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 Customer IP PBX/SBC/TDM gateway to/from the PSTN. If using an Exponential-e access circuit, dedicated bandwidth is provided for SIP connectivity via secure, isolated VLANS which are provisioned from the on-site Customer Premises Equipment. The SIP channels are presented to the PSTN via the Exponential-e Unified Communications as a Service (UCaaS) Platform. The SIP Trunking Service is a customisable Service using the following components:

Mandatory Features

One of the following SIP trunk licenses must be selected:

Chargeable Feature	Overview
Channel	A "Channel" is the ability to make / receive an external call when using a non-resilient SIP Trunk as part of the SIP Trunking Service. SIP Trunk: The provision of a single SIP trunk connection to a single or non-resilient IP PBX/SBC/TDM Gateway, provided with a specified number of "Channels" (simultaneous calls). The UCaaS Platform will accept call traffic from and route incoming calls to an IP PBX/SBC/TDM Gateway that has been securely authenticated against the Exponential-e UCaaS Platform using SIP digest information. In order for calls to be placed to or received from the PSTN, a DDI or a range of DDIs will need to be associated with the SIP trunk. The ability to failover to a secondary PBX, DR site or PSTN/mobile number is included as standard.
Resilient Channel (A/P)	A "Resilient Channel (A/P)" is the ability to make / receive an external call when using a resilient SIP Trunk configured as active / passive as part of the SIP Trunking Service. Resilient SIP Trunk Active / Passive: The provision of two or more SIP trunk connections within a trunk group to connect to multiple or resilient IP PBX/SBC/TDM Gateways, delivered in an active / passive trunk group configuration, provided with a specified number of "Channels" (simultaneous calls). The UCaaS Platform will accept call traffic from and route incoming calls to an IP PBX/SBC/TDM Gateway that has been securely authenticated against the Exponential-e UCaaS Platform using SIP digest information. Each SIP trunk within the trunk group must be securely authenticated. In order for calls to be placed to or received from the PSTN, a DDI or range of DDIs will need to be associated with the trunk group.
Resilient Channel (L/B)	A "Resilient Channel (L/B)" is the ability to make / receive an external call when using a resilient SIP Trunk configured as load balanced as part of the SIP Trunking Service. Resilient SIP Trunk Load Balanced: The provision of two or more SIP trunk connections within a trunk group to connect to multiple or resilient IP PBX/SBC/TDM Gateways, delivered in a load balanced trunk group configuration, provided with a specified number of "Channels" (simultaneous calls). The UCaaS Platform will accept call traffic from and route incoming calls to an IP PBX/SBC/TDM Gateway that has been securely authenticated against the Exponential-e UCaaS Platform using SIP digest information. Each SIP trunk within the trunk group must be securely authenticated. In order for calls to be placed to or received from the PSTN, a DDI or range of DDIs will need to be associated with the trunk group. It is the responsibility of the customer to ensure their IP PBX/SBC/TDM Gateways support the load balanced configuration.

Optional Features

Chargeable Feature	Overview
Direct Dial Inward	A geographic unique number that enables callers to dial through to a particular extension, user, or group without speaking to an operator
DDI Divert	Allows a single DDI number within a SIP trunk or trunk group to be diverted to alternative destinations in the event of a failure of the primary SIP registration. The Customer shall be liable for any call charges for the diverted leg of the call from the UCaaS Platform to the specified destination as per the current Rate Card. This failover will take up to 15 seconds.
Number Porting	Porting a single number or a range/block of numbers/DDIs from one telco provider to another. Allows the Customer to switch providers while keeping all the Customer's existing phone numbers.

Billing Portal Service

The Billing Portal Service (Schedule C) is provided free of additional charge as part of this Service.

SIP Trunking Customer Premises Equipment (CPE) (optional)

Any routers, SBCs, TDM Gateways and Network Termination Equipment (NTEs) provided will remain the property of Exponential-e. Unless agreed otherwise in the Contract, it is the Customer's responsibility to connect any CPE on their premise(s). Exponential-e will provide configuration details for SIP Trunks and agree IP addressing only. Exponential-e's CPE management obligations are limited to such management activity as are required to provide the SIP Trunking Service in accordance with this Service Definition. Should the Customer request that Exponential-e undertake reconfiguration (or other) work in respect of this CPE, such work, if agreed to be undertaken by Exponential-e, shall be chargeable in accordance with Exponential-e's then-current Professional Services rates.

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 Customer 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*
Calling Bundle	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 Customer'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 SIP Trunking service obligations apply and is the point up to which the SIP Trunking Service Level Agreement covers. If the Customer is using an Exponential-e ethernet access circuit, the Customer-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 Customer-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. In the event the Customer is using a 3rd party access mechanism or any Exponential-e access mechanism other than uncontended ethernet over fibre, the SDP is the external, Customer-facing interface of the UCaaS Platform.

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

SIP Trunking Availability

The SIP Trunking Service is considered available if, for that particular Customer Site, the Customer has the ability to make/receive calls to/from the PSTN from the SDP.

Target Availability	
SIP Trunking Service	99.99%

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 Customer Site only (not including variable call spend).