

SERVICE SCHEDULE – SIP CONNECT FOR RESELLERS



This Schedule sets out the service description for the Global SIP Connect supplied on a wholesale basis.

1 SERVICE DESCRIPTION

- 1.1 The SIP Connect for Resellers allows you to supply an End User with a service to connect a voice system accredited by us and located in an Available Country to the public telephone network in that Available Country via our VOIP platform (**SIP Connect for Resellers** or **Service**).
- 1.2 The Service Term for each Service commences on the date that the relevant Service is ready and handed over to you for you to use and continues for the Initial Period unless terminated or renewed in accordance with this Agreement (**Service Start Date**).
- 1.3 We will commence billing you for each Service from its Service Start Date.

2 ELIGIBILITY

- 2.1 An End User may only obtain the Service from you if they acquire from us, or you are also resupplying to them (as applicable), at the relevant location in the Available Country a global IPVPN Service provided by us, any other internet services provided by us or your own internet service that can be configured and dimensioned to support IP voice calls (**Associated Service**). If the End User's Associated Service is cancelled (and not replaced with another Associated Service) then we are unable to support your SIP Connect Service and the service will automatically terminate.
- 2.2 You must ensure that an End User meets certain minimum technical requirements to obtain the Service, including ensuring that the End User has a voice system that has been accredited by us for use with the Service. We will tell you about these minimum technical requirements at the time you apply for your Service. You must tell us if the End User no longer meets the minimum technical requirements. If this happens, then we are unable to support your SIP Connect Service and the service will automatically terminate. If the End User requests to reconnect the Service, you will be responsible for ensuring the End User re-configures their equipment before we reconnect.
- 2.3 You must not resupply the Service to a person other than an End User. You must ensure that you resupply the Service on terms that prohibit the End User from re-supplying it, and must diligently enforce that obligation.
- 2.4 The Service is only available for use in an Available Country. If we give you reasonable notice in writing that a country is no longer an Available Country then you must cease to resupply, and ensure that your End Users cease using, the relevant Service in that Available Country from the date specified in the notice.
- 2.5 You must ensure that the voice circuits for each Service that you resupply terminates locally in the same Local Service Area in which the relevant premises connected by End User's selected accredited voice system is also located.
- 2.6 You must acquire each Service for at least the Initial Period set out on your Service Order Form.

3 SERVICE TERMS

Features

- 3.1 We will provide you with the following as part of your Service:
 - (a) connectivity between your End User's accredited voice system to the public telephone network in the Available Country;
 - (b) guidelines to assist you in designing and configuring the Service that you will resupply to your End Users;
 - (c) a help desk which you may report problems to regarding a Service that will operate 24 hours a day, 7 days a week;
 - (d) a user identification and password for one of your employees you nominate as the administrator for your Service; and
 - (e) the functionality to enable you to allow users of the Service at an End User's location to make voice calls to other users at other locations of the same End User connected by the Service over that End User's Associated Service.
- 3.2 Your 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 for you to make available to an individual End User at the time you place your Service Order Form.
- 3.3 You must use a Service to aggregate demand from different End Users.
- 3.4 We are responsible and only liable for matters relating to the Service and any calls and messages conveyed or to be conveyed by the Service to the extent provided over network and facilities controlled, operated or owned by us.

You are responsible for the security of your network and the network of the End User. We will arrange interconnection with third party public fixed and mobile networks to provide any-to-any connectivity to End Users of the resupplied Service. You are responsible for the conveyance of calls or messages over third party networks which originate from or terminate with End Users of the resupplied Service.

