

STANDARD SERVICE TERMS - RETAIL USERS

1. SERVICE DESCRIPTION

- 1.1. This document relates to the supply of the UCaaS and Voice Cloud Services available under the UCaaS section of the SASBOSS system (together being known as the “**Services/s**”).

2. STANDARD TERMS AND CONDITIONS APPLY

- 2.1. The Service is subject to the General Terms. Defined terms in the General Terms have the same meaning in this document unless expressed to the contrary.

3. HOW THE SERVICE IS ORDERED

- 3.1. Unless otherwise agreed, all Services are ordered through us or direct through the SASBOSS system and the price will be as per the Accepted Order.
- 3.2. You acknowledge that other additional products or services may be required in order for certain Services to function. These additional products or services will be stipulated and also made available to you through our quoting system or in SASBOSS.
- 3.3. Certain Services are only available as ‘add-ons’ to other Services. You acknowledge that you will not be able to order these Services if you have not first purchased the basic Services required to operate these ‘add-on’ Services.
- 3.4. You accept that we may impose minimum quantity or other restrictions on the ordering of certain Services to ensure it is commercially and technically viable for us.

4. OPERATING REQUIREMENTS FOR THE PROVISION OF SERVICE

- 4.1. You acknowledge that there are minimum operating requirements and conditions which must be met in order for certain Services to operate in their intended way. These minimum operating requirements and conditions are set out below and/or advised by us from time to time.
- 4.2. It is your sole and on-going responsibility to ensure you comply with these minimum operating requirements and conditions and we have no liability for any loss or faults due to your failure to comply.
- 4.3. UCaaS products and SIP Channels require a minimum of 100k of available bandwidth per active voice channel to meet the requirements for reliable voice quality.
- 4.4. UCaaS products supporting video need to allocate between 512k and 4092k of bandwidth per session depending on the video quality selected.
- 4.5. The preferred and optimal method for delivery of the Services is on a managed data network. If you elect to provision the Services over third party links or via IP transit you do so at your own risk and whilst we will use our best efforts to ensure the Services will operate as required under Your Contract, we will not be held liable for your decision to provision the Services in a non-preferred way.

- 4.6. DID numbers are required as an additional service to allow communication onto the public network.
- 4.7. SIP Channels provided as a Trunk will only accept the following CODECs:
- G711 alaw (20ms Packetisation)
 - G711 ulaw (20ms Packetisation)
- 4.8. Service availability and quality may differ from a standard telephone service as it is subject to network and internet congestion and your compliance with the minimum operating requirements. You accept that the Service may not be appropriate if a user has a disability, serious illness, life threatening condition or if for any other reason a user requires uninterrupted phone line access to 000 emergency services. If a user requires uninterrupted phone line access to emergency services, it is your responsibility to notify them of the requirement to ensure such access and we will not be liable for loss suffered due to failure to procure such access.
- 4.9. Call Packs are allocated at the enterprise level only and every individual user must have their own call pack assigned.
- 4.10. We provide a defined list of compatible hardware which is available through SASBOSS, we accept no liability and are not required to provide support if you connect unauthorized or untested devices.

5. ACCEPTABLE USE

- 5.1. You must not:
- (a) use equipment or software to overcome, manipulate or bypass any limitations or charges that we have placed on the Services; or
 - (b) use the Services in such a way that we believe would unreasonably affect other users on the network.
- 5.2. You agree to only send caller identification information which ACMA has deemed to be valid. We may immediately without notice over-stamp any phone numbers which we believe is a contravention of this clause.
- 5.3. In the event of call recording software being used, you must obtain consent from all parties prior to using the software.
- 5.4. In relation to the call pack Services, you must not:
- (a) use the included call pack Services (MVE2/3 or MCS2/3) for contact centre or telemarketing purposes, without our written permission. We may immediately suspend your Service if we suspect such unacceptable use.
 - (b) resell or aggregate Services to downstream customers (i.e. you must purchase on a one-to-one basis, where there is one call pack per user licence).
 - (c) exceed reasonable business use (unless otherwise stated “reasonable business use” in this context means up to 1000 minutes of fixed to national calls and up to 500 minutes of fixed to mobile calls per pack under MVE2/3 and MCS2/3 products).

6. FAULT REPORTING AND RESPONSE TIMES

- 6.1. Before reporting any faults to us, you must triage the issue and take all reasonable steps to ensure there is no fault with any third party equipment or services or within your

administrative domain.

- 6.2. If you rely on equipment supplied by us, you must specifically ensure that such equipment is receiving power and cooling as required to be operational.
- 6.3. As soon as you have confirmed that the fault is related to the Service supplied by us, that fault must be:
- (a) logged through our service desk via email, supplying all required information as instructed by us from time to time; or
 - (b) in the event that email is not available, through our support desk number as outlined by us from time to time.
- 6.4. We will respond to faults in order of their severity as set out in the following table:

Severity	UCaaS, CCaaS, Managed Voice
Critical	Loss of ability to make and receive calls impacting >10% of enterprise Inability to make emergency services calls Complete loss of softswitch connectivity ⁽¹⁾ responsiveness
Major	Loss of ability to make and receive calls impacting <10% of enterprise Loss of enterprise feature e.g. Voicemail or IVR Intermittent phone registration / call problems or softswitch connectivity issues ⁽¹⁾ Persistent call quality issues
Minor	Individual call and or phone registration issues Phone handset DOA and warranty claims ⁽²⁾ Intermittent call quality issues
Informational / MAC	Moves, Adds and Changes not available in SASBOSS or need to be requested manually including : Informational billing / usage / CDR requests
(1) Loss of connectivity does not apply to internet based services where we cannot see an issue in the cluster (2) BYO devices are not supported by the Help Desk	

- 6.5. Depending on the severity of the fault (as classified above) we will use our reasonable efforts to provide a response, restoration and a resolution within the times set out in the following table:

Severity	Response Time	Restoration ⁽³⁾	Resolution	Coverage
Critical (4)	15 Minutes ⁽¹⁾⁽²⁾	4 Hours ^{(2) (5)}	24 Hours ⁽²⁾	24x7

Major	1 Hour ⁽²⁾	8 Hours ⁽²⁾	2 Business Days ⁽²⁾	Business Hours
Minor	1 Business Day ⁽²⁾	2 Business Days	2 Business Days	Business Hours
Informational / MAC	1 Business Day	NA	2 Business Days	Business Hours
<p>(1) Critical faults which occur after-hours will have an extended response time of 1 hour.</p> <p>(2) Does not apply to Access4 Communicator (PC and Mac) Access4 UC-One (IOS and Android) or other application clients.</p> <p>(3) Restoration is aimed at resolving the immediate issue to get the customer working. This is a temporary fix and further remediation work will be required in order for there to be a resolution. In some circumstances there will be no need for restoration and the fault can be rectified and a resolution reached immediately. In cases where restoration is dependant on access to customer sites afterhours, if such access is not granted then targets cannot be achieved.</p> <p>Tickets waiting on you with no response by you for 10 days will be closed as resolved.</p>				