

1 SERVICE DESCRIPTION

1.1 The Global SIP Connect service connects your accredited voice system in an Available Country to the public telephone network via our VOIP platform (**SIP Connect Service** or **Service**).

1.2 The SIP Connect Service supplied by us to you as per the requirements stated in the Service Order Form, comprises of the following:

IP connectivity between your accredited voice system to the public telephone network in the Available Country;

- (a) Telephone **numbers** to use with your SIP Connect Service in
 - i. Single Number Block; or
 - ii. Multiple Number Blocks of either 10 or 100 contiguous numbers in accordance with applicable regulations.
- (b) Call records for each SIP Connect Service via a secure web portal (**Reports**). We will try to provide accurate, continuous and fault free Reports, but we do not promise that the Reports for the SIP Connect Service will be error or fault free,

and the following optional services as specified in the Service Order, additional charges may apply:

- (c) **Local number** portability is available in some (but not all) Available Countries as an option for customers who want to change their phone company and keep their existing telephone number. This process is known as porting. If permitted and technically feasible in the relevant Available Country, you may port out numbers from us to another provider, or port in numbers from another provider to us subject to the requirements of this Schedule.

Limitations apply including the following:

- (i) porting out a portion of numbers in a Number Block; and
- (ii) porting in telephone numbers from another provider to us for use with your SIP Connect Service must be ported in multiple Number Blocks of either 10 or 100 contiguous numbers

We may require authorisation or verification information from you, in a form approved by us, before we allow you to port in telephone numbers to your SIP Connect Service. We may also require additional information from you to allow us to port telephone numbers to your SIP Connect Service, including information which validates your right to port the telephone numbers. We are not responsible for any delay in the port of any number.

- (d) **Standby SIP Connect Service:** a redundant IP channel to connect your accredited voice system to the public telephone network in your Available Country.
 - (e) **Caller ID Presentation:** we will try (but do not promise) to present the Caller ID for incoming calls from the public telephone network in your Available Country.
 - (f) **Caller ID Restriction:** If you apply for this optional feature, we will allow you to block the Caller ID for all incoming calls from the public telephone network in your Available Country.
 - (g) **International Direct Dial (IDD) Call Restriction or Activation:** we will allow you to activate or restrict IDD calls made using your SIP Connect Service.
 - (h) **Call Divert or Forwarding:** we will allow you to forward your incoming public telephone network calls targeted to your SIP Connect Service to different PSTN trunk or number.
- 1.3 You may apply for optional feature packages in conjunction with your SIP Connect Service as they are made available from time to time.
- 1.4 Each optional feature package has certain fixed features. We will notify you of those fixed features and any limitations that may apply to your chosen feature package(s) at the time you apply for them.
- 1.5 You may request additional optional feature packages or change an existing optional feature package at any time. If you wish to cancel an optional feature package, the date of cancellation will be the date we receive notification of the cancellation from you in writing.

- 1.6 The SIP Connect Service **does not** include:
- (a) your Associated Service;
 - (b) your IP telephony equipment including your IP phone system, PBX infrastructure or unified communications systems;
 - (c) any other equipment including routers, session border controllers, call managers and call servers required to generate voice calls on your Associated Service; or
 - (d) special dial codes calls (Special Calls), premium line service number (Premium Number) and special consultancy numbers (Consultancy Numbers). We will evaluate upon request by you

2 CHARGES

- 2.1 The charges for your SIP Connect Service are set out in your Service Order Form and includes:
- (a) non-recurring charges (NRC);
 - (b) monthly recurring charges (MRC); and
 - (c) variable call usage charges as set out in the Service Order Form. The minimum duration charged for each call is 30 seconds. After the first 30 seconds, usage is calculated and charged in six (6) second blocks. Partial use of a six (6) second block will be charged as six (6) second block.
- 2.2 We may change the rates in the Service Order Form, we will provide in writing to you 7 days' notice prior to any change.
- 2.3 Calls made to unidentifiable numbers or locations will be rated to the closest call type as reasonably determined by us.
- 2.4 We will commence billing for each Service on the Service Start Date.
- 2.5 You shall not use the Service to originate fraudulent or illegal calls from your network. Origination of fraudulent or illegal calls from your network could result in termination of the Service consistent with clause 7.5 of this Service Schedule. In addition to possible termination of the Service, we will charge you for such calls in accordance with our standard rates and you agree to pay such charges. You may request for a waiver of the charges mentioned in this clause by providing us with a written request and sufficient evidence to demonstrate that you were not responsible for the fraudulent calls (such as a national police report). The grant of such waiver is at our sole discretion.

