

Addendum 1

GLOBAL SIP CONNECT PRIVATE TRUNKING DESCRIPTION

This Addendum 1 is part of the Service Schedule for the Global SIP Connect Solution and describes the parameters of the Private trunking option available to Customer when configuring the Solution.

1. **Private Trunking** is an option for the Solution whereby Customer's connectivity to Supplier Network is provided over an MPLS-based network (COS 1). Private Trunking allocates dedicated bandwidth for voice traffic (COS 1) with stringent quality of service delivery by prioritizing the real-time voice application over other data traffic on the converged MPLS-based network.
 - a. Global Outbound Off-Net Voice service, Global Inbound Off-Net Voice service, and Domestic Voice Service. The Private Trunking solution connects Customer's premise-based voice systems – PBX/Diallers (TDM & IP), IP phones and soft phones – with Supplier's core voice infrastructure by utilizing the MPLS-based network.
 - b. The features of Private Trunking may include the following capabilities:
 - i. Closed User Group ("CUG") calls.
 - ii. Global Outbound Off-Net Voice Service, Global Inbound Off-Net Voice Service and Domestic Voice Service (COS 1).
 - iii. Multiple access speeds.
 - iv. PBX trunking capabilities over multiple protocols.
 - v. Centralized dial plan management.
 - vi. Service level commitments for calls on Supplier Network as set out in Annex 1 to the Service Schedule
 - vii. Feature transparency – transit of signalling information end to end without interference.
 - viii. Web-based performance reports for Global Outbound Off-Net Voice Service, Global Inbound Off-Net Voice Service and Domestic Voice Service may be available through Supplier's performance management system (based on interconnect locations only).
 - ix. Customer portal to view traffic and CDR based on Customer's specific services.
 - x. MPLS-based security and priority class of service.

Note: CUG calls refer to voice calls from any Customer location to any other Customer location using a private numbering plan whereby the calls are configured to remain on Supplier Network between those locations.

2. **Use Restrictions.** Use of the Private Trunking option may require Customer to be licensed in India. In India Supplier provides this option as IP telephone, which allows only outbound calling under the Global Outbound Off-net Voice Service. Supplier will not commission the Services if Customer does not have the requisite regulatory approvals. Further, if proof of regulatory approval for Customer's use of the Service, where such approvals are required, is not submitted to Supplier within 60 days from the date of execution of the Order Form, then the Order Form shall be deemed terminated for cause by Supplier, without refund to Customer of any advance payments.

[End of Addendum 1]



Addendum 2

GLOBAL SIP CONNECT DEDICATED IP AND PUBLIC IP TRUNKING DESCRIPTION

This Addendum 2 is part of the Service Schedule for the Global SIP Connect Solution and describes the parameters of the dedicated IP and public IP trunking options available to Customer when configuring the Solution.

1. IP Option Descriptions:

- a. **Dedicated IP** – Customer connects to Supplier Network with COS4 or Supplier Internet/IP port dedicated for voice only.
- b. **Public IP** – Customer connects to Supplier Network over public Internet.

All features of Global Inbound Off-net Voice Service, Global Outbound Off-net Voice Service and Domestic Voice Service can be provided over any of the identified trunking options. A onetime, non-refundable charge, payable before the Service is implemented by Supplier, may be required as indicated in the Order Form.

2. Basic Features:

- a. **Service Description:** Trunking on Dedicated IP or Public IP allows Customer's Global Outbound Off-net Voice Service, Global Inbound Off-net Voice Service, and Domestic Voice Service to be routed over Internet/public IP using the Supplier Network.
- b. Web-based performance reports may be available through Supplier's performance management system (based on interconnect locations only).
- c. Customer portal to view traffic and CDR information based on Customer's specific service(s).
- d. Quality of Service ("QoS") Parameters. Supplier shall endeavour to meet the following QoS parameters for services traversing the Supplier Network. However, these QoS parameters shall not form part of the Supplier's committed service levels:
 - Mean Opinion Score ("MOS"): 3.9 to 4.1 for G.711 codec or 3.7 for G.729 codec
 - Jitter: <10 msec
 - Packet Loss: <5%
 - Latency: <150 msec one-way, on-net
 - Post Dial Delay: <5 sec
- e. Other service level commitments (if any) as set out in Annex 1 to this Service Schedule.

