

## Supplementary terms for the supply of SIP Trunking Services

The Services set out herein shall be supplied by Connaught to the Customer on the terms and conditions set out in Connaught's General Terms and Conditions and these Supplementary Terms.

### 1. SUPPLEMENTARY DEFINITIONS

- 1.1 'Access Services' means the physical connection between the Customer's Site and the Core Network, which for the avoidance of doubt, are not provided under the terms of these Supplementary Terms.
- 1.2 'Artificial Inflation of Traffic' ('AIT') means the flow of Calls to non geographic number services, in particular revenue share services that results from any activity on or on behalf of the party operating that revenue share service that is disproportionate to the flow of Calls which would be expected from good faith commercial practice and use of non geographic number services.
- 1.3 'Bundle' means a subscription to additional features including monthly usage allowance, for defined Call types, to be used by the Customer on a fair usage basis.
- 1.4 'Call' means a signal, message or communication that is silent, spoken or visual on a Line that provided to the Customer by Connaught under the terms of this Agreement.
- 1.5 'Calling Line Identity' ('CLI') means the identity allocated to the originating Call.
- 1.6 'Communications Act' means the Communications Act 2003 as amended by the Digital Economy Act 2010 and all other re-enactments.
- 1.7 'Core Network' means the communications equipment and communication lines and circuits provided by Connaught excluding the Access Services, the Public Internet and the Customer-Premises Equipment, for the provision of the Telephony Services.
- 1.8 'Customer Premises Equipment' ('CPE') means network equipment provided by Connaught which shall be located at the Customer's premises, including, but not limited to network terminating equipment, routers and media gateways.
- 1.9 'Emergency Call' means a Call made to either '999' or '112'.
- 1.10 'Emergency Maintenance' means any period of maintenance for which, due to reasons beyond its reasonable control, Connaught is unable to provide prior notice of.
- 1.11 'Emergency Services Organisation' means emergency service organisation including police, fire brigade and ambulance service.
- 1.12 'End User' means a user of the Services subscribed to by the Customer.
- 1.13 'Exchange' means the local point of presence in the Core Network.
- 1.14 'Fair Usage Policy' means our policy that applies to any of our Services that provide free or inclusive call bundles.
- 1.15 'Fraud Alert Service' means the service provided by Connaught to monitor Call volumes and profiles and to alert the Customer in the event of potentially fraudulent activity.
- 1.16 'General Conditions' means the General Conditions of Entitlement set by Ofcom pursuant to its powers under the Communications Act.
- 1.17 'LAN' means local area network situated at the Customer's Site and under the control of the Customer.
- 1.18 'Line' means connection that is provided to the Customer by Connaught under the terms of this Agreement.
- 1.19 'Ofcom' means the Office of Communications or any competent successor.

- 1.20 'PBX' means private branch exchange situated at the Customer's Site and under the control of the Customer.
- 1.21 'PCI-DSS' means the Payment Card Industry Data Security Standard.
- 1.22 'Planned Maintenance' means any period of maintenance for which Connaught has provided prior notice, as set out in the attached Service Schedule.
- 1.23 'Public Internet' means the world-wide collection of private and public router-based networks that are interconnected via gateways and exchange points.
- 1.24 'Regulator' means Ofcom or the organisation to which Ofcom has delegated its responsibility for the regulation of premium rate services, or any competent successor thereof.
- 1.25 'Site' means the Customer- owned or occupied location(s) as set out in the Order, from which the Telephony Services will be accessed.
- 1.26 'SIP Trunking Platform' means Connaught's Core Network-located gateway which provides routing for Calls.
- 1.27 'Special Condition' means any special conditions imposed by Ofcom pursuant to its powers under the Communications Act.
- 1.28 'Subscriber Number' means the number(s) allocated by Connaught for use by the Customer.
- 1.29 'Telephony Equipment' means routers, private branch exchanges and telephone handsets.
- 1.30 'Telephony Network' means the packet switched telephone network or any successor technology.
- 1.31 'Telephony Services' means SIP Trunking-based telephony services, as set out in the Schedule.
- 1.32 'Toll Fraud' means a crime where a third party obtains telecommunications services illegally, including breaching network security and accessing private branch exchange services or using or selling long distance credit card codes.