Optional Features

- 3.5 You may also ask us to provide you with the following optional feature packages in conjunction with the Service you resupply to an End User:
- (a) **Standby SIP Connect Service:** a redundant IP channel to connect an End User's accredited voice system to the public telephone network in the relevant Available Country.
 - (b) **Caller ID Presentation:** we will try (but do not promise) to present the Caller ID for incoming calls from the public telephone network in the relevant Available Country.
 - (c) **Caller ID Restriction:** this optional feature will allow you to provide an End User with the ability to block the Caller ID for all incoming calls from the public telephone network in the relevant Available Country.
 - (d) **International Direct Dial (IDD) Call Restriction or Activation:** this optional feature will allow you to provide an End User with the ability to activate or restrict IDD calls made using the Service.
 - (e) **Call Divert or Forwarding:** this optional feature will allow you to provide an End User with the ability to forward incoming public telephone network calls targeted to the Service which you resupply to that End User to different PSTN trunk or number.
- 3.6 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.
- 3.7 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.
- 3.8 Additional features for the Service may become available from time to time. We may notify you of such features when they become available.

Not included in your Service

- 3.9 The Service does not include:
- (a) an End User's Associated Service;
 - (b) an End User's IP telephony equipment including the End User's 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 an End User's Associated Service; or
 - (d) any support services (such as help desk) to your End Users. You are responsible for support and fault handling of the Service you resupply to an End User.

Emergency Calling

- 3.10 You must ensure that:
- (a) the End User can make a call to emergency services in accordance with the laws of the Available Country when using the resupplied Service (and we will provide interconnection of those calls) and unless permitted by those laws, you must not charge the End User for those calls;
 - (b) if you have acquired the Caller ID Restriction feature as part of your Service, you do not enable this blocking functionality as part of your resupplied Service for calls made to emergency services; and
 - (c) if you are required by the laws of the Available Country to make available directory and operator services, you must acquire these from us (for which there will be an additional charge, which will be advised at the time you place your Service Order Form).
- 3.11 We encourage you to acquire and maintain alternative means of enabling an End User to place emergency calls, and to inform your End Users of emergency calling alternatives, as emergency services may be unavailable or delayed with the Service for the following reasons:
- (a) during electrical power outages affecting an End User's location;
 - (b) if an End User's broadband connection service has been disrupted and not restored;

- (c) if an End User's resupplied Service has been discontinued for any reason; or
- (d) due to network congestion or other problems affecting the network.

- 3.12 You are responsible for providing us with, and keeping updated, the geographic details of the End User locations connected to a Service for emergency services and law enforcement purposes. Notwithstanding this, all calls made by means of a 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. You are responsible for informing your End Users that emergency calls made using the Service will be handled in this way.
- 3.13 Please refer to Attachment 1 for the special terms that apply to an Available Country for additional terms regarding emergency calling services. You must comply, and must ensure your End Users comply, with the emergency calling procedures applicable to the relevant Available Country.

Interception and call tracing

- 3.14 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, and emergency service providers, and the Traceback Consortium; and
 - (c) provide other information and assistance to law enforcement authorities, and emergency service providers, and the Traceback Consortium,

to the extent we reasonably consider necessary to meet any 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 reasonably require to undertake these tasks.

Call Quality on your Service

- 3.15 We do not guarantee that the call quality on calls made through your Service will meet or exceed a certain level.
- 3.16 You should be aware that temporary interruptions and packet loss may occur from time to time and that your Service may be subject to variable delay and data throughput rates, which will directly affect the availability and quality of your Service. You should also be aware that we are not able to prevent these from occurring on your Service and that this may result in call disconnection, corrupt audio or video calls or delayed audio calls.

Telephone Numbers

- 3.17 (a) If applicable we will provide you with telephone numbers for you to allocate in accordance with applicable regulations to an End User to use with the Service you resupply to that End User. We will provide you with numbers in a single Block or multiple Blocks of either 10 or 100 contiguous numbers and you must allocate each block only to a single End User.
- (b) We may need to publish the telephone numbers you re-allocate to End Users and the End User's 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 an End User's right under those regulations to ask not to publish). You will be responsible for providing us with the relevant information about End Users and for receiving and providing to us any requests not to publish.
- (c) You do not, and an End User does not, have any rights in telephone numbers that we allocate to you as part of the Service, 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.
- (d) You must ensure that:
- (i) each call made by an End User using the resupplied Service which is handed to us is accompanied by accurate calling line identification information in the format we require; and
 - (ii) you enable the End User to update their location information and require them to update such information if they change the location from which their Service is used.

