SCHEDULE A: SERVICE DEFINITION FOR SIP TRUNKING SERVICE

1. SIP Trunking Service Description

The SIP Trunking Service provides voice services over the Exponential-e network and processes inbound and outbound call traffic to/from the End User Site PBX/SBC/TDM gateway to/from the PSTN. Dedicated bandwidth over an Exponential-e Ethernet access circuit is provided for SIP connectivity via secure, isolated VLANS which are provisioned from the on-site End User Premises Equipment. The SIP channels are presented to the PSTN via the Exponential-e Voice Services Platform (VSP). The SIP Trunking Service is a customisable Service using the following components:

Mandatory Features

Either Standard SIP Channels or Resilient SIP Channels must be selected.

Chargeable Feature	Overview
Standard SIP Channel	This is the provision of dial-tone to a single PBX/SBC/TDM Gateway and is provided with a specified number of "Channels" (simultaneous calls). The VSP will accept outbound calls from and route incoming calls to a PBX/SBC/TDM gateway that has registered with an authenticated username and password. In order for calls to be placed to and from the PSTN, it will be necessary to associate a DDI with the SIP registration. The ability to failover to a secondary PBX, DR site or PSTN/mobile number is included as standard. Self-provisioning is available for this feature.
Resilient SIP Channel	Two or more PBX/SBC/TDM Gateway devices are connected to the VSP via their own separate, distinct layer 2 VLAN and layer 3 routing instance and load balancing is provided between the two on either a Round Robin or Capacity basis. The Partner / End User is responsible for ensuring that load balancing and distribution of outbound calls is supported by their PBX/SBC/TDM Gateway. The ability to failover to a secondary PBX, DR site or PSTN/mobile number is included as standard. Self-provisioning is available for this feature.

Optional Features

Chargeable Feature	Overview
DDI Divert	Allows a single DDI number to be diverted to alternative destinations in the event of a failure of the primary SIP registration. The Partner shall be liable for any call charges for the diverted leg of the call from the VSP to the specified destination as per the current Rate Card. This failover will take up to 15 seconds. Self-provisioning is available for this feature.
Auto Attendant	An auto-attendant used to greet, queue and direct calls on the basis of user input. Inbound callers can be held in a queue if it is not possible to route their call based on menu selection. No queues are provided with Auto Attendant as standard. Multiple Auto Attendant levels may be combined for additional flexibility. Requires a DDI number configured on the Exponential-e VSP for inbound PSTN callers to dial. In addition to this, further DDI(s) must be ordered and allocated to the PBX to forward calls based on menu selection. Self-provisioning is available for this feature.
Fax to Email	One DDI number is allocated to receive incoming fax transmissions (the content of the fax message is converted into a ".tiff" format graphical image and is forwarded to a preconfigured target email address specified by the Partner). If multiple fax numbers are required, multiple instances of Fax to Email must be purchased. Exponential-e is not responsible for any problems with the Partner / End User's own email service or IT systems to which the fax transmission has been forwarded. Self-provisioning is available for this feature.

SIP Trunking End User Premises Equipment (CPE) (optional)

Any routers, SBCs, TDM Gateways and Ethernet Demarcation Devices (EDDs) provided will remain the property of Exponential-e. Unless agreed otherwise in the Contract, it is the Partner / End User's responsibility to connect any CPE on their premise(s). Exponential-e will provide configuration details for SIP Trunks and agree IP addressing only.

Minutes Bundle

The SIP Trunking Service may be purchased with an inclusive call minutes bundle. Where a call bundle has been purchased this will be specified on the Order Form. Where purchasing a call bundle, the Partner must purchase the

same call minutes bundle for all channels.   Exponential-e offers the following minutes bundle on a monthly basis:

Bundle Name	National/local Calls*	Mobile calls*
Small	2000 minutes	1000 minutes

National/Local calls are defined as those calls to UK 01/02/03 numbers. Mobile calls are defined as calls to FM1, FM3, FM4, FM5 and FM6 tariffs. Bundled minutes are aggregated for national/local and mobile across all of the Partner's SIP Trunking Service users. If the aggregated usage for national/local and/or mobile exceeds the relevant aggregated bundle allowance then Usage Charges in accordance with the current rate card shall apply. Any unused monthly minutes cannot be rolled over.

2.   SIP Trunking Service Demarcation Point (SDP)

The SIP Trunking SDP is the point up to which Exponential-e's service obligations apply and is the point up to which the SIP Trunking Service Level Agreement covers. The Partner / End User-facing Ethernet Port(s) on the EDD will be the default SDP, unless Exponential-e is managing the CPE (Router, SBC, TDM Gateway) provided as part of the SIP Trunking Service, in which case the Partner / End User-facing ports on this additional CPE become the SDP. Any failure of an EDD or router provided as part of the Exponential-e Ethernet access service shall only be considered as a failure of the Ethernet access service and not a failure of the SIP Trunking Service.

3.   Target Service Commencement Date

SIP Trunking Service   30 Working Days*

* From order acceptance if provisioned over an existing Exponential-e Ethernet access circuit / from date of provision of any new Smart Wires Service required. If no Number porting/migrations required, this lead time may reduce to 25 Working Days. Lead times are estimated, depend on the choice of PBX/SBC/TDM Gateway and are subject to survey. It is assumed all comms room are ready.

4.   SIP Trunking Service Level Agreement

The SIP Trunking Service availability is defined, for each particular End User Site, as the ability to make/receive calls to/from the PSTN from the SDP.

Target Availability

	Target Availability
SIP Trunking Service	99.99%

The Service Level Agreement is only provided where an uncontended Exponential-e private Ethernet over Fibre connectivity service is used to access the Voice Services Platform. Where alternative Exponential-e connectivity service are used (e.g. Ethernet over Copper or Broadband) or 3rd party Ethernet over Fibre connections used, no service level agreement will apply.

Service Credits

	Measure	Service Credit*
Availability	>0.1 Below Target	5%
	>0.5 Below Target	10%

* The service credit is applied as a percentage of the fixed Monthly Charge for the SIP Trunking Service for the affected End User Site only (not including variable call spend or self-provision licence/feature charges).