## **2. TERM**

- 2.1 This Agreement will be deemed to come into effect on acceptance of the Customer's Order by Connaught and shall run until the RFS Date (the 'Run-Up Period') and following the RFS Date for the Minimum Term, which shall be sixty months, unless otherwise set out in the Order.
- 2.2 This Agreement shall continue to run after the expiry of the Minimum Term (or subsequent Additional Term) for an Additional Term. The duration of each Additional Term shall be one year. Connaught shall, not less than ninety days prior to the end of the Minimum Term or any Additional Term thereafter, notify the Customer of changes to charges and any other changes to the terms of this Agreement. In the event that:
  - 2.2.1 The Customer serves notice to terminate this Agreement in accordance with clause 11 of the General Terms and Conditions or clause 9 hereof, this Agreement shall terminate at the end of the Minimum Term or Additional Term thereafter;
  - 2.2.2 The Customer notifies Connaught of acceptance of changes, the Agreement shall continue in force for an Additional Term;
  - 2.2.3 The Customer fails to notify Connaught of acceptance of changes and fails to serve notice to terminate, such failures to notify Connaught shall imply that the changes have been accepted and the Agreement shall continue in force for an Additional Term.

## **3. PROVISION OF SERVICES**

- 3.1 The Services comprise Telephony Services and support services as set out in the Order and described in the attached Service Schedule. Connaught shall use reasonable endeavours to provide the Services twenty-four hours per day, subject to the limitations expressed in this Agreement.
- 3.2 Connaught shall use reasonable endeavours to provide each of the Services set out in the Order to the Customer, subject to acceptance of the Customer's Order, from the RFS Date. During the Run-Up

Period, Connaught shall carry out the necessary pre-service provision activities, including Site survey(s), installation work and agreement of the RFS Date with the Customer.

- 3.3 The Services provided shall include those of the following as set out in the Order:
- 3.3.1 The provision of SIP Trunking Telephony Services(s);
  - 3.3.2 The provision of Subscriber Numbers and directory entries as specified by the Customer;
  - 3.3.3 The porting of existing geographic numbers (subject to the existence of appropriate porting agreements);
  - 3.3.4 The provision of services to enable the Customer to make and receive Calls via the SIP Trunking Platform, the Public Internet and the Telephony Network;
  - 3.3.5 The provision of a service desk during the hours set out in the Schedule;
  - 3.3.6 Installation of Equipment at the Customer's Site and basic training in the use of the Equipment and Services;
  - 3.3.7 The configuration of CPE routers, media gateways or other Equipment provided under the terms of this Agreement or any other agreement with Connaught for the supply of enabling services.
- 3.4 During the term of this Agreement, Connaught shall be entitled to:
- 3.4.1 Change the technical specification of the Telephony Services for operational reasons, statutory or regulatory requirements PROVIDED THAT such changes do not materially adversely affect the quality or performance of the Telephony Services;
  - 3.4.2 Make alterations to the Telephony Services (including, but not limited to, conversions, shifts, renumbers and reconfigurations). Such alterations may result in temporary disruption to the Telephony Services and Connaught will use reasonable endeavours to minimise such disruption and will provide as much notice as possible.
  - 3.4.3 For the sole purpose of protecting the Telephony Services, monitor the profile of Calls made and received using the Telephony Services for potential fraudulent or bad faith use and if in Connaught's reasonable opinion, such Calls are adversely affecting the Telephony Services, may suspend the provision of the Telephony Services.
- 3.5 In addition to its obligations set out the General Terms and Conditions attached hereto, Connaught also warrants that it and its suppliers shall comply with the General Conditions and any Special Condition applicable under the terms of the Communications Act.
- 3.6 Connaught cannot guarantee and does not warrant that the Telephony Services will be free from interruptions, including interruption of the Services for operational reasons, interruption of the Telephony Services for emergency reasons or degradation of the quality of the Telephony Services.
- 3.7 Although Connaught will use reasonable endeavours to ensure the accuracy and quality of the Services, the Services are provided on an "as is" basis and Connaught does not make any representations as to the accuracy, comprehensiveness, completeness, quality, currency, error-free nature, compatibility, security or fitness for the Customer's purpose of the Services.

#### **4. ACCEPTABLE USE**

- 4.1 The Customer agrees to use the Services in accordance with the provisions of this Agreement, any relevant service literature and all other reasonable instructions issued by Connaught from time to time.
- 4.2 The Customer agrees to ensure that the Telephony Services are not used by its End Users to:
- 4.2.1 Make abusive, defamatory, obscene, indecent, menacing, disruptive, nuisance or hoax Calls, email or other communications;
  - 4.2.2 Send or knowingly receive Calls, emails, uploads or other communications in breach of the rights of third parties, including those of quiet enjoyment, privacy and copyright;