3 TERM AND TERMINATION

- 3.1 The Service Term for each SIP Connect Service commences on the date that the relevant SIP Connect Service is made available for you to use (**Service Start Date**) and continues for the Initial Period unless terminated or renewed in accordance with the Agreement Terms.
- 3.2 The Initial Period for a Service is specified in the Service Order Form for that Service, or if no period is specified then the Initial Period is 12 months (Initial Period).
- 3.3 If an Early Termination Event occurs during:
- (a) the Installation Period for your SIP Connect Service, the early termination charge is a sum equal to:
 - (i) the costs reasonably incurred by us up to the date of the Early Termination Event; and
 - (ii) a sum equal to any amounts payable by us to our Service Provider for termination of your SIP Connect Service prior to the end of the Initial Period;
 - (b) the Initial Period for your SIP Connect Service, the early termination charge is a sum equal to the charges that would have been payable by you for your SIP Connect Service for the remainder of that Initial Period, if the Early Termination Event had not occurred.
- 3.4 If you cancel your SIP Connect Service, you will need to separately cancel other services that you use in conjunction with your SIP Connect Service.

4 SERVICE PROVISIONING TIME

- 4.1 After acceptance of a Service Order Form, we will carry out a feasibility assessment for the Service. If the assessment reveals that the Service is unavailable or additional costs (including costs arising from capital works) are required to deliver the Service, we may propose an amendment to the Service and the charges for the Service by notice to you. If you do not accept the amended Service or the amended charges, you may cancel the Service provided that you reimburse us of any third-party costs that we reasonably incur in relation to your termination of the impacted Service.

- 4.2 All delivery dates noted within the Service Order Form are indicative.
- 4.3 We will provide you with a test period of three (3) Business Days, commencing on the date we notify you that the Service is ready for testing (**Test Period**). If, prior to the conclusion of the Test Period:
- (a) you notify us of a suspected Provisioning Fault, we will investigate and rectify any Provisioning Fault before re-delivering the Service to you. A new Test Period will begin on the date of re-delivery. If we are able to certify through test that there is no Provisioning Fault, you will be deemed to have accepted the Service on completion of the Test Period and we will make the Service available to you from that date; or
 - (b) you do not notify us of a suspected Provisioning Fault, you are deemed to have accepted the Service and we will make the Service available to you from the conclusion of the Test Period.

5 SERVICE RESTORE TARGETS

Mean time to restoration (MTTR)

- 5.1 We will aim to meet a MTTR target depending on the severity of the incident as listed in the table below.
- 5.2 If the actual MTTR of a service exceeds four hours for a month, you may claim the following credit:

Mean Time to Restore	Credit
Between 241 minutes and 480 minutes	5% of MRC
Between 481 minutes to 960 minutes	6% of MRC
Between 961 minutes and 1440 minutes	8% of MRC
In excess of 24 hours.	10% of MRC

Call Quality

- 5.3 We do not guarantee that the call quality on calls made through your SIP Connect Service will meet or exceed a certain level.
- 5.4 Temporary interruptions and packet loss may occur from time to time. There may be variable delay and data throughput rates, which will directly affect the availability and quality of your SIP Connect Service. We are not able to prevent these from occurring on your SIP Connect Service and that this may result in call disconnection, corrupt audio or video calls or delayed audio calls.
- 5.5 For information purposes only, the service availability target for SIP Connect Service core platform is 99.95% with dual Session Border Controllers (**SBC**) PoP connection for redundancy. We aim to, but do not promise to, meet this target. This does not include the IPVPN, MPLS and Internet connection. For the avoidance of doubt, this is not a service level and you are not entitled to any credit if availability does not meet this target other than as expressly set out in this clause.

