customer's property, and the Customer may not transfer ownership to other party.

6 CALLER LINE IDENTIFICATION (CLI)

- 6.1 If required, the Customer will be permitted to pass any valid originating number where that number is completely within the administrative domain of the Customer or the Customer's end user.
- 6.2. Vocus will only allow calls that comply with the CLI validation requirements in accordance with the C661:2020 Reducing Scam Calls Industry Code (Code).
- 6.3 The Customer agrees and accepts that:
 - (a) The Customer is responsible for ensuring that the end customer(s) is entitled to the phone number that is being CLI presented and must be able provide initial and on-going proof that they are entitled to the number.
 - (b) The Customer must confirm that the phone number(s) that are being CLI presented must be contactable and ring through to the same destination as where the call origination is taking place.
 - (c) The Customer must confirm that IPND is available for Australian number(s) that are being CLI presented and reference the geographic location of where the call origination is taking place.
 - (d) When making outbound calls, the Customer must present the correct A- Party CLI using numbers that:
 - (i) Vocus has assigned to the Customer; or
 - (ii) the Customer has ported to Vocus; or
 - (iii) the Customer has purchased directly from ACMA or another provider.
 - (e) When making outbound calls, the Customer must not present a 13,1300 or 1800 number as A- Party CLI.
- 6.4 In addition, the Customer:
 - (a) agrees to comply at all times with the applicable privacy legislation including Privacy Act 1988 (Cth) and the Privacy Act 1993 (NZ) and all other applicable legislation, regulations, industry codes, determinations in force at the relevant time relating to the handling of personal information;

- (b) must take all reasonable steps to ensure that the personal information obtained from Vocus in connection with the provision of services and products is protected against loss and unauthorized access, use, modification and disclosure; and
- (c) must obtain all necessary consents and authorizations from the individual to whom the personal information relates.
- (d) undertakes that it will not use or disclose CLI for purposes other than:
 - (i) Passing data required within and between networks to support network switching and the correct termination of a communication;
 - (ii) Supporting the delivery of other telecommunications services and products that rely on CLI;
 - (iii) Activities relating to the management of carriage services within and between telecommunication networks;
 - (iv) Activities related to analyzing network traffic and performance for the purposes of:
 - 1. Ensuring compliance to relevant industry codes and standards for network performance; and
 - 2. Planning of telecommunication network activities associated with increasing telecommunications network capacity.
 - (vi) Fault handling activities within and between telecommunications networks;
 - (vii) Supporting end user and intercarrier billing and credit control;
 - (viii) Telecommunications network fraud prevention activities; or
 - (ix) Dispute resolution where the carriage service provider has a direct relationship to the carriage service, or where required by law.

6.5 The Customer further undertake that it must not use CLI for purposes of data mining, behavioural monitoring, marketing or identifying and communicating with other than its own customers.

6.6 The Customer undertakes to indemnify and keep indemnified Vocus in respect of any loss, liability or expense suffered or incurred by Vocus arising out of or in conjunction with a breach of its obligations under this clause 6 or any misuse of personal information by the Customer or any of its personnel, contractors or agents or customers, howsoever arising.

7 RATES AND CHARGES

7.1 Subject to clause 7.2, the Customer must pay the call rates and charges in accordance with the rate plans provided with the Service Order. If the Customer does not receive this rate plan with the Service Order, the Customer must pay the call rates and charges as determined by Vocus from time to time, which is available upon request.

7.2 Call charges are billed per second and rounded up to 2 decimal places. Minimum call charge is \$0.01.

7.3 Vocus by providing 5 Business Days' notice to the Customer may amend (including increase) the call rates and charges from time to time for Services under this Service Schedule by issuing the Customer an updated rate plan if:

- (a) the rates and charges are not fixed by any agreement; or
- (b) the rates and charges are fixed by agreement but there is a change in Vocus' cost of supply as a result of any additional costs, imposts, penalties or taxes imposed by any governmental, regulatory body or third party supplier.

In such circumstances, the Customer must pay the call rates and charges in accordance with the updated rate plan.

7.4 If particular rates are not indicated in the service order, Customer must pay Vocus' then current applicable call rates and charges associated with the called number.

Minimum Spend Commitment

7.5 Where the Service Order specifies a Minimum Spend Commitment, the following clauses apply:

- (a) During the Pre-Initial Term, the Customer must pay the call rates and charges in accordance with the rate plan provided with the Service Order for the minutes of traffic on a monthly basis;
- (b) During the Initial Term, the Customer must pay to Vocus the higher of:
 - (i) The Minimum Spend Commitment specified in the Service Order; or
 - (ii) The call charges calculated based on the rates set out in the Service Order for the volume of voice traffic used on a monthly basis.