- 4.2.3 Send or knowingly receive material that is abusive, defamatory, obscene, indecent, menacing or disruptive;
  - 4.2.4 Send or knowingly receive data in such a way or amount so as to adversely affect the Core Network or SIP Trunking Platform (or any part thereof) which underpins the Services, its suppliers or third parties;
  - 4.2.5 Carry out any fraudulent, criminal or otherwise illegal activity, including Artificial Inflation of Traffic;
  - 4.2.6 Enable any other party or service provider to route Calls, emails or other communications through Connaught's Core Network or SIP Trunking Platform;
  - 4.2.7 Obtain access to restricted areas of the Core Network;
  - 4.2.8 In any manner which in Connaught's reasonable opinion brings Connaught's name into disrepute;
  - 4.2.9 Engage in conduct which amounts to improper or persistent misuse of a public telecommunications network or service within the meaning of sections 127 and 128 of the Communications Act;
  - 4.2.10 Falsify user information or forge addresses or CLIs;
  - 4.2.11 Act in any way which threatens the security or integrity of any computer system.
- 4.3 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, the Customer shall indemnify Connaught against any third party claims arising from the Customer's breach of the terms of this clause 4.

## **5. THE CUSTOMER'S OBLIGATIONS**

During the term of this Agreement, the Customer shall:

- 5.1 Pay all additional charges levied by Connaught, including those arising from Call charges incurred by the Customer:
  - 5.1.1 The Customer undertakes to pay all Call Charges including those incurred by unauthorised access to or use of the Telephony Services, including use of unbarred premium rate numbers and rogue diallers.
- 5.2 Not route Calls over a third party's network. If (beyond the Customer's or Connaught's reasonable control) Calls are routed other than by Connaught's Hosted Telephony Platform:
  - 5.2.1 Pay invoice(s) raised by third party supplier(s);
  - 5.2.2 Notify Connaught immediately of any invoices for services raised by a third party for services that are covered by this Agreement.
- 5.3 Ensure that adequate resilience is in place in the event of a power failure, including, but not limited to having the means to make emergency calls.
- 5.4 Ensure that all reasonable measures to minimise Toll Fraud are made, as set out in clause 12 hereof.
- 5.5 Agree that in all instances where it attaches Equipment that has not been provided by Connaught to the Telephony Services that such Equipment shall be technically compatible and conforms to the relevant standard or approval for the time being designated under the Communications Act, the Radio Equipment and Telecommunications Terminal Equipment Regulations 2000 or any instruction issued by Connaught in relation thereto.
- 5.6 Accept that if it attaches Equipment that does not comply with the provisions of sub-clause 5.5 and such Equipment in the reasonable opinion of Connaught is causing disruption to the Telephony Services, Connaught shall be entitled to suspend the provision of the Telephony Services forthwith.
- 5.7 Provide a LAN at each Customer Site, the performance of which conforms to the requirements for delivery of the Telephony Services, as set out in the Annex to the attached Service Schedule.
- 5.8 Only connect Equipment to Connaught's Network via connection points that are approved by Connaught.

- 5.9 Co-operate reasonably with Connaught's supplier if the supplier directly contacts the Customer to make or change appointments or to request information in respect of an installation or Fault.
- 5.10 If the Customer subscribes to a service that provides music on hold and the Customer uploads music files, the Customer agrees to obtain all necessary licences and permissions as may be required and shall subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, indemnify Connaught against any third party claims that may be brought against Connaught resulting from the use of such music files.
- 5.11 Comply with all applicable laws and regulations, including, data protection and voice over IP and codes of conduct, including to those issued by Ofcom or the Regulator.
- 5.12 If the Customer has subscribed to call recording services, the Customer shall:
- 5.12.1 Ensure full compliance with the statutory requirements for the use of such service; and
  - 5.12.2 Implement appropriate technical and organisational measures, including pseudonymisation and minimisation of data in an effective manner in order to meet the requirements inter alia of the Data Protection Legislation and PCI-DSS.
- 5.13 If the Customer elects to configure the Telephony Equipment to present the Calling Line Identity when an outgoing Call is made, the Customer shall:
- 5.13.1 Ensure that the CLI is of a national significant format, is allocated to the Customer and that the Customer possesses all necessary permissions in respect of the Line;
  - 5.13.2 Ensure that if the CLI is not allocated to the Customer, the Customer possesses the allocated owner's written consent for its use and if such consent is revoked, immediately notify Connaught;
  - 5.13.3 Ensure that under the terms of the CLI code of practice, the CLI presented is allocated to the Customer, is in use, connected to a terminal and is capable of receiving Calls;
  - 5.13.4 Ensure that the functionality is used in accordance with any other provisions of the CLI guidelines published by the Regulator from time to time, and expressly the CLI shall not be:
    - a) A premium rate number prefixed 09;
    - b) A number that connects to a revenue sharing number that generates excessive or unexpected Call charges.
- 5.14 If the Customer uses auto-diallers to make Calls via the Telephony Equipment, the Customer agrees to comply with the Privacy and Electronic Communications Regulations and guidelines issued by the Regulator from time to time and shall:
- 5.14.1 Ensure that any call-list is kept up to date;
  - 5.14.2 Ensure that bad data, wrong numbers and nuisance calls are kept to a minimum.
- 5.15 Acknowledge that Connaught shall be entitled to suspend or terminate the Services forthwith if the Customer breaches the terms of sub-clauses 5.10 to 5.14; and
- 5.15.1 Subject to the provisions of sub-clause 10.13 of the General Terms and Conditions, shall indemnify Connaught against any third party claims arising from such breach.