Proactive Monitoring

- 5.6 We will provide you with proactive monitoring of the necessary voice platform systems which enable escalation and identification of any platform faults.

6 MAXIMUM CREDIT ENTITLEMENTS

- 6.1 The aggregate rebate payable in a month under the Service Level is subject to a maximum of 10% of the monthly recurring charges for the affected Service in that month.

7 YOUR OBLIGATIONS

- 7.1 You must:
- (a) configure your accredited voice system in accordance with the directions and guidelines that we provide you;
 - (b) configure all elements in your network (except for the network devices for your Associated Service);
 - (c) ensure that you complete all tests (including any installation tests) that we request you to do;
 - (d) notify us if you no longer meet the minimum technical requirements; we will advise you on the minimum technical requirements at the time you apply for a SIP Connect Service; if you no longer meet the minimum technical requirements, then we may cancel your SIP Connect Service; if this happens, you will be responsible for re-configuring your equipment; and

- (e) not change any routing configuration in a network device used with your SIP Connect Service unless you have our prior consent.
- 7.2 You are solely responsible for the use of your SIP Connect Service.
- 7.3 You acknowledge that if you transfer your existing public telephone access to the SIP Connect Service, you may experience outages to your existing service during the transfer process. We are not liable for any loss you may suffer as a result of such outages.
- 7.4 We've set up your SIP Connect Service connectivity for off-net calling to cater for the usage patterns of typical enterprise telephony users. We haven't designed it for telephony usage patterns found for users in inbound or outbound contact centres. You and your end users must not use your SIP Connect Service for such purposes without a separate specific design and pricing for your contact centre deployment. If you don't comply with this clause without first obtaining specific design and pricing amendments, the Service you experience may be adversely affected, and we will charge you for the additional resources required to cater to your contact centre requirements.
- 7.5 You are responsible for using the Service in a lawful manner that is consistent with all applicable laws, including, but not limited to, in the case of U.S. services, the Telephone Consumer Protection Act, the Telemarketing Sales Rule, and the rules and regulations of the Federal Communications Commission (FCC) and the Federal Trade Commission. If we determine, in our sole discretion, that your use of the SIP Connect Service violates any applicable laws, then we reserve the right to immediately terminate and discontinue providing your SIP Connect Service. In addition, if we determine that your use of the SIP Connect Service is not that of a typical business user, then we reserve the right to discontinue providing the SIP Connect Service or to move you to an alternative usage plan, and we will charge you for any additional costs that we incur or additional resources that we have to dedicate as a result of your failure to comply with this Schedule.
- 7.6 Other restrictions may apply to your SIP Connect Service and we will notify you of these from time to time.
- 7.7 You must bear and is responsible for its own cost in connection with the preparation, execution and carrying into effect of this Schedule.
- 7.8 Your SIP Connect service has minimum and maximum numbers of voice channels (simultaneous calls) available in different Available Countries. We will advise you of the minimum and maximum voice channels available to you at the time you place your order.
- 7.9 We may need to publish the telephone numbers we allocate to you and your name and address in a telephone directory (in any medium) and for directory services provided in an Available Country, to the extent required by the applicable regulations (subject to your right under those regulations to ask us not to publish).
- 7.10 You do not have any rights in telephone numbers that we allocate to you for the services, and for commercial, technical or regulatory reasons we may withdraw or change any telephone number allocated to you, with the prior notice we reasonably can give.
- 7.11 In the case of U.S. services, you shall cooperate with Telstra, as necessary, to determine the origin of a voice call to or from a United States phone number that is suspected of being an illegal robocall. Such cooperation shall include, but not be limited to:
- (a) responding to traceback requests received from the FCC's registered Traceback Consortium or sent to you by Telstra, in a prompt manner, but no less more 24 hours; or
 - (b) identifying the customer or end user responsible for originating such traffic.
- 7.12 You authorise us to (a) intercept any calls or messages conveyed or to be conveyed by the Service; (b) disclose information about end users and use of the Service to law enforcement authorities, emergency service providers and, in the case of U.S. Services, the FCC's registered Traceback Consortium; and (c) provide other information and assistance to law enforcement authorities, emergency service providers and, in the case of U.S. Services, the FCC's registered Traceback Consortium, to the extent we reasonably consider necessary to meet any applicable laws or regulatory requirements in handling calls or messages made or received using the Service and you will obtain all necessary consents from end users and you will provide us with the assistance we reasonable require to undertake these tasks.
- Eligibility**
- 7.13 You may only obtain the SIP Connect Service if you have a global IPVPN Service provided by us that can be configured and dimensioned to support IP voice calls (Associated Service). If your Associated Service is cancelled (and not replaced with another Associated Service) then we may cancel your SIP Connect Service.
- 7.14 You will need to meet certain minimum technical requirements to obtain the SIP Connect Service, including having a voice system that has been accredited by us for use with the SIP Connect Service.

