

## SERVICE SCHEDULE 3

### VOICE SERVICE

#### 1 SERVICE DESCRIPTION

Huge Connect provides managed VOICE over IP (VoIP) telephony Services. The two Product categories available are defined under Business VoIP and SME Talk offerings. Each of these two products are aimed at specific customer requirements based on their spend, dependency on calling and access to various VoIP telephony functions and Features.

VoIP services use IP protocols that enable Customers to make and receive digital phone calls over a broadband internet connection instead of a traditional analog phone line, convert voice (analog audio signals) into digital data packets, compressing them, and sending them over existing internet enabled connected infrastructure.

##### 1.1 Business VoIP Premium

Business VoIP Premium can also be referred to as Hosted VoIP or a cloud-based phone system, requiring little to no hardware at customer locations. All that is required is a broadband internet enabled connection, hardware in the form of a VoIP enabled phone, access to VoIP software for computers and smart phones which offer users an enhanced voice experience. Business VoIP Premium customers are customers that have either existing PABX infrastructure in their environment who require integration for VoIP solutions through the use of SIP Trunks or, customers who require PABX functionality to be hosted in the cloud instead of purchasing and managing of physical equipment on-site.

##### 1.2 Business VoIP Standard

Business VoIP Standard is for Business customers who require basic VoIP Services without the advanced PABX functionality. These customers' needs revolve around having access to a physical VoIP phone to make and receive calls with the added value that a VoIP solution brings to their business.

VoIP Handsets or IP phones come with functionalities and abilities that are absent in conventional analog phones. They also necessitate extra performance standards since calls are made over the internet rather than the traditional public switched telephone network. VoIP Handsets in conjunction with the VoIP environment allows for the use of packet switching technology, which changes analog voice signals into digital data. Essentially, this process involves converting sound waves (such as your voice) into digital data, allowing individuals to utilize the Internet as a means of making phone calls. VoIP removes the need of the technology to be dependent on, or limited to having actual physical hardware and accessible at defined locations. VoIP allows for instant connected communication anytime, anywhere with all the benefits highlighting VoIP's "On the go" ease-of-use through Softphone applications.

Huge Connect's approved Software-based phone system enables users to make phone calls over an internet connection using their existing computer or mobile device. It functions as a virtual phone, replicating the features of a traditional telephone handset, without requiring specific physical hardware, as it can be installed on desktops and mobile devices.

VoIP services especially when compared to traditional PABX offerings is far more superior, not only is the quality and variety of options much more, but it comes with reduced call rate options, emphasizing cost savings and scalability. Depending on the customers environment where customers have already invested in expensive PABX systems, Huge Connects VoIP services allow for the two environments to work seamlessly with the use of SIP Trunks.

### 1.3 SIP Trunk

SIP trunking is a digital technique for placing and receiving phone calls and other digital communications via an internet connection. In SIP trunking, the term "trunk" denotes virtual phone lines that enable users to place calls over the internet to any phone number.

### 1.4 SME TALK

The SME Talk Premium is tailored for SME customers as an entry-level VoIP solution. Each bundle comes with a set number of VoIP minutes, allowing SMEs to enhance their business operations efficiently. Additionally, SMEs can connect their remote workers, offices, and SIP devices to their Cloud hosted PBX services in a quicker, simpler, and more secure way. Unlike the Business VoIP offering the SME Talk packages do not extend to customers with PABX environments.

## 2 GENERAL

2.1 This Service Schedule forms an integral part of the Standard Terms and Conditions/Master Service Agreement and must also be read with the Service Order.

2.2 Customer acknowledges that Huge Connect relies on 3<sup>rd</sup> Party Service Provider(s) to enable it to provide the Service to Customer. The contractual relationship between Huge Connect and such third-party service provider binds Huge Connect to enter into terms and conditions with its Customers, substantially and materially similar to the terms and conditions prescribed by the third-party service provider.

2.2.1 The terms and conditions as set out herein are therefore subject to changes imposed by such 3<sup>rd</sup> Party Service Provider, and as a result Huge Connect may be required to amend the terms as set out herein.

2.2.2 In this Service Schedule any reference to a right, system or process of "Huge Connect" shall by reference also include any right, system, process of, or decision or action taken by the 3<sup>rd</sup> Party Service Provider.

## 3 DEFINITIONS

3.1 Any term defined in the Standard Terms and Conditions/Master Services Agreement when used in this Service Schedule shall, unless the context clearly indicates the contrary, bear the same meaning as defined in the Master Services Agreement.

3.2 The following words bear the meanings ascribed thereto-

3.2.1 **"Address of Request"** means the address of the location specified by the Customer on the Service Order, where Customer wish the Service to be installed;

3.2.2 **"Cloud Hosted PBX"** means a PBX solution hosted in the cloud (not on the Customer's premises) that leverages VoIP technology for voice services. Access to Cloud-based PBX systems is via internet connectivity and these systems are hosted in independent data centres;

3.2.3 **"Customer Premises Equipment (CPE)"** means Hardware which includes Handsets,

Vibe Routers and Voice Gateways provided by Huge Connect to enable the Customer to use the Service. CPE may also include an application known as a “soft phone” which enables VOIP on a computer or a mobile device.