3. Use Restrictions:

- a. Availability and terms for this option are subject to local country regulations.
- b. In India the same service would be offered to customers as IP telephone, which would allow only outbound calling under the Global Outbound Off-net Voice Service.
- c. Supplier shall not commission the Services if the Customer fails to obtain the requisite regulatory approvals. Further, if such approvals are not submitted to the Supplier within 60 days from the date of execution of the Order Form, then the Order Form shall be terminated, and no refund of advances will be made against such Order Forms.

4. **Additional Fees:** A onetime, non-refundable charge towards Service implementation, payable before the Service is implemented by Supplier, may be required as indicated in the Order Form.

[End of Addendum 2]



Addendum 3

Emergency Services

This Addendum 3 is part of the Service Schedule for the Global SIP Connect Solution and describes the limitations to any Emergency Services provided as part of the Outbound Voice Service. These limitations apply to Customer and its End Users.

1. Customer acknowledges that the Emergency Services may not be available in the event of a power failure, fraudulent use, non-payment of Services, failure of Customer's equipment, service outage, or network or Internet congestion, outage, termination or suspension of Services, or if a valid CLI is not delivered with the traffic, and Customer accepts the responsibility of ensuring that it has the means to make emergency calls. Customer also agrees to notify any End Users or potential End Users of the nature and limitations of the Emergency Services as described in this Addendum. Supplier will not be liable for any loss or damage (financial or otherwise) where Customer fails to do so.
2. The provision of Emergency Services shall be conditioned on Customer providing Supplier with accurate location data, call back number, valid address or any other information required by Supplier in order to provide the Emergency Services. Customer shall provide this information in a timely manner and in a format established by Supplier. Customer shall update this information whenever necessary to reflect changes. The Parties understand and acknowledge that should Customer fail to provide any such information, Supplier may not be able to provide the Emergency Services, in whole or in part. Customer agrees to release, indemnify and hold Supplier and all of its affiliates, directors, officers, employees, agents, underlying local provider(s) or other third party providers harmless from any and all claims, damages, suits, costs, charges, or fees (including attorney's fees and court costs) arising from or related to any claims or liability that may arise from Customer's failure to satisfy this Section including resulting from the failure of Customer to provide a correct or updated address to Supplier.
3. For Emergency Services provided in the United States of America, Customer affirmatively acknowledges that Supplier does not provide traditional 911 services and that the Emergency Services are subject to the following limitations:
 - a) **Emergency Service Responders May Not Automatically Know The Number or Location.** Unlike traditional emergency 911 services, when Customer calls 911 using the Emergency Services, the emergency personnel receiving the call may not be able to automatically identify the phone number or the physical address from which the call originates. Customer might need to tell the emergency personnel the nature of the emergency, give them the phone number, and describe the physical location. If the call is dropped for any reason, emergency personnel may not be able to call back or find the location.
 - b) **The Call May Not Reach the Correct Emergency Service If the Service Registers An Incorrect Service Address.** If Customer registers for Emergency Services using an incorrect physical address, emergency calls may be routed to the incorrect emergency service provider. The emergency personnel may not be able to respond to the emergency, transfer the call to the geographically appropriate emergency center or otherwise provide assistance.
 - c) **The Call May Not Reach the Correct Emergency Services If the Telephone Number Does Not Match Customer's Actual Geographic Location.** Emergency service personnel cannot accurately track the location through Supplier's system and it is therefore important that the location registration remains updated. For example, if Customer utilizes its telephone equipment in Virginia where the area code is 703, but the assigned Number has an area code of 212, an area code associated with New York City, when Customer dials 911, it may not be able to reach any emergency personnel. Even if Customer does reach emergency personnel, it may not be calling the emergency personnel near Customer's actual location (the Virginia caller may be calling emergency services located in New York) and the emergency personnel may not be able to transfer the call to respond to the emergency, or otherwise provide assistance.
 - d) **The Call May Not Reach the Correct Emergency Services If The Equipment Is Moved to a Location Different From the Address Initially Registered.** It is important that the location of the Emergency Service is accurately registered every time the equipment is moved. If the equipment is moved to another location without reregistering, when a call is made to 911, the call may not reach any emergency personnel. Even if emergency personnel is reached, the call may not be completed to the emergency personnel near the actual location if the location has not been updated and emergency personnel may not be able to transfer the call, respond to the emergency, or otherwise provide assistance.
 - e) **The Call May Not Reach the Correct Emergency Services If The New Location Is Not Re-Registered Or Customer Calls 911 Within 48 Hours of Updating Its Location.** It is important that the location of the Emergency Service is accurately registered every time the equipment is moved. Location changes may take up to 48 hours for the location change to be reflected in Supplier's records. During that time, the calls may not reach any emergency service provider or may not reach the correct emergency services provider.
 - f) **911 Service Will Not Work If There Is A Power Outage, A Network Outage Or Disruption.** Outages in the electricity and problems with the connection, including network congestion, will disrupt the Emergency Services making emergency calling using the Emergency Services unavailable.
 - g) **911 Service Will Not Work If the Service Is Disconnected.** If a service outage occurs due to a suspension of the service account, due to billing issues or for any other reason, the Emergency Services will not be available for making any emergency calls.
4. The following provisions also apply to Emergency Services provided in the United States of America:
 - a) Customer shall either (i) affix to each enabled device labels that explain the limitations of the Emergency Services or (ii) provide its End Users with notice by other conspicuous means explaining the limitations of Emergency Services (e.g., mandatory Customer training consistent with guidance provided by the U.S. Federal Communications Commission on the limitation of Emergency Services). Upon request by Customer, Supplier will provide such labels to Customer, or such conspicuous notice explaining the limitations of Emergency Services. Customer agrees to release, indemnify and hold Supplier and all of its affiliates, directors, officers, employees, agents, underlying local provider(s) or other third party providers harmless from any and all claims, damages, suits, costs, charges, or fees (including attorney's fees and court costs) arising from or related to any claims or liability that may arise from Customer's: (i) failure to affix the labels in connection with the Emergency Services, or (ii) the failure to provide End Users with notice by other conspicuous means explaining the limitations of Emergency Services.
 - b) Customer acknowledges that only the following dial digit plans are acceptable for completion of emergency calls using Emergency Services: (1) 911, (2) 1911, (3) +911, and (4) +1911.
 - c) If a call is made from an improperly provisioned telephone number, the call may not be automatically routed to the correct Public Service Answering Point ("PSAP"). Instead, that call may be handled by the backbone provider 24/7 Emergency Call Center ("ECC"). Customer acknowledges that for emergency call routing involving the ECC, Supplier has no ability to assist the caller if: (i) the caller cannot speak or