## **6. CONNAUGHT'S OBLIGATIONS**

During the term of this Agreement, and subject to the performance by the Customer of its obligations hereunder, Connaught shall:

- 6.1 Provide the Services set out in this Agreement, subject to any service limitations set out in the Order and Service Schedule.
- 6.2 Provide to the Customer with copies of documentation required to assist its use of the Telephony Services and access to where such documentation exists only on a web interface.
- 6.3 Make available a service desk that shall provide support and guidance in the use of the Telephony Services and manage the resolution of all Services-related Incidents raised by the Customer.

- 6.4 Respond to Fault reports made by the Customer and make reasonable endeavours to repair any Fault that is within the Telephony Services or directly caused by Connaught, its employees, agents, subcontractors or suppliers:
- 6.5 Make reasonable endeavours to provide the Telephony Services by the RFS Date, but shall have no liability in the event of failure to do so.
- 6.6 Make reasonable endeavours to provide reasonable notice of any bona fide restriction which, for operational reasons Connaught may place on the Telephony Services.
- 6.7 Comply with the Customer's requirements regarding telephone directory listing, as set out in the Order.
- 6.8 Subject to the appropriate number porting agreements being in place, make reasonable endeavours to comply with the Customer's requests for number porting and sub-allocation.

## **7. Clause intentionally unused**

## **8. GENERAL**

- 8.1 The Customer acknowledges that title to the Subscriber Numbers supplied under the terms of this Agreement shall at all times be retained by Connaught and the Customer agrees not to sell, transfer or otherwise re-allocate the number to a third party.
- 8.2 Upon written notice given by Connaught's supplier, Connaught's rights and obligations, including all accrued rights and obligations, shall be assigned and transferred to Connaught or to its nominee.
- 8.3 Connaught has no control over the data delivered to the Customer over the Lines provided by Connaught and therefore cannot accept liability for loss or damage caused by malicious data including, but not limited to viruses, Trojan horses or spam.
- 8.4 If an appointment is made with the Customer for a visit to Site and that at the appointed time Connaught is unable to access the Customer's Site, or the appointment is otherwise broken by the Customer, Connaught shall be entitled to charge the Customer at its prevailing rate; and
  - 8.4.1 If Customer breaks an appointment for the installation of Equipment and fails to agree a further installation date which falls within thirty days of the date of the broken appointment, Connaught shall be entitled to terminate this Agreement and recover costs as set out in clause 10.
- 8.5 If Connaught carries out work in response to a Fault reported by the Customer and Connaught subsequently determines that such Fault either was not present or was caused by an act or omission of the Customer, Connaught shall be entitled to charge the Customer at its prevailing rate.
- 8.6 Connaught shall not be responsible for the programming, configuration or management of the Customer Premises Equipment that has not been provided by Connaught.
- 8.7 Connaught may at its sole discretion implement traffic management measures, which may include, but are not limited to bandwidth restrictions on heavy users of contended services, with the purpose of maintaining the quality of service of the wider group of users of the Telephony Services.
- 8.8 If Connaught receives notification of a copyright infringement report, a request to provide a copyright infringement list, an order to impose a technical restriction or any other notice, request or order made under the Communications Act, the Customer will do everything reasonably required by Connaught to ensure that Connaught will be in compliance with their respective obligations under the provisions of the Communications Act and any code adopted by Ofcom in respect of the provision of the Services.
- 8.9 Connaught provides the facilities of its service desk on a fair usage basis. If in Connaught's reasonable opinion, the number of requests that the Customer makes of the service desk exceeds that which is reasonably expected, based on Connaught's experience of providing such a service, Connaught shall be entitled, after prior notification, to charge the Customer for excess use of the service desk facilities.