Reports

- 3.18 We shall provide you with call records for all your Service via a secure web portal (**Reports**).
- 3.19 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.

Working Services

- 3.20 You are required to have working Service on all of the numbers associated with your Service unless we advise you otherwise in writing.
- 3.21 You cannot reduce the size of any number Block associated with your Service by cancelling a portion of the numbers allocated to you in that number Block. You can increase or decrease the number of working Service within your number Block allocations. We can vary the numbers in accordance with any regulatory requirements including national numbering policies and we will provide you with reasonable written notice thereof.

Local Number Portability

- 3.22 Local number portability is available in some (but not all) Available Countries as an option for End Users who want to change their phone company and keep their existing telephone number (or certain types of numbers). This process is known as porting. If permitted and technically feasible in the relevant Available Country, an End User may port out numbers we allocated to you to another provider, or port in numbers from another provider to us for use in association with a Service supplied or to be supplied to you, subject to the requirements of this Service Schedule.
- 3.23 You acknowledge that we do not have to provide any prior notification to you or the End User where you are the losing service provider in a number transfer. You consent to the number transfer.
- 3.24 You permit us to disclose your details to other service providers where you are unidentified as the gaining or losing service provider.
- 3.25 Limitations apply to local number portability for your Service including the following:
- (a) You must ensure that an End User does not request to port out a portion of the numbers in a particular number Block which you have re-allocated to them. All telephone numbers within a SIP Connect number Block must be ported out at the same time.
 - (b) Subject to clause 3.25(c), if an End User wishes to 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 confirming that you have the End User's authority for us to process a porting request, in a form approved by us, before we will port in the End User's telephone numbers to or from the Service resupplied by you to the End User. We may also require additional information from you to allow us to port telephone numbers to a Service resupplied by you to an End User, including information which validates the End User's right to port the telephone numbers. 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.
 - (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.

We will let you know if other local number portability limitations apply to your Service.

- 3.26 We may charge you an additional charge as set out in Attachment 2 if you wish to use Local Number Portability as part of a Service.

Changes to your Service

- 3.27 If you ask us to make changes to a Service which you resupply to an End User, we may charge you an adds, moves and changes fee set out in Attachment 2 or as notified to you prior to the adds, moves or change.
- 3.28 If you wish to increase the number of voice channels that can be used for simultaneous calls that can be made or received using a Service which you resupply to an End User, you may need to increase the bandwidth of the relevant End User's Associated Service at an additional cost. We will let you know if there needs to be an increase to the bandwidth of the 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 the Service with which it is associated.

Charges and billing agency

- 3.29 The charges for your Service are set out in your Service Order Form and may include:
- (a) non-recurring charges;
 - (b) monthly recurring charges; and
 - (c) variable charges based on the call usage rates set out in the rate card at Attachment 2.

- 3.30 We may change the rates in the rate card in Attachment 2 but we must provide you with 7 days' notice prior to any change. If the updated rate causes more than a minor detriment to you, you may cancel the Service without payment of any Early Termination Charges by providing us with written notice delivered within 30 days from our written notice to you under this clause 3.30.
- 3.31 Except as otherwise set out in the rate card (eg, directory calls or special dial codes calls), there is no set up charge for calls made by an End User connected with usage. The minimum duration charged for each End User call is 30 seconds. The minimum that will be charged for each End User call is one (1) US cent. After the first 30 seconds of an End User call, usage is calculated and charged in six (6) second blocks. Partial use of a six (6) second block will be charged as a whole six (6) second block.
- 3.32 Calls made by an End User to unidentifiable numbers or locations will be rated to the closest call type as reasonably determined by us.
- 3.33 We reserve the right to make any necessary revisions to the rates for special dial codes calls (**Special Calls**), premium line service number (**Premium Number**) and special consultancy numbers (**Consultancy Numbers**). Due to the nature of the Special Calls and Premium Numbers, you acknowledge that we are unable to give you prior notice of any revisions to the rates. Upon request by you, we will provide you with a copy of the revised rates. If the revised rate causes more than a minor detriment to you, you may cancel the Service without payment of any Early Termination Charges by providing us with written notice delivered within 30 days from our written notice to you under this clause 3.33.
- 3.34 You may request for us to block any calls from your network for all Special Calls. We will try our commercially reasonable endeavours, but do not promise, to block all Special Calls.
- 3.35 Upon termination of your Service, in addition to any Early Termination Charges or outstanding charges payable, you will pay the disconnection charges imposed by our Service Providers, as set out in the Service Order Form.

