

onecom

# SIP Service Terms

## 1. General

These SIP Service Terms should be read in conjunction with all other terms of the Contract.

## 2. Definitions and interpretation

2.1 Terms defined in the Contract shall have the same meaning in these SIP Service Terms. The following definitions shall also apply.

<b>Incident</b>	a support or maintenance requirement or event relating to the Services
<b>Number</b>	a telephone number used by Customer to receive the Service
<b>Planned Maintenance Hours</b>	the period between 10pm and 6am UK time
<b>PSTN</b>	public switched telephone network
<b>Service</b>	SIP
<b>SIP</b>	session initiation protocol

2.2 The rules of interpretation set out in the General Terms apply to these SIP Service Terms.

## 3. Usage Charges

3.1 The Services will incur additional Charges based on usage at the rates set out in the Price Guide (**Usage Cost**).

3.2 The Usage Cost shall be invoiced and payable monthly in arrears in relation to the usage during the relevant month.

3.3 The Customer acknowledges that there may occasionally be a delay in the receipt from the third party services provider of information about certain types of calls and that the cost of such calls may need to be included in invoices relating to subsequent months. Onecom shall use reasonable endeavors to ensure that the information is received from the third party services provider, and included on a monthly invoice, as soon as reasonably practicable after the relevant call(s) took place.

## 4. Restrictions

4.1 The Customer shall not:

4.1.1 generate a large volume of traffic across the Network as a result of its use of the Service. For the purpose of this clause a **large volume of traffic** shall mean more than 5,000 calls in a 15-minute period to one phone number (or the aggregate of non-geographic numbers if they point to one number); or

4.1.2 divert calls from travelling across the Network.

4.2 Without prejudice to Onecom's rights or remedies elsewhere in the Contract, in the event the Customer

breaches clause 4.1, Onecom may immediately suspend or terminate the Service (in whole or in part).

## 5. Numbers

5.1 The Customer acknowledges that all Numbers assigned to it to enable use of the Services:

5.1.1 do not constitute a transfer of property or sale of numbering rights by Onecom, and the Customer will not be entitled to claim any ownership rights to any Number; and

5.1.2 may be modified or withdrawn by Onecom at any time.

## 6. Number Presentation

6.1 In the event that the Customer wishes to present a number that is not allocated to their Service, and where this can be supported, this clause 6 shall apply.

6.2 The Customer shall ensure that:

6.2.1 the number is in use, connected to a terminal and capable of receiving calls;

6.2.2 the number is allocated to the Customer, or the Customer has obtained written consent from the allocated owner for its use as a number and that such consent has not been withdrawn; and

6.2.3 the Customer possesses all necessary permissions in respect of the line(s) in question.

6.3 The Customer acknowledges that Onecom has the right to suspend or terminate the Service (in whole or in part) if it is found that the Customer is in breach of this clause 6 and hereby indemnifies Onecom in full against all liabilities, costs, expenses, damages and losses suffered or incurred by Onecom arising out of or in connection with any such breach.

6.4 The Customer shall on request from Onecom provide all reasonable evidence as Onecom may require so as to audit and monitor the Customer's compliance with this clause 6.

## 7. Emergency Services

7.1 Emergency services calling operates differently with SIP than on traditional telephone services. The Customer acknowledges and agrees to the provisions set out in this clause 7 and shall ensure that the information is communicated to all Users.

7.2 The differences in the emergency services calling capabilities via SIP and traditional telephone services include the following:

7.2.1 the emergency services may not know the actual location of a caller making an emergency services call, which could result in the call being routed to the wrong emergency services call centre and/or emergency services being dispatched to the wrong location;

7.2.2 if the Customer's or the User's device has no power, is experiencing a power outage or, for any reason, cannot otherwise access the Internet, the User cannot make an emergency services call through the Service; and

- 7.2.3 although the Service can be used anywhere in the world where an Internet connection is available, Users should not make an emergency services call from a location outside their home country/region because the call is unlikely to be routed to the appropriate call centre in that country/region.
- 7.3 The Customer shall provide a full postal address for each telephone number to enable Onecom to maintain an up-to-date record of installation addresses.
- 7.4 It remains the Customer's responsibility to inform Onecom of any changes to any installation address throughout the duration of the Contract.
- 7.5 To the maximum extent permitted by Applicable Law, Onecom shall have no liability for any failure or limitation of Emergency Services due to:
  - 7.5.1 an outage affecting the Service;
  - 7.5.2 emergency responders to respond, or to respond to the correct location where the equipment, User, or caller is physically present or where emergency responders are required; and
  - 7.5.3 inability to reach or use Emergency Services due to circumstances outside of Onecom's control including:
    - (a) loss of electrical power;
    - (b) loss of User or emergency responders' internet connectivity;
    - (c) defective or misconfigured equipment;
    - (d) delays associated with updating the registered service location;
    - (e) relocated User equipment;
    - (f) the simultaneous use of one line with multiple pieces of equipment;
    - (g) failure of emergency response centres to answer an emergency call;
    - (h) failures of any third parties that are responsible for routing emergency calls;
    - (i) the use of non-native telephone numbers; and
    - (j) failure of any emergency service personnel to call back directly to the number from which an emergency call was made or failure of User equipment to receive callbacks from emergency service personnel.
- 7.6 The Customer acknowledges that it has been advised to maintain an alternate method of contacting emergency service providers, such as via traditional PSTN. The Customer is responsible for informing Users of such alternate means to contact emergency services personnel.

