

VOICE SERVICE SCHEDULE

1. THE SERVICE

- 1.1. This Service Schedule is for the supply of Voice origination and termination minutes (the **Voice Service**) for Customers located within Australia. This Service is subject to Vocus' Standard Terms and Conditions, and both the Standard Terms and Conditions and this Service Schedule will apply to Service Orders executed by the Customer and Vocus for Voice Services.

2. PROVISION OF SERVICE

- 2.1. The Customer and Vocus will agree on a standards based interconnect for delivery of the Voice Service. The delivery of the service will be SIP as per RFC3264 over an IP service (**IP**).
- 2.2. Services delivered as packetised Voice over IP (VoIP) are to be delivered on a Vocus Approved Access Port, unless otherwise agreed by Vocus. Where the Voice Service is delivered using the Internet or a third party communications network, Service Level Rebates provided herein will not apply.
- 2.3. Where the Physical Access (e.g. SHDSL, ADSL2+, Metro Ethernet) is a service supplied by Vocus the customer will be required to complete the relevant Service Order and Service Schedule for this service.
- 2.4. A Voice Service delivered as VoIP requires a logical Voice Access Port (**VAP**). The VAP includes the capability to make a specific number of concurrent calls. A VAP Service Order needs to be completed for all SIP customers.
- 2.5. The Voice Service is delivered by default as bi-directional.
- 2.6. The Voice Service is supplied as a single Trunk Routing Group per Point of Interconnect (**POI**) unless otherwise specified in the Service Order.
- 2.7. The IP Voice Service will accept the following CODECs. More codecs may be supported in future. All codecs are transcoded in the Vocus core to be G711a for termination.
- G711alaw
 - G.711ulaw
 - G729
 - G.723
 - G.726-16
 - G.726-32
 - iLBC
 - G.722
- 2.8. The IP Voice Service will allow CODEC selection to be performed on a per call basis, with CODEC selection performed during call setup (as per RFC3265 – SDP Offer/Answer).

3. SERVICE INCREMENTS

- 3.1. IP Services are orderable in 30 channel increments unless otherwise agreed.

4. VOCUS NUMBER ALLOCATION

- 4.1. The Customer must comply with the National Numbering Plan and any directives

from the Australian Communications and Media Authority (ACMA). Specifically the Customer agrees to allocate numbers to End Users in a way consistent with the requirements of the National Numbering Plan.

5. Caller Line Identification

- 5.1. Where the customer is classified as Carrier / Carriage Service Provider (C/CSP) under the Telecommunications Act 1997, the customer will be permitted to pass any valid originating number where that number is a valid Local Service Number (as defined by the ACMA) in either 0NSN, NSN or E.164 format and where that service is completely within the administrative domain of the Customer or the Customer's end user.
- 5.2. Vocus reserves the right to immediately over-stamp the originating number (with a standard Vocus number) should Vocus receive a call with a non-valid originating number. Over-stamping of originating number will continue until the customer has proven to Vocus that it has rectified the fault.

6. IPND

- 6.1. The Customer agrees that where it allocates Vocus numbers to its end users and those end users receive a carriage service from the Customer, the Customer has an obligation under the Telecommunications Act 1997 to provide the Integrated Public Number Database (IPND) Manager with the required accurate address information to maintain the IPND database.

7. RATES AND CHARGES

- 7.1. Subject to clause 7.2, the Customer must pay the call rates and charges in accordance with the rate card provided with the Service Order. If the Customer does not receive this rate card with the Service Order, the Customer must pay the call rates and charges as determined by Vocus from time to time, which is available upon request.
- 7.2. Vocus by providing 5 Business Days' notice to the Customer may amend (including increase) the call rates and charges from time to time for Services under this Service Schedule by issuing the Customer an updated rate card if:
 - (a) the rates and charges are not fixed by any agreement; or
 - (b) the rates and charges are fixed by agreement but there is a change in Vocus' cost of supply as a result of any additional costs, imposts, penalties or taxes imposed by any governmental, regulatory body or third party supplier.

In such circumstances, the Customer must pay the call rates and charges in accordance with the updated rate card.