We will tell you about these minimum technical requirements at the time you apply for your SIP Connect Service. If you no longer meet the minimum technical requirements, then we may cancel your SIP Connect Service. If this happens, you will be responsible for re-configuring your equipment.

- 7.15 The SIP Connect Service is not available to Telstra Wholesale customers or for resale. You cannot assign or re-supply the SIP Connect Service to a third party.
- 7.16 The SIP Connect Service is only available in an Available Country. If we notify you that a country is no longer an Available Country, then you must cease to use the SIP Connect Service in that Available Country from the date specified in the notice.
- 7.17 Your SIP Connect Service voice circuits must terminate within the same country or jurisdiction as your selected accredited voice system.

Emergency Calling

- 7.18 We encourage you to acquire and maintain alternative means of placing emergency calls, and to inform your users of emergency calling alternatives, as emergency services may be unavailable or delayed with the SIP Connect Service for the following reasons:
 - (a) during electrical power outages affecting your location;
 - (b) if your broadband connection service has been disrupted and not restored;
 - (c) if your service has been discontinued for any reason; or
 - (d) due to network congestion or other problems affecting the network
 - (e) your equipment is relocated, or improperly configured or installed
 - (f) delays occur in making your registered location available in the domestic location information database.
- 7.19 You are responsible for providing us with, and keeping updated, the geographic details of the end user locations connected to the SIP Connect Service for emergency services and law enforcement purposes. Notwithstanding this, all calls made from your SIP Connect Service to emergency services will be flagged to the operator as location unreliable which will prompt the operator to seek verbal confirmation of the caller's location.
- 7.20 Please refer to the Attachment to this Schedule for the special terms that apply to your Available Country for additional terms regarding emergency calling services. You must comply with the emergency calling procedures applicable to your Available Country.

Working Services

- 7.21 You are required to have working services on all the numbers associated with your SIP Connect service unless we advise you otherwise in writing.
- 7.22 You cannot reduce the size of any Number Block associated with your SIP Connect service by cancelling a portion of your numbers in that Number Block. You can increase or decrease the number of working services within your Number Block allocations. We can vary the numbers in accordance with any regulatory requirements including national numbering policies.

Changes to your SIP Connect Service

- 7.23 If you ask us to make changes to your SIP Connect Service, and if it is a non-standard service request, the parties agree that no service level will apply and that we may charge you an adds, moves and changes fee set out in the Service Order Form or as notified to you prior to changing the SIP Connect Service.
- 7.24 If you wish to increase the number of voice channels that can be used for simultaneous calls that can be made or received using your SIP Connect Service, you may need to increase the bandwidth of your Associated Service at an additional cost. We will let you know if you need to increase the bandwidth of your connection to the Associated Service and the cost of doing so at the time you ask us to increase the number of voice channels that can be used for simultaneous calls that can be made and received using your SIP Connect Service.