Reasonable use

- 7.6 Customers must not use the Services unreasonably. Unreasonable use include (without limitation):
- (a) Exceeding a maximum allowed outgoing call per second (**CPS**) of 5 new calls per second for every block of 30 channels, with a capped maximum of 100 CPS x one Carrier Voice Connect SIP trunk; or
 - (b) using the Service in a way which unreasonably affects other customers' access to the network; or
 - (c) setting up switch devices which overcome subscription and/or pricing charges, potentially limiting the ability for other customers to access the Service; or
 - (d) having less than a reasonable call termination ratio of >10% where the ratio of answered calls to unanswered calls is < 10%; or
 - (e) where the Customer has New Zealand DIDs, more than 500 inbound calls per DID per calendar month.
- 7.7 In the event that the Customer uses the Services unreasonably as described in clause 7.6, additional charges may be payable to Vocus as notified by Vocus or Vocus may elect to terminate the affected Services for breach by the Customer pursuant to the terms of the Standard Terms and Conditions.

8 SERVICE ACTIVATION

- 8.1 Unless otherwise set out in this Service Schedule, Vocus will endeavor to install the Services within the time frames set out in the Vocus SLA.
- 8.2 The Customer acknowledges that if it wishes to relocate the Customer Premises, Vocus may not be able to continue to provide the Services at the new location. The Customer should confirm with Vocus by lodging a request at least 30 days prior to relocating the Customer Premises that Vocus is able to continue to provide the service at the new location. Any relocation or modification of an existing Service requires a Service Activation Period as set out in the Vocus SLA. The relocation or modification of an existing Service will only be performed when an actionable order in a form as directed by Vocus is received and accepted by Vocus.
- 8.3 The Customer agrees and acknowledges that:
- (a) no rebates apply in respect of any failure to install the Services within the Service Activation Periods; and
 - (b) Establishment charges apply where new sites are added to an existing Service.

9 SERVICE AVAILABILITY AND QUALITY

- 9.1 Subject to clause 3.5 and 9.2, Vocus will provide the Services in accordance with the Vocus SLA.
- 9.2 The Vocus SLA does not apply where the Customer accesses the Services via a third party communications network.
- 9.3 Vocus may charge for Service Requests in accordance with its then current Professional Services Rate Card.

10 CUSTOMER OBLIGATIONS

-
- 10.1 The Customer accepts and acknowledges that it must be either a carrier or a carriage service provider as the term is defined under the Telecommunications Act.
- 10.2 The Customer represents and warrants that:
- (a) it has received all necessary permits, licenses, and approvals necessary to provide or use the Services;
 - (b) it is part of the Telecommunications Industry Ombudsman Scheme; and
 - (c) it has complied with and does comply with all laws, regulations, orders and statutes which may be applicable to the Customer.

11 PASSWORDS AND SECURITY

- 11.1 Where applicable, Vocus will assign to the Customer secure passwords.
- 11.2 The Customer is responsible for maintaining the confidentiality of passwords associated with all accounts the Customer is provided access to. The Customer and its users may modify its account passwords.
- 11.3 The Customer is responsible for ensuring that all Customer Equipment is secure.
- 11.4 Vocus is not liable for call charges resulting from Toll Fraud and reserve the right to pass such call charges on in full to the Customer.

12 UNAUTHORISED MODIFICATION OF EQUIPMENT

- 12.1 Vocus is not responsible for the Customer's inability to access the Services or for any degradation in Service quality which is caused by any unauthorized modification made by the Customer to the CPE or Vocus Equipment.
- 12.2 Vocus reserves the right to charge the Customer a fee for any work it is required to do to rectify any CPE or Vocus Equipment that has been modified without authorization in order to restore the Customer's access to the Services.

13 CONFIGURATION

- 13.1 Where applicable as set out in the Service Order or as otherwise agreed between the parties, Vocus provides configuration services on a best endeavors basis. Without limiting the above, the Customer is responsible for ensuring that the information provided to Vocus to provide such configuration services is complete and accurate.

14 DISCLAIMERS

- 14.1 Except for any warranties implied by law which cannot be legally excluded, Vocus does not warrant that the Services are or will be free of errors, defects or interruptions, or will be available at all times.