## **9. TERMINATION**

- 9.1 In addition to the provisions of Clause 11 of the General Terms and Conditions, this Agreement may also be terminated:
- 9.1.1 By either party by giving the other not less than ninety days' notice in writing to terminate at the end of the Minimum Term or Additional Term thereafter;
  - 9.1.2 By the Customer by giving twenty one days' notice in writing if Connaught makes changes to the terms of this Agreement which are materially disadvantageous to the Customer (for the avoidance of doubt, not including changes to charges) PROVIDED THAT such notice is given within twenty eight days of the effective date of the change(s).
  - 9.1.3 Forthwith by either party during the Run-Up Period if Connaught discovers technical issues including location of the Customer's Site, which prevent it from being able to provide the Services or part thereof;
  - 9.1.4 By Connaught if its supplier ceases to provide the Services.
- 9.2 In the event of termination of this agreement, howsoever occasioned, the Customer shall be responsible for:
- 9.2.1 Arranging for services to be provided by an alternative supplier; and
  - 9.2.2 Payment of any charges due to Connaught arising from the Customer's failure to arrange for services to be provided by an alternative supplier.
- 9.3 On termination, all Subscriber Numbers allocated to the Customer under the terms of this Agreement shall be transferred to Connaught and subject to the appropriate number porting agreements being in place between suppliers, may be transferrable to the Customer's new supplier; and
- 9.3.1 It is the Customer's sole responsibility to make any request for the porting of Subscriber Numbers to the new supplier;
  - 9.3.2 Connaught shall be entitled to charge the Customer for the porting of each Subscriber Number.
- 9.4 The Customer shall within fourteen days of the termination date, return all Connaught-owned Equipment to Connaught.

## **10. CHARGES AND PAYMENT**

- 10.1 In general, invoices for installation and setup, including number porting and sub allocation, shall be raised by Connaught immediately following the Commencement Date, invoices for fixed periodic charges shall be raised in advance of the relevant period and invoices for all Call Charges, whether made with the authorisation of the Customer or not and any other incurred charges, during the relevant period shall be raised in arrears. The invoicing period is set out in the Order.
- 10.2 Calls that are not included in a Bundle ('ex-Bundle') will be charged at the rates set out on the Order and updated from time to time in accordance with the terms of this Agreement; and
- 10.2.1 Charging for a Call shall commence from when an answer signal is received and cease when a release signal is received.
  - 10.2.2 Call charges are based on Call duration, charged per second and rounded up to the nearest penny;
  - 10.2.3 All Calls are charged per second, rounded up to the nearest penny;
  - 10.2.4 If a Minimum Monthly Spend is set out in the Order, Connaught shall, each month charge the Customer for the greater of the Minimum Monthly Spend and the actual monthly Call Charge;
  - 10.2.5 Call rates are based on termination to a land-line numbers. Connaught will levy additional Charges for calls that terminate to mobile or non-geographic numbers;
  - 10.2.6 The Charges for Calls made to non-geographic numbers may be changed at short notice by Connaught's supplier and that it may not be possible for Connaught to provide written notice of such changes prior to the new Charges being effective.

- 10.3 Connaught shall commence charging for the Telephony Services from the RFS Date, regardless of the date on which the Customer commences use of the Telephony Services. If the RFS Date does not correspond with Connaught's invoicing period as set out in the Order, Connaught shall charge the Customer at a pro-rata rate for the first invoicing period.
- 10.4 Except in the case of demonstrable error, all Charges will be calculated in accordance with data collected by or on behalf of Connaught.
- 10.5 Calls made by the Customer to numbers prefixed 0800 and 0808 will be free of charge.
- 10.6 The Customer acknowledges that the prices quoted in Connaught's literature and on the Order are estimates based on the rates prevailing at the time the Order is placed and as such are subject to change and the rate charged will be the rate in force at the RFS Date.
- 10.7 The Customer acknowledges that the charges for the Minimum Term are calculated by Connaught in consideration inter alia of the setup costs to be incurred by Connaught and the length of the Minimum Term offered.
- 10.8 The Customer agrees that it shall be liable for termination charges, which shall be paid by way of liquidated damages in the event that:
- 10.8.1 The Customer terminates this Agreement at convenience prior to the end of the Minimum Term or Connaught terminates this Agreement prior to the end of the Minimum Term by reason of the Customer's un-remedied breach of the terms of this Agreement, the Customer shall be liable for:
    - a) Payment of all outstanding installation charges, including repayment of any discount that may have been applied;
    - b) Payment of all Services charges including Bundles and Equipment rental charges due up to the end of the Minimum Term;
    - c) Payment of the expected ex-Bundle Call charges due to the end of the Minimum Term, such charges to be calculated by multiplying the average monthly Call charges (averaged over the previous six months) by the number of whole months remaining in the Minimum Term.
  - 10.8.2 The Customer terminates this Agreement at convenience prior to the end of any Additional Term or Connaught terminates this Agreement prior to the end of any Additional Term by reason of the Customer's un-remedied breach of this Agreement, the Customer shall be liable for:
    - a) Payment of all Services charges including Bundles and Equipment rental charges due to the end of the current Additional Term;
    - b) Payment of the expected ex-Bundle Call charges due to the end of the current Additional Term, such charges to be calculated by multiplying the average monthly ex-Bundle Call charges (averaged over the previous six months) by the number of whole months remaining in the Additional Term.
  - 10.8.3 The Customer terminates this Agreement at convenience during the Run-Up Period, whereupon the Customer shall be liable for all set-up costs and cancellation costs incurred by Connaught up to the date that Connaught received notice of the Customer's intention to terminate.
- 10.9 The Customer shall not be liable for termination charges if this Agreement is terminated by:
- 10.9.1 The Customer at the end of the Minimum Term or end of any Additional Term PROVIDED THAT the Customer properly serves written notice to terminate, in accordance with Clause 9 of these Supplementary Terms and Clause 11 of the General Terms;
  - 10.9.2 The Customer or Connaught during the Run-Up Period by reason of Connaught becoming aware that it will be unable to provide the Services or part thereof;
  - 10.9.3 Connaught at any time if it can no longer provide the Services or part thereof;