## 8. Service management

### 8.1 Reporting an Incident

8.1.1 Priority 1 and Priority 2 Incidents (as described in the table at clause 8.2) must be logged via telephone call only and can be logged seven days a week, 24 hours a day (including bank holidays).

8.1.2 Priority 3 and Priority 4 Incidents (as described in the table at clause 8.2) may be logged by telephone, on OneCloud or via email during Business Hours.

8.1.3 When the Customer is reporting an Incident, it shall provide to Onecom as much information as is reasonably available in the circumstances including but not limited to the following:

- (a) the reporter's name and telephone number;
- (b) the affected Site (including postcode);
- (c) Incident description, including the time the Incident occurred, any error messages received and any action taken to diagnose or resolve any fault before reporting the Incident; and
- (d) such other information, assistance, data and other access to information or to the Site as are reasonably necessary to assist Onecom in responding to the relevant Incident.

### 8.2 Incident Priority

Onecom shall categorise an Incident in line with the following criteria.

Priority Level Description	Example
<p><b>Priority 1</b></p> <p>Total loss of functionality of the Service. All Users are impacted.</p>	<p>Service is completely unavailable for use by the Customer</p>
<p><b>Priority 2</b></p> <p>A substantial impact/degradation of the Customers use of the Service</p>	<p>Partial outage, intermittent or unstable connection</p>
<p><b>Priority 3</b></p> <p>Impact on the quality of the Service</p>	<p>Component failure or functional loss resulting in limitation to Customer's operations. Moderate limited impact to the Customer's business operations</p>

<p><b>Priority 4</b></p> <p>Incident affecting a single User</p>	<p>An Incident impacting a single User or a problem where assistance is required to aid trouble shooting</p>
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**8.3 Incident Response Time Targets**

8.3.1 Onecom shall use reasonable endeavours to respond to all reported Incidents within the following Incident response time targets from the reporting of any Incident:

Incident Priority	Incident Response Time Target
Priority 1	4 Business Hours
Priority 2	6 Business Hours
Priority 3	8 Business Hours
Priority 4	12 Business Hours

8.3.2 An initial response by Onecom to an Incident shall include an acknowledgement of the Incident and may include a request for other information reasonably required by Onecom in order to progress the response to an Incident.

**9. Exclusions**

9.1 The Incident response time targets do not apply to any unavailability, suspension or termination of the Services:

- 9.1.1 that results from scheduled downtime and/or maintenance (planned or emergency), whether or not during Planned Maintenance Hours;
- 9.1.2 arising from Onecom’s suspension and/or termination of the Service in accordance with the Contract;
- 9.1.3 caused by a Force Majeure Event;
- 9.1.4 that results from any acts or omissions of the Customer;
- 9.1.5 that results from the Customer’s equipment, software or other technology and/or third-party equipment, software or other technology; or
- 9.1.6 related to any other service provided by Onecom (whether or not distinct service levels may apply to such service).

**10. Fraud**

10.1 In the event the Customer becomes aware of, or reasonably suspects fraudulent use of the Services, it shall immediately:

- 10.1.1 stop using the impacted Services; and

10.1.2 notify Onecom.

10.2 The Customer acknowledges and agrees that:

10.2.1 Onecom does not provide or warrant any prevention of fraudulent use of the Services;

10.2.2 in the event of any actual, alleged or suspected fraudulent use of the Services:

- (a) Onecom shall have no liability to the Customer; and
- (b) Onecom's sole obligation to the Customer is to (at the Customer's cost):
  - (i) reasonably cooperate with the Customer upon request; and
  - (ii) provide reasonable assistance to the Customer with the prevention of any fraudulent use of the Services reported to Onecom;

10.2.3 it shall remain solely responsible for all expenses and liabilities, including usage charges, relating to the fraudulent use of the Services.

10.3 Without prejudice to clause 10.2, Onecom reserves the right to block any actual, alleged or suspected fraudulent use of the Services without prior notice.

## 11. Disclaimer

11.1 The Service is provided on an "as is" and "as available" basis and without warranty of any kind, express or implied, including but not limited to, the implied warranties of merchantability, quality, uninterrupted or error-free, fitness for a particular purpose, any warranties implied by any course of performance or usage of trade, or that the Service will meet the Customer's requirements, all of which are expressly disclaimed.

11.2 Onecom additionally disclaims all warranties related to third-party providers and the Customer acknowledges, understands and agrees that Onecom exercises no control over, and disclaims any responsibility for, the accuracy and quality of any information transmitted via the internet or a telecommunications provider network by or on behalf of Onecom with the use of any account and/or the Services.

## 12. Planned and Emergency Maintenance

12.1 Planned outages may be required for scheduled maintenance and upgrade activities. Onecom will use reasonable endeavours to effect such outages during Planned Maintenance Hours and, where possible, give the Customer at least five Business Days' advance notice of any planned maintenance.

12.2 It may be necessary, from time to time, to carry out emergency maintenance to the Services to maintain appropriate levels of service quality. Onecom will use reasonable endeavours to inform the Customer of the likely disruption period at the earliest opportunity and, where necessary, work with Onecom's carrier partners to discourage maintenance without notification.

12.3 Emergency maintenance shall, wherever possible, take place within the Planned Maintenance Hours

and be notified to the Customer as soon as practical. The Customer acknowledges that it may not be possible to provide the Customer with advance notification of emergency maintenance.