Your obligations

- 3.34 You must:
- (a) ensure that an End User configures its accredited voice system in accordance with the directions and guidelines that we provide you;
 - (b) configure all elements in your network to be compatible with the Service (except for the network devices for the Associated Service provided by us);
 - (c) ensure that you complete all tests (including any installation tests) that we reasonably request you to do;
 - (d) notify us if the End User no longer meets the minimum technical requirements;
 - (e) provide a help desk for an End User to report problems with the Service you resupply to that End User. You are responsible for support and fault handling of the Service you resupply to an End User;
 - (f) generate and maintain your own call data records for each Service that you resupply to an End User (we may store these call data records on your behalf at an additional cost advised at the time you place the Service Order Form);
 - (g) comply with, and obtain and maintain all requisite approvals, consents, permits and/or licences (at your own cost) required under all Laws that are applicable to your resupply of the Service and the performance of your obligations under this Service Schedule. Upon our request, you must provide us with evidence of your compliance with this clause 3.34(g); and
 - (h) without limiting any other provision in this Service Schedule, provide us with all reasonable assistance that we require to enable us to manage our compliance with applicable Laws in respect of the Service that we supply to you. You are solely responsible for the use by an End User of the Service you resupply to that End User.
- 3.35 You must ensure that an End User does not change any routing configuration in a network device used with the Service you resupply to that End User unless you have our prior consent, which shall not be unreasonably withheld.
- 3.36 You acknowledge, and must inform the End User, that if the End User transfers its existing public telephone access to the Service you resupply to that End User, the End User may experience outages to its existing service during the transfer process. We are not liable for any loss you or an End User may suffer as a result of such outages.
- 3.37 We have set up the 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 must ensure that your End User does not use a Service you resupply to them for such purposes unless we have provided you with a separate specific design and pricing for contact centre deployment.

You can request us to do this at any time if this is required by your End User. If you or your End User do not comply with this clause without first obtaining specific design and pricing amendments, the Service resupplied by you to an End User may be adversely affected and we will charge you for the additional resources required to cater for the End User's contact centre requirements which shall be advised at such time.

- 3.38 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 Reseller Service violates such laws, then we reserve the right to immediately terminate and discontinue providing your SIP Connect Service.
- 3.39 Other restrictions may apply to your Service and we will notify you of these from time to time.

Term and Early Termination Charges

- 3.40 If an Early Termination Event occurs during:
- (a) the Installation Period for a 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 reasonable amounts payable by us to our Service Provider for termination of the Service prior to the end of the Initial Period,
- Which will not exceed an amount equal to 30% of MRC multiplied by the number of months in the Initial Period;
- (b) the Initial Period for a Service, the early termination charge is a sum equal to 30% of MRC multiplied by the number of months remaining in the Initial Period if the Early Termination Event had not occurred.
- 3.41 If you cancel a Service you resupply to an End User, you will need to ensure that the End User cancels other services that they use in conjunction with the Service that they acquire from us directly or which you resupply to them (including, for clarity, any Associated Service).

4 DEFINITIONS

In this Service Schedule, unless otherwise stated:

Available Countries means Hong Kong, Singapore, Australia, New Zealand, United Kingdom and United States of America.

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".

Business Days means Monday to Friday (excluding public holidays in the applicable Available Country in which you resupply the relevant Service to).

Early Termination Event means the cancellation of a Service you resupply to an End User for any reason other than our material breach.

End User means a person to whom you resupply a Service.

Installation Period for a Service you resupply to an End User means the period between the execution date of any Service Order Form and the Service Start Date for that Service.