10.9.4 The Customer by reason of Connaught's un-remedied breach of the terms of this Agreement;

10.9.5 The Customer if Connaught or its supplier makes changes to the Services which materially adversely affect the Customer PROVIDED THAT the Customer complies with the provisions of sub-clause 9.1.2 hereof;

10.9.6 The Customer if Connaught makes changes the terms of this Agreement which are materially disadvantageous to the Customer PROVIDED THAT the Customer complies with the provisions of sub-clause 9.1.2 hereof.

10.10 The Customer acknowledges and agrees that all Calls that are routed through Connaught's SIP Trunking Platform shall be charged by Connaught and if Calls are routed through any other supplier's network by any means of indirect access, the Customer shall be solely responsible for payment of other supplier's Call charges.

10.11 If the Customer requests the porting of Subscriber Numbers away from the Telephony Services, either during a term of this Agreement or upon termination thereof, Connaught shall be entitled to charge the Customer for each number ported, at its prevailing rate.

## **11. LIMITATIONS**

11.1 The Customer accepts that certain features of the Services (as described in the Schedule) may not be available at all Sites due to technical and or geographical reasons, and that such limitations may not be realised until after commencement of the Telephony Services. In such circumstances Connaught shall, having exhausted all reasonable alternatives, be entitled to withdraw the provision of the Telephony Services, or Service Components thereof, from the affected Site.

11.2 The Customer acknowledges that some number ranges may not be supported by Connaught and may not be used in conjunction with the Telephony Services and that the porting of numbers may be subject to agreements that are or are not in place between Connaught's supplier and the previous or current number range holder.

11.3 Under the terms of this Agreement, Connaught shall have no responsibility for, or liability in relation to the Customer's LAN and the performance thereof.

11.4 Connaught does not issue or control the IP address to be used with the Telephony Services. Access to any use thereof is authorised and controlled by the relevant internet authorities and if the address ceases to be available, Connaught shall be entitled to withdraw or change such.

11.5 The Customer acknowledges and agrees that Connaught shall be entitled to withdraw any CLI that has been allocated to the Customer but has remained unused for a period of six weeks; and the Customer agrees:

11.5.1 Not to redirect any unused CLIs to live CLI, fax, voicemail or recorded message services;

11.5.2 That Connaught or its supplier shall be entitled to check that allocated CLIs are in proper use.

## **12. TOLL FRAUD**

12.1 The Customer is exclusively responsible for the prevention of Toll Fraud.

12.2 The Customer shall pay all Rental and Call Charges whether the Customer or a third party incurs the charges (without the authorisation of the Customer).

12.3 The Customer is exclusively responsible for the prevention of Toll Fraud, and if such Toll Fraud or other misuse occurs, the Customer is liable for all charges incurred.

