



## Part A – The Basics

### 1. APPLICATION OF THIS EXHIBIT

- 1.1 The terms in this Exhibit apply in addition to those provisions set out in the respective BT Global outbound voice telephony Schedules (e.g., BT One Voice Global SIP Trunking) if the Service is provided by BT to the Customer in the United States of America, Canada, Australia, Italy, Romania, India, Japan, Hungary and Czechia as applicable.
- 1.2 Any provider of such services is required to comply with regulatory requirements such as for the routing of emergency calls. This Exhibit enables BT to comply with relevant regulatory requirements and set out the additional Customer obligations for the given countries.

## Part B – United States of America Specific Terms

The terms in this Part apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in the United States of America.

### 2. REGULATORY SERVICE EXCEPTIONS

- 2.1 BT will not commence provision of the Service until the Customer provides a signed Letter of Acknowledgement stating that the Customer understands the limitations of VOIP and E911 services, that the Customer will communicate the same to the Users and be responsible for provision and placement of any Sticker Labels or signs on or near equipment used over the Customer's WAN to access the Service.
- 2.2 BT will provide E911 service only in locations where E911 service is available and only as described in this Exhibit. In all other locations, BT will provide Basic 911 service where it is available.
- 2.3 If the 911 service does not work for whatever reason, BT will not be liable for failure to supply the 911 service.
- 2.4 BT will, via BT's PSAP routing supplier determine the TN of the caller and the User's corresponding location information as registered in BT's routing supplier's ALI database. The routing supplier will route the call to the PSAP. A User's ability to access the appropriate PSAP depends on the type, configuration and location of the phone used.
- 2.5 BT will have no ability or obligation to provide emergency calling services for any call that does not include ANI and will not be liable for any Claims arising from any efforts undertaken by BT or BT's routing supplier to provide emergency calling services under such circumstances. The ANI transmitted may be the CPN, TN, DID or BTN depending on Customer's configuration.
- 2.6 BT may refuse provisioning or modification of features of the Service if such provisioning or modification adversely affects the 911 service.
- 2.7 If a User uses a TN from a local exchange area different from where the caller is located, E911 service may be limited or unavailable.
- 2.8 Users whose primary registered locations are not in the US will not be able to access E911 service via VOIP because their non-US TN's may not be processed by underlying emergency services systems and databases.
- 2.9 BT's PSAP service provider will provide call centre services as a fallback to assist with E911 call completion. If BT's PSAP service supplier receives a call for which no ANI record can be found in the 911 database, that call will be routed to an emergency call centre for handling. Call centre personnel will attempt to query the caller for location information and manually route the call to the caller's serving PSAP. All 911 calls that appear to originate from 8XX toll free TN's will also be routed to the emergency call centre. BT will raise a call handling charge per occasion as set out in the applicable Order.



- 2.10 BT may terminate the Service, or any portion of it, if performance is held by an applicable regulatory agency or court to violate any applicable order, regulation, rule or policy.
- 2.11 Attestation -- SHAKEN/STIR is an industry-developed set of protocols and operational procedures designed to authenticate telephone calls and mitigate spoofing and illegal robocalling. BT has implemented the SHAKEN/STIR protocol in the USA. The Parties mutually agree that one of the three following attestations -- Attestation A/Full, Attestation B / Partial, or Attestation C / Gateway -- will be applied as BT deems appropriate under Applicable Law, prevailing industry guidelines and the relevant supplier agreements BT has signed.

### 3. THE CUSTOMER OBLIGATIONS

- 3.1 In order for BT to provide E911 service the Customer will:
  - 3.1.1 provide a signed Letter of Acknowledgement;
  - 3.1.2 register the initial and primary physical locations of all its Users who will access and use BT's VOIP service;
  - 3.1.3 follow BT's procedures and instructions and communicate to each of its Users their own procedures and instructions for updating a User's registered physical location as soon as a User moves to a new location from which they might access BT's VOIP service and ensure that its Users follow such instructions. This includes providing a contact for Users to call to request location changes. That contact will be responsible for contacting BT to request such changes and will be available 24 hours a day, 7 days per week. In the absence of a contact available 24 hours a day, 7 days a week, the Customer must purchase an application that will enable its Users to update their location information in the databases of the provider of BT's 911 solution.
  - 3.1.4 ensure (via the placement of Sticker Labels on handsets or other means) that Users do not use the Service unless the Users' current location corresponds to the location information registered in the PSAP routing supplier's ALL database;
  - 3.1.5 ensure that neither you nor its Users block their TN on their PBX's or handsets when calling 911;
  - 3.1.6 provide live technical assistance 24 hours a day, 7 days per week, in the event that a PSAP needs to provide information that may assist with call trace, hostage situations, investigation of prank calls and other related activities; and
  - 3.1.7 ensure that if a User is located in an area where the PSAP does not support E911 and does not have immediate access to the User's location when the User calls 911, that the User is prepared to give the operator the location information.
- 3.2 If the Customer provides BT with an incomplete list of ANI addresses, or generic address locations, then the Customer will be responsible for providing the PSAP, or responders, with the complete and accurate location information of the User requesting emergency services.
- 3.3 For each TN or DID number used in connection with the Service the Customer is responsible for providing and ensuring that its Users provide and keep up-to-date a correct and valid emergency response address for that number with sufficient information to enable emergency responders to locate the calling party, including if the User location is a multi-story building, the Customer will provide floor and suite number as a minimum in addition to address information.
- 3.4 The Customer will promptly update information provided under Paragraph 3.3. whenever necessary to reflect changes and will ensure it is accurate and complete at all times. BT will forward the ANI with every call to BT's PSAP routing supplier for processing.
- 3.5 The Customer will ensure that a User updates their location information as soon as that User moves to a new location from where it might access BT's VOIP service. It may take up to 75 minutes for a User's updated location information to be validated and accepted in the PSAP routing supplier's database. The Customer will ensure that the Users know that E911 service will not be available from an updated location until validation and acceptance is complete.
- 3.6 The Customer and its Users will waive any privacy afforded by non-listed/non-published services to the extent necessary to furnish information to BT's PSAP supplier or the PSAP, and the Customer will