identify their address; (ii) the data connectivity between the address database and the ECC is interrupted; or (iii) Supplier cannot provide the endpoint location information. Customer must also pay a per-call ECC charge of US\$150. Customer acknowledges responsibility for all ECC charges even if erroneous calls are placed by unknown persons accidentally or purposefully. If Customer places five or more calls to the ECC over a period of one calendar month, Customer will be subject to an additional US\$500 fee. The Parties acknowledge that this additional fee represents a good faith estimate of the additional cost, which will be incurred by Supplier and not a penalty. Supplier may terminate this Addendum and Service, if Customer fails to correct non-provisioned or improperly provisioned telephone numbers and addresses, resulting in the imposition of repeated monthly additional fees.

d) Customer acknowledges that in regions where Emergency Services are provided by means of a non-native 9-1-1 solution, including but not limited to emergency calls which do not flow through the Public Switched Telephone Network selective router and route to the trunk group serving the appropriate PSAP, if a caller cannot speak, no information will be provided to the PSAP to contact either Customer or Supplier to obtain information on how the call should be handled.

5. For Emergency Services provided in Canada, Customer affirmatively acknowledges and expressly consents that Supplier does not provide traditional 911 services and that the Emergency Services are subject to the following additional limitations:

a) **Placing 911 calls:** With traditional phone service, Customer's 911 call is sent directly to the nearest emergency response center. With the Emergency Services, the call is sent to a national emergency call center. The call center operator will confirm Customer's location information and then transfer the 911 call to the emergency response center nearest Customer's location. Customer should be prepared to confirm his or her address and call-back number since the operator may not have this information.

b) **How Customer information is provided:** Supplier will attempt to automatically provide the PSAP dispatcher or emergency service operator with the location associated with Customer's account. However, for technical reasons, the dispatcher receiving the call may not be able to capture or retain the physical location. Therefore, when an Emergency Service call is made, the dispatcher must immediately be informed of the location of the emergency.

c) **Correctness of information: Customer is responsible for providing, maintaining, and updating correct contact information (including name, address and telephone number) with his or her account. If Customer does not correctly identify the actual location where he or she is located, or if Customer's account information has recently changed or has otherwise not been updated, 911 calls may be misdirected to an incorrect emergency response site.**

d) **Disconnections:** An Emergency Service call must not be disconnected until the dispatcher confirms that he or she has the necessary contact information and emergency location information. Customer should call back immediately if the call is disconnected.

e) **Connection time:** For technical reasons, including network congestion, it is possible that an Emergency Service call will produce a busy signal or will take longer to connect when compared with traditional 911 calls.