12.4 The Customer agrees to take all reasonable measures to minimise the risk of Toll Fraud, including:

12.4.1 Regularly changing system passwords;

12.4.2 Regularly changing user passwords;

12.4.3 Changing passwords as appropriate when employees leave;

- 12.4.4 Not using passwords such as '0000', '1234', default passwords or reversed extension numbers;
  - 12.4.5 Barring premium-rate numbers wherever practicable;
  - 12.4.6 Barring international calls wherever practicable – in particular, barring calls to countries that the Customer doesn't deal with;
  - 12.4.7 Implementing network security measures including firewalls, security policies / access restrictions, use of encryption and limiting physical access.
  - 12.4.8 Ensuring that any software used in conjunction with the Telephony Services is tested for malware including viruses, Trojan horses, logic bombs and worms.
  - 12.4.9 Ensuring that the Customer's telephone systems are fully protected against known vulnerabilities.
- 12.5 Connaught shall not be liable for any losses, costs or damages arising from Toll Fraud.
- 12.6 The Customer shall notify Connaught immediately if it becomes aware of or has reasonable suspicion that a fraud or illegal misuse may have or will take place:
- 12.6.1 Upon notification, Connaught shall take immediate steps to suspend the relevant part or parts of the Telephony Services and ensure that no further traffic is permitted on the relevant Lines;
  - 12.6.2 Connaught shall not be liable for any charges or liabilities incurred by the Customer prior to the suspension of Telephony Services.
- 12.7 If, in the reasonable opinion of Connaught, the Customer's Call volume and profile is or becomes indicative of fraudulent activity, Connaught shall be entitled to suspend the Telephony Services immediately without notice.
- 12.8 If set out on the Order, Connaught will provide a Fraud Alert Service:
- 12.8.1 Connaught shall monitor the Customer's Call volume and profile; and
  - 12.8.2 If potentially fraudulent activity is detected, Connaught shall notify the Customer of such on the following Working Day;
  - 12.8.3 Connaught does not guarantee that its Fraud Alert Service will detect all forms of fraudulent activity and the provision of such service does not imply any alteration to the provisions of sub-clauses 12.1, 12.2, 12.3 or 12.4 hereof.

### **13. SIP TRUNKING TELEPHONY SERVICES**

- 13.1 The point of connection for the Telephony Services is the Customer-LAN facing port(s) pre-configured CPE router provided by Connaught. Connaught shall not be responsible for transport of data to telephone handsets via the Customer's LAN.
- 13.2 Charges for the rental of Equipment shall commence on the day that the Equipment has been installed at the Customer's Site.
- 13.3 The Customer acknowledges that Connaught's Telephony Services are not a public telephony service and as such only confers limited functionality and resilience regarding public Emergency Calls. Specifically, but not exclusively 999 and 112 emergency numbers will not be available via IPT Services in the event of:
- 13.3.1 Power outage at the Customer's Site;
  - 13.3.2 Failure in the Customer's LAN;
  - 13.3.3 Failure / outage of the Telephony Services;
  - 13.3.4 Failure of the Public Internet.
- 13.4 With regards to its obligations to make available facilities for placement of public Emergency Calls, the Customer undertakes to:

- 13.4.1 Maintain a means of making Emergency Calls (including uninterruptable power supplies or mobile handsets) in the event of power outage or failure (howsoever occasioned) of the Telephony Services;
- 13.4.2 Provide Connaught with accurate location details regarding each Telephony Services-based CLI and keep Connaught up to date with changes to such details;
- 13.4.3 Instruct its End Users about the limitations of IP-based telephony including that Emergency Calls may not receive the same network priority as Emergency Calls made on the Telephony Network or mobile networks and the End User's obligation to provide clear, accurate location information (which may differ from that available to the emergency-services operator) in the event of making a call to the emergency services via the Telephony Services.

## Service Schedule

The following Service Schedule sets out all of the Services that may be provided by Connaught. The actual Services to be provided under the terms of this Agreement are listed on the Order attached hereto.

### 1. SIP Trunking Telephony Services

1.1 SIP Trunking provides a secure virtual private network connection from the Customer's PBX to the SIP Trunking Platform. The SIP Trunking Platform transits voice Calls between the Customer's PBX and the Telephony Network. SIP Trunking Telephony Services comprises the following components:

- The SIP Trunking Platform which is located in Connaught's Core Network
- A media gateway that is located at the Customer's premises. Dependent on the technical specification of the Customer's PBX, the media gateway may not be required

1.2 The following equipment and services are additionally required to support the Telephony Services and are not provided under the terms of this Agreement:

- Access Services to connect to the Core Network
- PBX equipment
- Telephone handsets
- LAN components

1.3 Connaught may provide some or all of the equipment and services listed in sub-paragraph 1.2 under the terms of additional Supplementary Agreements.

### 2. Emergency Call Access Service

Connaught shall make reasonable endeavours to convey Emergency Calls to its emergency handling centre and provided that the geographic location of the Emergency Call can be determined, the emergency handling centre will hand over the Emergency Call to the appropriate Emergency Services Organisation. If the geographic location of the Emergency Call cannot be determined, the emergency handling centre will liaise with the Customer to attempt to identify the geographic location of the Emergency Call. This service is only available for Calls that originate in the United Kingdom from CLIs with 01, 02, 03, 055, 056 or 08 prefixes. The provision of this service is subject to the performance by the Customer of its obligations under the terms of this Agreement, and the Customer's attention is drawn to the particular provisions of Clause 13 which relate.