8. FAULT REPORTING AND RESPONSE TIMES

- 8.1. Before reporting a fault to Vocus, the Customer must take all reasonable steps to ensure that the fault is not a fault in any Customer equipment or within the customer's administrative domain.
- 8.2. Customers who rely on Vocus supplied Customer Premise Equipment (**CPE**) must specifically ensure that the Vocus CPE is receiving power and cooling as required to be operational.
- 8.3. As soon as the Customer has confirmed the fault is related to the Service supplied by Vocus, that fault must be reported to Vocus by means of the B2B interface or

email or telephone call and a trouble ticket opened.

8.4. Vocus will respond to faults as per the following table:

Fault Level (Priority)	Response to Fault Logged via Email	Response to Fault Logged via Phone
P1 Fault (Service Down)	-	30 mins
P2 Fault (Service Significantly Impaired)	12 hours	4 hours
P3 Fault (Minor Issue)	24 hours	24 hours

8.5. Vocus will use its best efforts to restore a Service within the times as per the following table:

Site Location	Vocus Target Restoration Time	
	Business Hours	Outside Business Hours
Brisbane, Melbourne, Perth, Sydney	4 hours	8 hours
Adelaide, Canberra	8 hours	12 hours
Other Points of Presence	8 hours	12 hours

8.6. Vocus does not guarantee that a Service will be restored within the times specified above however will use all reasonable efforts to restore a Service within the times specified.

8.7. The Vocus Target Restoration Time commences:

- a) After the fault has been notified to Vocus and Vocus has opened a trouble ticket; and
- b) Once the fault has been categorised by Vocus as a P1 Fault.

8.8. The Vocus Target Restoration Time does not apply where:

- a) The fault is not a P1 Fault;
- b) The Site Location is outside the metropolitan area of the listed city;
- c) The Service is provided using a third party transmission service. The Target Restoration Time for a service delivered in whole or in part using a third party transmission service is the Vocus Target Restoration Time plus any target or estimated restoration time of the third party service;
- d) Vocus is prevented access to the Service, including any Vocus Equipment;
- e) Vocus diagnoses the fault as not with the Service; or
- f) The fault is due to a Force Majeure Event.

9. SERVICE LEVEL AGREEMENT AND REBATES

9.1. Vocus provides the Voice Service with the following Service Levels:

Service Availability (%)	99.95%
Service Failure min/PCM	22 mins

9.2. Should in any given month the Voice Service not perform to the Service Level Agreement (**SLA**), Vocus will provide the customer with a Service Level Rebate

provided the customer reported the fault (in accordance with Section 14) and opened a valid trouble ticket. The rebate provided is listed in the following table:

Aggregate Outage Minutes in Month	<22 min.	22 min to < 30 min.	30 min to < 60 min	> 60 mins
% of Monthly Recurring Charges Rebated	0%	10%	25%	50%

- 9.3. A rebate is not payable in any form other than a credit to the Customer's account and in any month is capped at 50% of the recurring monthly service charge for the affected Service.
- 9.4. A Service Level rebate claim must be submitted in writing within five Business Days from the date on which the fault was restored. Vocus will not be required to consider any claims submitted after five Business Days.
- 9.5. Once a claim is received, Vocus will review the event and calculate the rebate (if applicable) and credit it to the Customer's account.
- 9.6. The Customer will not be entitled to claim a rebate to the extent caused directly or indirectly by:
- (a) the act or omission of the Customer;
 - (b) failure of the Customer's equipment;
 - (c) failure of services supplied by the Customer to the Vocus CPE;
 - (d) Supplier Failure;
 - (e) Scheduled Maintenance;
 - (f) suspension by Vocus of the service;
 - (g) Force Majeure.
- 9.7. Service Claims must be submitted via email to src@vocus.com.au.

10. SCHEDULED MAINTENANCE

- 10.1. Vocus requires from time to time the ability to perform maintenance on the network. Vocus must give notice via email to the technical and administrative contact listed on the IP Transit Service Order as follows:

Category	Notice Period	Duration	Period
Consultative	As Agreed by Parties	As Agreed by Parties	As Agreed by Parties
Planned Major	10 Business Days	< 60 mins	1am – 5am (AEST)
Planned Minor	5 Business Days	< 15 mins	1am – 5am (AEST)
Unplanned Minor	24 Hours	< 5 min	1am – 5am (AEST)
Emergency	as long as reasonably practicable	as short as reasonably practicable	-