Local Number Portability

- 7.25 You acknowledge that we do not have to provide any prior notification to you where you are the losing service provider in a number transfer. You consent to the number transfer.
- 7.26 You permit us to disclose your details to other service providers where you are unidentified as the gaining or losing service provider.
- 7.27 Limitations apply to local number portability for your Service including the following:

- (a) Not permitted to port out a portion of your numbers in particular Number Block. All telephone numbers within a SIP Connect number Block must be ported out at the same time.
 - (b) Subject to clause 7.27(c), if port in telephone numbers from another provider to us for use with a Service to be resupplied by you, the numbers must be ported in a single Block or multiple Blocks of either 10 or 100 contiguous numbers.
 - (c) We may require authorisation or verification information from you for us to process a porting request, in a form approved by us, before we will port in. We are not responsible for any delay in the port of any number.
 - (d) Without limiting the above, you must provide us with all reasonable assistance we require in order to comply with any local number portability regulations, industry codes of practice or guidelines in an Available Country.
- 7.28 You must provide us with at least 5 Business Days' prior written notice if you wish to conduct any maintenance work at your site (including, without limitation, changing of servers or redirecting current connection to another connection) and you require our assistance during this period (Maintenance Period). We may charge you in accordance with our standard rates and you agree to pay such charges for our assistance during the Maintenance Period or for any assistance related to your maintenance work. We are not responsible or liable for any losses you may incur during the Maintenance Period if you fail to provide us with the stipulated notice period in this clause or fail to provide sufficient instructions or requests relating to the assistance required from us.

8 DEFINITIONS

In this Schedule, unless otherwise stated:

Available Countries means those countries which are identified as available countries in your Service Order Form, and any other country that we notify you is Available Country.

Number Block, in relation to a block of either 10 or 100 contiguous numbers, means a range of contiguous numbers ending with the digits "00" through to 09 or "00" through to "99".

Early Termination Event means the cancellation of a SIP Connect Service for any reason other than our material breach.

Installation Period for a Service means the period between the execution date of any order and the Service Start Date for that Service.

Service Provider means a service provider from whom we acquire any Service for the purpose of reselling the Service to you.

Service Term means the Initial Period and any subsequent renewal period for that at Service.

The terms **Service Order Form and Business Day** are defined in the Definitions section of our Global Business Service Agreement.

Attachment - Available Country Special Terms

This Attachment sets out the special terms and conditions that apply to SIP Connect Services in specific Available Countries. If there is an inconsistency between the terms of this Attachment and clauses 1 to 8 of this Schedule, this Attachment shall apply to the extent of the inconsistency.

1 SINGAPORE

Identity requirements

- 1.1 You acknowledge that we are required by law to collect and store identity records relating to our customers and end users, and to provide those identity records (such as customer or end user name, address, identity card issued under the National Registration Act (Cap.201), passport or employment pass) for inspection by authorised government agencies (**Identity Obligations**). Accordingly, you must:
- (a) provide us with such identity records as we may request from time to time in order to comply with our Identity Obligations (whether in relation to you, your end users, your nominated Singapore subsidiary or the end users of your nominated Singapore subsidiary); and
 - (b) otherwise cooperate with us as necessary for us to comply with our Identity Obligations,
- and you must obtain all necessary consents and make any necessary disclosures to individuals in order for you to comply with this clause and for us to comply with our Identity Obligations in respect of you and your end users.

Domicile requirements

- 1.2 We are required to ensure that if you acquire IP telephony services in Singapore, you contract with a Singaporean-registered entity, and are yourself registered in Singapore. Accordingly, we may require that you:
- (a) execute a separate order with our Singaporean-registered group company, pursuant to which that entity will be responsible for the provision of the elements of the Services consumed or supplied in Singapore; and
 - (b) provide us with a Singaporean registered billing address, to which the bills for relevant aspects of the Service will be delivered.

- 1.3 You:

- (a) warrant that you, or your nominated Singaporean subsidiary, are entitled to lawfully receive the Services in Singapore; and
- (b) consent to us providing the Service through a separate entity for the Singaporean-based services and providing separate bills for the Singaporean and non-Singaporean based Services. We acknowledge that the due payment by you of that invoice issued by another Telstra Group Company is a fulfilment of your payment obligations under this Agreement for your SIP Connect Service.

Calling Line Identification

- 1.4 We will comply with all rules, regulations, directives, and any other orders of the Singapore regulatory authority with respect to calling line identification (**CLI**) and the masking of CLI. We, as the local operator of the Singapore telephone numbers, will filter such numbers to ensure that such numbers are valid and existing in our database before any call is connected. We will not connect any numbers if such number do not exist in our database.
- 1.5 You must not change any calling line identification information, or any access codes dialled by a calling party.