be responsible for ensuring that the Users are informed and understand that their privacy rights are waived.

- 3.7** The Customer will upload only landline or VOIP User records that are registered to its account into BT's PSAP routing supplier's database. Mobile phone records may not be entered into BT's PSAP routing supplier's database.
- 3.8** The Customer represents and warrants that it will notify all Users of the Service of the procedures that the Users will follow to register a new location before moving an IP phone or soft-phone and the effects of re-registration of User addresses on existing User office phones and E911. The Customer will be responsible for any third-party Claims and liability arising from its failure to comply with this Paragraph.
- 3.9** BT will provide access to E911 for the Service only at the User's registered site locations. If a VOIP phone is used at a location other than at the User's registered site locations, E911 will not operate properly. The Customer is responsible for informing Users that it is their responsibility to use the tools available to update their registered address.
- 3.10** The Customer represents and warrants that neither the Customer nor its Users will misrepresent or conceal the nature, origin, or destination of any of the Customer's or its User's traffic and will use reasonable efforts to transmit its signalling ANI or equivalent information regarding the User originating each call.
- 3.11** The Customer will test the 911 service after initial installation in collaboration with BT and BT's 911 routing supplier and periodically throughout the duration of Service. The Customer will inform BT if any issues are noted with the 911 service. The Customer will test the location update process with BT and share results of such tests at BT's request.
- 3.12** If the Service enables Users to use the Service at locations other than the Customer's or the Users registered site locations ("Nomadic Service"), BT may not detect when a User uses the Service at such locations, and the Customer warrants it will:
  - 3.12.1** detect when a User has moved their VOIP phone (any device used for VOIP calling) to a non-registered location, and suspend service unless and until either the Customer verifies that the User is at the location for which the phone is registered for Service or re-register the phone for Service at the User's current location;
  - 3.12.2** only permit Nomadic Service when E911 calls made via the Nomadic Service include the information needed to route that call to the PSAP serving that location in the manner required by the FCC E911 requirements; and
  - 3.12.3** otherwise block all VOIP calls attempted to be made via the Nomadic Service. Users who use a phone at a Site where Service has been enabled, but which the ANI has been registered at another location, will still be able to place the outbound 911 call, however, the calls will be directed to the PSAP for the ANI and not necessarily the PSAP serving the location where the phone is located.
- 3.13** The Customer will be responsible for all third-party Claims and liability arising from its failure to comply with Paragraph 3.12.
- 3.14** BT will only store query records for 90 days after the end of each billing cycle and which relate to that billing cycle.

#### **4. ACCESS LIMITATIONS**

- 4.1** The Service, including Basic 911 and E911 will not be available if:
  - 4.1.1** the access connection is not available;
  - 4.1.2** there is a loss of electricity service at a Site which may interrupt the Service. The Customer is responsible for the implementation of any battery backup system for the Service that it deems necessary; or
  - 4.1.3** any Customer Equipment failures or malfunctions. It is the Customer's responsibility to ensure that all Customer Equipment is properly connected and configured.
- 4.2** BT will not be liable for any loss or damages related to loss of Service including Basic 911 and E911 services if any of the events listed in Paragraph 4.1 occurs.