- 3.2.4 “**Customer System**” means any computer system used by Customer and its Users for the purpose of accessing and using the Service, comprising the hardware, network connections, database management system software, application software and operating system software including the CPE.
- 3.2.5 “**Fault**” means a failure of the Service;
- 3.2.6 “**Handset**” means a VoIP phone handset provided by Huge Connect to Customer pursuant to a Service Order to enable access and use of the Voice Service;
- 3.2.7 “**On-Site PBX**” means the hardware appliances that ensure that the VoIP telephone system of a business/enterprise will be stored onsite in the office building of the business/enterprise, most likely in a server closet;
- 3.2.8 “**Private Branch Exchange (PBX)**” is a telephone system within a business/enterprise that switches calls between users internally within the company, while enabling all users to share a selected number of external phone lines;
- 3.2.9 “**Service**” in terms of this Service Schedule means the Voice Service as described above and specified in the Service Order, this Schedule and relevant manuals (where applicable);
- 3.2.10 “**SIP Trunk(ing)**” means the digital method of making and receiving phone calls and other digital communication over an internet connection. The term trunk in SIP trunking refers to virtual phone lines that can be used to make phone calls over the internet to any person with a phone number;
- 3.2.11 “**Software**” means the computer software programs (excluding Third Party Software) that Huge Connect makes available to Customer, including Software that may be installed on devices such as soft phones owned by Customer;
- 3.2.12 “**Third Party Software**” means any software forming part of the Service that is proprietary to a third-party service provider or any other third party;
- 3.2.13 “**User**” means a person authorised by the Customer to access and utilize the Service; Service;
- 3.2.14 “**Vibe Router**” means the router device provided by Huge Connect that prioritises and optimises IP-voice traffic.
- 3.2.15 “**Voice Gateway**” means a gateway device provided by Huge Connect that facilitates the conversion of analogue telephone systems to digital.
- 3.2.16 “**Voice over Internet Protocol**” or “**VoIP**” means the transmission of voice and multimedia content over an Internet data connection allowing users to make calls from a computer, VoIP handset or from an application on a smart phone.

## 4 SERVICE SPECIFICS

**The Voice Service selected by the Customer as per the Service Order shall determine the specifics pertinent to the following:**

- 4.1 VoIP Service type:
  - 4.1.1 Cloud Hosted PBX
  - 4.1.2 SIP trunking for On-site PBX
- 4.2 Numbers:
  - 4.2.1 Geographical (011, 012, 021 etc.) and non-geographical (087) numbers, provided that the Service selected by the Customer shall determine the total numbers that are allocated to a Customer.
- 4.3 Number Portability:
  - 4.3.1 Customer shall be allowed to port numbers, provided that the Customer complete all necessary documentation for Huge Connect to process the porting request.
- 4.4 Call type:
  - 4.4.1 Local and international Calls OR local numbers only
- 4.5 Hardware offering:
  - 4.5.1 Purchased or rental hardware. Rental of hardware with Cloud Hosted PBX *only* Services is mandatory. Rented hardware shall remain the property of Huge Connect.
- 4.6 Billing Type:
  - 4.6.1 Post-paid with a credit limit OR post-paid linked to a specific bundle. In as far as Cloud Hosted PBX *only* Services a specific number of voice minutes is included.
- 4.7 SIP Trunks:
  - 4.7.1 Dependent on the number of lines requested and product limitations.
- 4.8 Hosted Extensions:
  - 4.8.1 Dependent on the number of lines requested and product limitations.
- 4.9 Concurrent Calls:
  - 4.9.1 Dependent on the number of lines requested and product limitations.

## 5 CUSTOMER OBLIGATIONS

- 5.1 In order to enable Huge Connect to provide the Services, Customer agrees to provide assistance, input, support and co-operation and shall, to the extent required by Huge Connect -
  - 5.1.1 provide Huge Connect with the Address of Request where Huge Connect must install the Service;
  - 5.1.2 render all decisions and approvals required as soon as is reasonably possible, so as not to delay or impede the installation of the Service;
  - 5.1.3 provide suitable infrastructure and environment as well as access to Huge Connect personnel/contractor for the Service to be installed and maintained, in accordance with specifications issued by Huge Connect to Customer;

- 5.1.3.1 Should installation/maintenance of Services be delayed by reason of Customer's failure, Customer will pay all reasonable wasted costs of Huge Connect attributable to such delay, including, without limitation, the costs of accommodation, subsistence, travel, costs of sub-contractors and costs of time wasted in site visits.
- 5.1.4 make available sufficiently qualified and authorised Customer personnel, with appropriate access rights and permissions, to assist Huge Connect if required;
- 5.1.5 notify Huge Connect as soon as possible of any issues and/or concerns with regard to the Service;
- 5.2 In the event that the premises at the Address of Request is leased by Customer, Customer will ensure that the landlord of such premises is promptly notified of all Customer Premises Equipment/hardware that is owned by Huge Connect and/or its 3<sup>rd</sup> Party Service Providers, located at such premises. Huge Connect shall be provided with a copy of such notice at Huge Connect's request.

## 6 FAULT REPORTING

- 6.1 Customer must report Service faults to Huge Connect's Call Centre as follows:
  - 6.1.1 via email to support@HugeConnect.co.za; or
  - 6.1.2 Telephone to 0878 200 220.
- 6.2 Huge Connect's Customer Call Centre shall provide telephonic support during the following hours only.
  - 6.2.1 Mon—Fri: 07h30—23h00
  - 6.2.2 Saturday: 08h00—23h00
  - 6.2.3 Sunday & Public Holidays: 08h00—21h00
- 6.3 All after-hours support must be pre-arranged with Huge Connect and will be chargeable at Huge Connect's prevailing after hour rates.
- 6.4 Customer will give Huge Connect and its authorised representatives controlled remote and direct access to Customer Systems to resolve Faults/problems.
- 6.5 The Parties will endeavour to attend to all problems by way of remote support.
- 6.6 Customer shall be responsible to ensure that the integrity of the Service is preserved and will ensure all reasonable precautions and security measures are implemented to prevent any unauthorised access, use or alteration of the Service.
- 6.7 If Customer becomes aware of any unauthorised access to the Services, Customer will promptly report the incident to Huge Connect describing in detail the scope and nature of the incident.