Initial Period means the minimum period for which you must acquire a Service, as set out or referred to in a Service Order Form or the applicable Service Schedule.

Laws means all laws including rules of common law, principles of equity, statutes, regulations, proclamations, ordinances, by-laws, rules, regulatory principles and requirements, statutory rules of a government agency, mandatory codes of conduct, any published policy or interpretative document issued by a government agency, writs, orders, injunctions and judgments, all as amended from time to time, which are applicable in any jurisdiction in which the Service or the resupplied Service is provided to or from.

Local Service Area means the separate geographic regions in an Available Country notified by us to you, except in the case of Hong Kong where the Local Service Area is the whole of the Hong Kong Special Administrative Region and Singapore where the Local Service Area is the whole of the Republic Of Singapore.

Service Order Form means the order form for the Service.

Service Term means the term for the Service which commences on the Service Start Date and continues for the Initial Period, unless terminated or renewed in accordance with this Agreement

Traceback Consortium means the entity designated by the U.S. Federal Communications Commission as the

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single consortium to conduct private-led efforts to trace back the origin of suspected unlawful robocalls.

Attachment 1 - Available Country Special Terms

1 INTRODUCTION

This Attachment sets out the special terms and conditions that apply to the Services provided in specific Available Countries, and which apply to your resupply of that Service to End Users in that Available Country. If there is an inconsistency between the terms of this Attachment and clauses 1 to 4 of this Service Schedule, this Attachment shall apply to the extent of the inconsistency.

2 AUSTRALIA

2.1 If you resupply the Service in Australia, you must comply with the terms in this clause 2.

Untimed local calls

2.2 You must provide your End Users with an option to have their “eligible local calls” (as defined in section 106 of Part 4 of the *Telecommunications (Consumer Protection and Service Standards) Act 1998* (Cth)) charged on an untimed basis.

Telecommunications Industry Ombudsman

4.3 You must participate in the Telecommunications Industry Ombudsman scheme or any other scheme as required under the applicable Laws.

3 HONG KONG

3.1 If you resupply the Service in Hong Kong, you must comply with the terms in this clause 3.

Calling Line Identification

3.2 The supply of our Service to you and your resupply of that Service to your End Users in Hong Kong is subject to the *Code of Practice in relation to Calling Line Identification and other Calling Line Identification Related Services* (the **CLI Code of Practice**) published by the Hong Kong regulator (**OFCA**).

3.3 We will not be able to provide and display the CLI (calling line identification) number for international incoming calls because we do not receive this CLI information for the original international calling party for incoming international calls from other carriers in Hong Kong and are technically not able to provide this information to our customers as part of the Service.

Service must not be used in connection with Lifeline Devices

3.4 You acknowledge that the Service may not be supported by a back-up power supply, either at the network level or because particular buildings may not practicably allow for it, and so the Service may not operate during power outages. As such, the Service is unsuitable for use with Lifeline Devices and you must ensure that you make your End Users aware of this.

3.5 For the purposes of clause 3.6 of this Attachment 1, you must not, and must ensure that your End Users do not, and you warrant, represent and confirm to us that you and each of your End Users do not and will not in the future, use the Service in connection with one or more Lifeline Devices or allow it to be used by any person in connection with their Lifeline Device.

3.6 Breach of clause 3.5 will entitle us to immediately terminate your Service without liability to you.

3.7 In this clause 3, **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.

Requirements for Telephone Numbers

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

3.9 Telephone numbers allocated by us to you that have not been used for 6 months or more will be returned to us.

Backup Power Supply

- 3.10 You must comply with all applicable Laws, regulations, industry codes of practice (including, without limitation, the OFCA Code of Practice for the Provision of Backup Power Supply for Local Fixed Telephony Service) and guidelines for backup power supply in relation to emergency calling.

4 NEW ZEALAND

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

5 SINGAPORE

- 5.1 If you resupply the Service in Singapore, you must comply with the terms in this clause 5.

Identity requirements

- 5.2 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 nominated Singapore subsidiary or the End Users of a Service which you or your nominated Singapore subsidiary resupply to those End Users, and the users of that Service); 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.