[End of Addendum 3]



Addendum 4

Definitions

This Addendum 4 is part of the Service Schedule for the Global SIP Connect Solution and describes defined terms used in that document. In the event of a conflict between any terms in this Addendum 4 and definitions in the MSA or General Terms and Conditions as applicable, the definitions in this Addendum 4 shall govern.

"Business Day" means any day other than Saturday, Sunday or a day which is a public holiday in the country where the Service is provided.

"Business Hour" means any hour from 9am to 5pm on a Business Day.

"Caller Line Identification" or **"CLI"** means a service whereby the caller's number is transmitted and presented to the called party.

"Class of Service" or **"COS"** means the priority of the IP packets that can be set and sent to Supplier Network as part of the MPLS Service ordered by Customer as set out in the Customer Order Form. COS values can be a combination of COS 1, 2, 3, 4, 5 or 6.

"Customer Premises Equipment" or **"CPE"** means equipment provided by Customer or Supplier and used in conjunction with the Supplier Network in order to receive the Service.

"End to End Monitoring" means the monitoring of the Service level targets from the Customer site to another Customer site including local loop and CPE.

"Equipment" means any equipment or platform that enables Customer to utilise the Global SIP Connect Solution.

"Fault Isolation" means the process of finding the cause of an identified or reported fault so as to take the corrective measures.

"Fault Reporting" means the process of reporting or notifying about an identified fault with reference to the SAP of a Service by Supplier to Customer.

"Jitter" (or inter-packet differential arrival delay) means the variation between packets in their deviation from the ideal instant as they traverse the Supplier Network.

"Latency" means the short period of delay that occurs in sending a network packet from source to destination.

"Mean Opinion Score" or **"MOS"** means the perceived quality of received media after compression and/or transmission. The MOS is expressed as a single number in the range 1 to 5, where 1 is lowest perceived audio quality, and 5 is the highest perceived audio quality measurement.

"Mean Time to Restore" or **"MTTR"** is the average time to restore service for a specific connection during Service Outage(s). The length of all Service Outages related to Customer is totaled at the end of the billing month and is divided by the total number of Trouble Tickets opened by Customer for that month.

"Monthly Recurring Charge" or **"MRC"** means the monthly recurring charges for the Service as set out in the Customer Order Form.

"Network Monitoring" means the monitoring of the Service level targets from the Supplier Network excluding local loop and CPE.

"Non-Recurring Charge" or **"NRC"** means the one-time non-recurring charges to be made by Supplier for installing, commissioning and provisioning of the Service as set out in the Customer Order Form.

"Network Unavailability" means a failure of the Supplier Network resulting in Customer being unable to connect to the Supplier Network from Customer's location and consists of the number of hours that the Supplier Network was not available to Customer. Network Unavailability shall not include failure as a result of the events listed in Annex 1 to this Service Schedule.

"Outage Classifications" means the priority as it relates to the severity of a particular Service Outage.

"Packet Loss" means an event where one or more packets of data traveling across the Supplier Network fail to reach their destination.

"Packet Delivery" means the successful delivery of accepted IP packets, marked with specified COS, from Supplier Network to the SAPs.

"Planned Maintenance" means any preventative, routine or scheduled maintenance which is performed with regard to the Services, the Supplier Network or any component thereof, which Supplier or its agents reasonably believe is necessary in order to maintain the Service or prevent or remedy a defect which may affect Customer's use or access to the Services. Supplier shall endeavor to give Customer at least five (5) day notice of any Planned Maintenance event.

"PoP" means point of presence.

"Post-Dial Delay" or **"PDD"** means the time period from dialling the last digit to the time a caller hears ringing.

"Point of Demarcation" means the location/Equipment defined as such in the Order Form or as agreed later in any additional order document(s).

"Qualifying Incidents" means the incidents for which Customer raises a Trouble Ticket and which are confirmed by Supplier as a fault or Service degradation or an incident where a Trouble Ticket is raised by Supplier.

"Qualified Down Time" means that portion of a Qualifying Incident that is not a General Exclusion listed in Annex 1 of this Service Schedule.

"Round Trip Delay" or **"Latency"** means the average time taken by a packet to traverse from one Service Access Point to another and back to the first one.