### 3. Fraud Alert Service

3.1 If set out on the Order, Connaught shall monitor the Customer's Call volume and profile, and if potentially fraudulent activity is detected by Connaught, shall notify the Customer of such on the next Working Day.

3.2 Connaught does not guarantee that its Fraud Alert Service will detect all forms of fraudulent activity.

### 4. Service Desk

4.1 Subject to fair usage, Connaught's service desk provides support and assistance in the use of the Services, including the following:

- Provision of help and guidance in the use and configuration of the Telephony Services
- Management of the prompt resolution of Faults arising within the Telephony Services which are identified by Connaught's monitoring system
- Management of the prompt resolution of Faults arising within the Telephony Services which are raised by the Customer

- Management of hardware and firmware upgrades to Connaught-supplied CPE as required as a result of product / service improvement activities by Connaught
- Escalation management if required in the event of protracted Fault resolution
- Management of change requests
- Remote access support if possible and appropriate
- On-Site assistance when it is agreed between the parties that such is the best approach to resolving a particular Fault

4.2 The Customer shall make requests for assistance by one of the following methods:

- By Email to Connaught’s service desk: support@connaughtltd.co.uk
- By Telephone to Connaught’s service desk: 0121 311 1010

4.3 The service desk is available from 9am to 5pm Monday to Friday excluding bank and public holidays.

4.4 An Out of Hours Support Service is available from 8am to 12pm on Saturdays and public holidays for an additional monthly charge.

## 5. Service Level Agreement - Response and Recovery Times

5.1 Connaught has the following response time targets. Response times are the maximum time from the Customer reporting a Fault to Connaught making an initial response and Recovery times are the maximum time from the Customer reporting a Fault to the Fault being resolved or a work-around provided.

Measure	Priority 1	Priority 2	Priority 3	Priority 4
Response Time	One Working Hour	Four Working Hours	Eight Working Hours	Two Working Days
Recovery Time	Five Working Hours	Nine Working Hours	Three Working Days	N/A

5.2 Fault Priority criteria are as follows:

- Priority 1 – Critical Fault, major loss of service that affects all End Users
- Priority 2 – Loss of service to more than 50% of End Users
- Priority 3 – Disrupted service affecting less than 50% of End Users
- Priority 4 – Information requests, “how to” requests, documentation, usability

5.3 Connaught’s failure to meet the targets set out in this service level agreement shall not be deemed to be a breach of this Agreement.

## 6. Complaint Handling

6.1 If the Customer is dissatisfied with any Services-related matter, the Customer should make a complaint using the following escalation path. If the complaint remains unresolved, the Customer should escalate to the next level in the escalation path.

Escalation Level	Role	Contact Details
1	Service Desk	support@connaughtltd.co.uk 0121 311 1010

2	Technical Manager	nigel.turner@connaughtltd.co.uk 0121 224 7204
3	General Manager	laura.richards@connaughtltd.co.uk 0121 224 7209

6.2 Formal complaints can be made by e-mail or telephone, and will be responded to within three Working Days.

## Annex to Service Schedule

### 1. Technical Requirements of the Customer's LAN

To support the Telephony Services:

- 1.1 The Customer's routers must be capable of supporting both RFC2474 (Differentiating Services) and IEE 802.1p (Quality of Service suitable for prioritising Real Time Protocol and voice signalling over other forms of data).
- 1.2 LAN switches must be capable of supporting multiple VLANs.
- 1.3 Either LAN equipment should be capable of supplying inline power to telephone handsets or external power must be available.
- 1.4 The performance LAN must meet the following criteria:
  - 1.4.1 Packet latency must not be greater than 25ms;
  - 1.4.2 Packet jitter must not be greater than 20ms;
  - 1.4.3 Packet loss must not be greater than 0.2%.

### 2. Fair Usage Policy

Free SIP Minutes and Breaches

- 2.1 If an endpoint is on the SIP Promotion, it is subject to free calls to 01, 02, 03 and Mobile numbers on the O2, Orange, T-Mobile, Three, EE and Vodafone networks. This promotion does however have its limits and is subject to the following fair usage policy:
  - 2.1.1 A maximum of 5,000 inclusive minutes per channel per month across all of the above destinations.
  - 2.1.2 The number of calls to 03 numbers must not exceed 15% of the total number of calls made from the endpoint.
  - 2.1.3 A maximum of 2000 minutes per channel per month to UK Mobile numbers on the O2, Orange, T-Mobile, Three, EE and Vodafone networks.
- 2.2 Where the conditions are exceeded, all usage during the month for the endpoint will be rated at the standard IP rates. For example, if a 10 Channel endpoint made 60,000 01 or 02 minutes, all 60,000 minutes would be billed.