Requirements for Telephone Numbers

- 5.3 Without limiting your obligations under clause 3.10 of this Service Schedule:

- (a) if you provide an End User with a level “6” number that we supply to you as part of the Service, you must ensure that:
 - (i) you inform the End User that they can make a call to emergency services when using the resupplied Service; and
 - (ii) you comply with the Quality of Service standards published by the IDA from time to time; and
- (b) if you have acquired the Caller ID Restriction feature as part of your Service, you must ensure that you do not enable this blocking functionality as part of your resupplied Service for calls made to any telephone numbers with 5 or below digits, or with 11 digits.

- 5.4 You must not change any calling line identification information or any access codes dialled by a calling party.

- 5.5 You must generate and maintain your own call data records for each Service that you resupply to an End User. We may store these call data records on your behalf at an additional cost.

Domicile requirements

- 5.6 We are required to ensure that if you acquire IP telephony services in Singapore, you contract with a Singaporean-registered entity, you are registered in Singapore, and your End Users who consume the Services in Singapore are registered in Singapore (**Singapore End Users**). 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 that you resupply to a Singapore End User 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.

- 5.7 You:

- (a) warrant that you, or your nominated Singaporean subsidiary, and your Singapore End Users, are entitled to lawfully supply or receive (as applicable) 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 Service.

Calling Line Identification

- 5.8 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 which do not exist in our database.
- 5.9 You must not change any calling line identification information, or any access codes dialled by a calling party.

Connection

- 5.10 SIP Connect Service via internet is not available for Critical Information Infrastructure as defined by the Singapore telecommunications regulator, the Infocomm Media Development Authority.

6 UNITED STATES OF AMERICA

- 6.1 If you resupply the Service in the United States of America, you must comply with the terms in this clause 6.

Requirements for Telephone Numbers

- 6.2 Without limiting your obligations under clause 3.12 of this Service Schedule, you must provide:
- (a) us with each telephone number in respect of which emergency services are provided using the Service; and
 - (b) End Users using the resupplied Service with 5-10 stickers explaining when emergency calls may not be available using the Service.
- 6.3 If you have acquired the Caller ID Restriction feature as part of your Service, you must ensure that you do not enable this blocking functionality as part of your resupplied Service.

Other requirements

- 5.4 You must:
- (a) ensure that an End User who has a disability can access and use the resupplied Service to the extent that this is “readily achievable” in accordance with the requirements of section 255 of the *Communications Act of 1943* and the implementing rules of the Federal Communications Commission (**FCC**);
 - (b) comply with the discontinuance requirements under Part 63 of Title 47 of the United States Code of Federal Regulations before discontinuing a resupplied Service;
 - (c) report any outages in respect of the resupplied Service in accordance with the outage reporting requirements under Part 63 of Title 47 of the United States Code of Federal Regulations; and
 - (d) ensure that you sign with the End User a separate Addendum and Disclosure on emergency calls.
- 6.4 You may only obtain a SIP Connect Reseller 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 U.S. 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.
- 6.5 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: 1) 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; 2) identifying the customer or end user responsible for originating such traffic.

7 UNITED KINGDOM

- 7.1 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.
- 7.2 You must not use the SIP Connect Service in any way that constitutes Artificial Inflation of Traffic.

7.3 For the purposes of this clause7:

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.

7.4 We will comply with applicable United Kingdom law with respect to calling line identification (**CLI**) filtering. We will take all reasonable steps to ensure we only connect calls in relation to which:

for all calls:

- (a) the CLI data provided is a valid, dialable number which uniquely identifies the caller; and

for outbound calls:

- (b) the call displays a Telstra-provided UK direct inward dialing (DID) number as the CLI; and
- (c) the presentation number is the same as the underlying CLI.

7.5 We will only submit your details for inclusion in a directory or directory enquiry facility at your written request and following your payment of our directory fee. You must inform us in writing of any changes you wish to make to a directory or directory enquiry facility entry that we have previously submitted on your behalf.