"Scheduled Maintenance" means any maintenance of the Supplier Network or to any Supplier Network element which is a part of Customer's service and for which Customer shall be sent a notice of Scheduled Maintenance a minimum of 24 hours in advance. Notice of Scheduled Maintenance will be provided to Customer's designated point of contact by a method elected by Supplier (telephone, email, fax, account manager).

"Service Access Point" or "SAP" means the logical or physical element which acts as the demarcation point between Customer's domain and Supplier's domain, representing the point at which Service is available and specific Service level targets are committed and measured.

"Service Availability" means the percentage of time the Supplier Network is available for Service at the Service Access Point.

"Service Credits" means the credits provided by Supplier to Customer for Service Unavailability or failure to meet other Service level targets as set out herein.

"Service Level Reports" means the performance reports of various Service level parameters, generated by Supplier from its performance measurement system, as ordered by Customer as set out in the Order Form.

"Service Outage" or "Outage" means an instance when Customer is unable to convey traffic to one (1) or more Sites via the Supplier Network (other than a General Exclusion listed in Annex 1 of this Service Schedule) which results in Service Unavailability.

"Service Unavailability" means the duration of any Qualified Down Time experienced at a Service Access Point.

"Site" or "Managed Site" means the site owned or controlled by Customer which is directly connected to Supplier's PoP and which hosts a physical element(s) which is managed by Supplier as set out in the Order Form.

"Supplier Network" means the telecommunications network and network components owned, operated and maintained by Supplier and its Affiliates, including points of presence ("**PoP**"). The Supplier Network does not include Customer Premises Equipment ("**CPE**") such as modems, routers, etc., local data links between a POP and Customer's location or any networks or network equipment not owned or controlled by Supplier.

"Time To Restore" or "TTR" means the total time taken to resolve a Severity 1 connectivity fault for a particular Qualifying Incident exhibited at a SAP.

"Trouble Ticket" means the official method used by Customer to advise Supplier of a potential Service Outage.

"WAN Interface" means the physical interface of the CPE, at which the local loop is terminated, connected to the Supplier Network.

[End of Addendum 4]



Addendum 5

Domestic Voice Countries

This Addendum 5 is part of the Service Schedule for the Global SIP Connect Solution and describes the countries where Domestic Voice Services are available:

Australia	Malaysia ¹
Austria	Mexico (provided by UC Telecommunications) ³
Belgium	Netherlands
Canada	New Zealand
China (provided by Purple Stone Telecom Ltd) ³	Norway
Czech Republic ²	Philippines (provided by Comms Group (International) Pte Ltd) ³
Denmark	Poland ²
France	Portugal ¹
Germany	Romania
Hong Kong	Singapore
Hungary ²	South Korea ²
India ⁵	Spain
Indonesia (provided by Comms Group (International) Pte Ltd) ³	Sweden
Ireland	Switzerland
Italy	Taiwan
Japan ²	Thailand ²
Japan (030) Tokyo Aggregated	United Kingdom
Japan (050) ⁴	United States
Luxembourg	Vietnam (provided by Comms Group (International) Pte Ltd) ³

Use Restrictions:

¹ Under no circumstances are the following Domestic Voice destinations available for resale:

Malaysia
Portugal

² Service Level Agreements for the following destinations are on a best endeavors basis:

Czech Republic Domestic Voice
Hungary Domestic Voice
Japan (offnet solution)
Poland Domestic Voice
South Korea (no redundancy)
Thailand Domestic Voice

³ China, Indonesia, Mexico, Philippines and Vietnam (the "Network Manager Countries"), Domestic Voice cannot be provided on a stand-alone basis. It can only be sold in a package including other Domestic Voice countries. Domestic Voice in Network Manager Countries shall be available only to enterprises for their own restricted use.

⁴ Japan 050 series Voice over Internet Protocol (VoIP) numbers are non-geographic numbers; emergency service cannot be enabled on these numbers.

⁵ Domestic Voice Services in India may only be ordered via a Customer Order Form and an India specific Service Schedule executed directly between Customer's India Affiliate and Supplier's India Affiliate.

Call Forwarding – Call forwarding capabilities are not guaranteed for the Domestic Voice service and subject to enablement and configuration by Customer on the Customer PBX and must be supported by local third-party providers in the applicable Domestic Voice Service country. (Note: This restriction applies to all the Domestic Voice Countries listed in the table above.)

[End of Addendum 5]