Connection

- 1.6 SIP Connect Service via internet is not supported.

2 HONG KONG

Calling Line Identification

- 2.1 Telstra will not be able to provide and display the CLI (calling line identification) number for international incoming calls. The supply of Telstra's SIP Connect Services in Hong Kong is subject to the *Code of Practice in relation to Calling Line Identification and other Calling Line Identification Related Services (the Code)* published by the Hong Kong regulator (OFCA). As a result, Telstra does not receive this CLI information for the original international calling party for incoming international calls from other carriers in Hong Kong and is technically not able to provide this information to our customers as part of the SIP Connect Service.

Service must not be used in connection with Lifeline Devices

- 2.2 You acknowledge that the SIP Connect Service may not be supported by a back-up power supply, either at the network level or because certain buildings may not practicably allow for it, and so the SIP Connect Service may not operate during power outages. As such, the SIP Connect Service is unsuitable for use with Lifeline Devices.
- 2.3 Further, you acknowledge that we are exempt from the requirements to provide back-up power supply where you confirm that the Service will not be used by lifeline users or otherwise in connection with Lifeline Device.
- 2.4 For the purposes of clause 2.6 of this Attachment, you must not, and warrant, represent and confirm to us that you do not and will not in the future, use the SIP Connect Service in connection with one or more Lifeline Devices or allow it to be used by any person in connection with their Lifeline Device.
- 2.5 Breach of clause 2.7 will entitle us to immediately terminate your SIP Connect Service without liability to you.
- 2.6 In this clause 2, **Lifeline Device** means a medical alarm or other device for an elderly, infirm or invalid to summon assistance in the event of an emergency without having to dial manually the telephone number of the emergency service, and the definition automatically changes to align with any relevant regulatory change.

Telephone Numbers

- 2.7 Ported telephone numbers that have not been used for 3 months or more will be returned to the original donor network.

3 USA

- 3.1 You may only obtain a SIP Connect Service located in the USA if you sign and return the **Telstra 911 SIP Connect Addendum and Disclosure** form that we will provide separately.

As part of your USA SIP Connect Service, we will provide you with a set of stickers explaining when E911 calls may not be available. You must place the stickers on or near the equipment you use to access your SIP Connect Services to alert users of alternate means of contacting E911 in the event of an emergency.

4 UNITED KINGDOM

- 3.2 If you do not use a telephone number allocated by us for a period of six consecutive weeks' we may reallocate the applicable telephone number.
- 3.3 You must not use the SIP Connect Service in any way that constitutes Artificial Inflation of Traffic.
- 3.4 For the purposes of this clause 3:

Artificial Inflation of Traffic means a situation where the flow of calls to any Revenue Share Service is as a result of any activity by you that is disproportionate to the flow of calls which would be expected from good faith commercial practice and usage of the network;

Revenue Share Service is a service (including but not limited to services related to UK 09 and 08 telephone numbers):

where a network operator pays to its customer operating such service an element of the conveyance charges which that network operator receives for calls to such service; or

operated by a network operator, and for which if operated by a customer of the network operator, the

network operator would pay to such customer an element of the conveyance charges which that network operator receives for calls to such service.

5 NEW ZEALAND

- 3.5 You acknowledge that the SIP Connect Service may not meet the standards of the New Zealand Emergency Calling Code.

6 MALAYSIA

Domicile requirements

- 3.6 We are required to ensure that if you acquire IP telephony services in Malaysia, you contract with a Malaysian-registered entity, and are yourself registered in Malaysia. Accordingly, we may require that you:
- (a) execute a separate order with our Malaysian-registered group company, pursuant to which that entity will be responsible for the provision of the elements of the Services consumed or supplied in Malaysia; and
 - (b) provide us with a Malaysian-registered service address (to which the Service will be delivered) and billing address (to which the bills for relevant aspects of the Service will be delivered).
- 3.7 You warrant that you, or your nominated Malaysian subsidiary, are entitled to lawfully receive the Services in Malaysia.

Number Portability

- 3.4 We do not provide number portability for the Service in Malaysia.