### 5. LIMITATION OF LIABILITY AND DISCLAIMERS

- 5.1** To the extent allowed under Applicable Law, the Customer agrees that if there is no gross negligence or wilful misconduct by BT, BT's directors, officers, employees, and agents, BT will not be liable for any loss or damage sustained by the Customer, the Customer's interconnecting carriers or its Users due to any failure in or breakdown of the communications facilities associated with providing the Basic 911 or E911 services, or for any delay, interruption or degradation of the Basic 911 or E911 Service whatsoever that is beyond BT's control. Both of us waive any Claim that these exclusions or limitations deprive either of us of an adequate remedy or cause the Agreement to fail in its essential purpose.
- 5.2** The Customer agrees to indemnify, defend, and hold harmless BT, BT's directors, officers, employees, agents, consultants, contractors, subcontractors, BT affiliates or BT's other representatives from any Claims by any party or parties arising out of or related to:
- 5.2.1** any third-party Claims;
  - 5.2.2** any governmental or administrative actions;
  - 5.2.3** the use or attempted use of the Services for purposes of placing Basic 911 or E911 calls;
  - 5.2.4** any breach of the Agreement by the Customer;
  - 5.2.5** any Claims of invasion of the right of privacy or confidentiality of any person or persons based upon disclosure to the applicable PSAP in accordance with the Agreement;
  - 5.2.6** all other Claims to the extent arising out of any act or omission by the Customer, its agents, or any User, caused or claimed to have been caused, directly or indirectly, by the installation, operation, removal, presence, condition, occasion or use of 911 service features and the equipment associated with the 911 service, or by any Services furnished by BT in connection with the 911 service, including but not limited to, the identification of the TN, address or name associated with the telephone used by the party or parties accessing 911 service, provided BT was acting in accordance with the General Terms and Conditions, the Service Schedule and/or Annexes and this VOIP Obligations Exhibit; and
  - 5.2.7** for physical injury or death or damage to real property, except to the extent caused by BT's gross negligence or wilful misconduct.

### Part C – Canada Specific Terms

The terms in this Part apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Canada.

### 6. DESCRIPTION

- 6.1** VoIP services allow the Customer's Users to make or receive telephone calls over the Internet to or from the PSTN. The nature of VoIP telephone calls, create unique limitations and circumstances, and differences exist between traditional telephone service and VoIP telephone services, including the lack of traditional 911 emergency services.

### 7. REGULATORY SERVICES EXCEPTIONS

- 7.1** BT will not commence provision of the Service until the Customer provides a signed Letter of Acknowledgement stating that the Customer understands the limitations of VOIP services, that the Customer will communicate the same to its Users and be responsible for provision and placement of any Sticker Labels or signs on or near equipment used over its WAN to access the Service.

### 8. 911 VOIP SERVICE

- 8.1** Emergency calls to 911 through the Customer's VoIP Service will be handled differently to a traditional phone service. The following provisions describe the differences and limitations of 911 emergency calls.
- 8.2** Placing 911 calls: When the Customer Users make a 911 emergency call, the VoIP service will attempt to automatically route its User's 911 call through a third-party service provider to the PSAP corresponding to its address(es) recorded on its account. Due to the limitations of the VoIP telephone

services, the Customer User's 911 call may be routed to a different location. For example, the Customer User's 911 call may be forwarded to a third-party specialised call centre that handles emergency calls. This call centre is different from the PSAP that would answer a traditional 911 call which has automatically generated its address information, and consequently, the Customer User may be required to provide their name, address, and telephone number to the call centre.

## 9. HOW THE CUSTOMER INFORMATION IS PROVIDED

- 9.1** The VoIP service will attempt to automatically provide the PSAP dispatcher or emergency service operator with the name, address and telephone number associated with the Customer's account. For technical reasons, the dispatcher receiving the call may not be able to capture or retain the name, address and telephone number associated with its account. Therefore, when making a 911 emergency call, the Customer User must immediately inform the dispatcher of their location (or the location of the emergency, if different). If the Customer User is unable to speak, the dispatcher may not be able to locate the Customer User if location information is not up to date or is incorrect.
- 9.2** Correctness of information: The Customer will provide, maintain, and update the contact information (including name, address and telephone number) for its account. If the Customer does not correctly identify the actual location where the Customer is located, or if the Customer's account information has recently changed or has otherwise not been updated, 911 calls may be misdirected to an incorrect emergency response site.

## 10. DISCONNECTIONS

- 10.1** The Customer Users must not disconnect the 911 emergency call until told to do so by the dispatcher, as the dispatcher may not have the correct number or contact information. If the Customer Users are inadvertently disconnected, the Customer Users must call back immediately.

## 11. CONNECTION TIME

- 11.1** For technical reasons, including network congestion, it is possible that a 911 emergency call will produce a busy signal or will take longer to connect when compared with traditional 911 calls.

## 12. 911 CALLS MAY NOT FUNCTION

- 12.1** For technical reasons, the functionality of 911 VoIP emergency calls may cease or be limited in various circumstances, including but not limited to:
- 12.1.1** Failure of the Service or the Customer's Service access device: If the Customer's Service access device fails or is not configured correctly, or if the Customer VoIP service is not functioning correctly for any reason, including power outages, VoIP service outage, suspension or disconnection of the Customer Service due to billing issues, network or Internet congestion, or network or Internet outage in the event of a power, network or Internet outage. The Customer may need to reset or reconfigure the system access equipment before being able to use the VoIP Service, including 911 emergency calls;
- 12.1.2** Changing locations: If the Customer moves its Service access device to a different location to that set out in its account information or otherwise on record with BT;
- 12.1.3** Sending a non-authorized Telephone Number: If the Customer User makes the 911 call from a number that is not registered with BT; and
- 12.1.4** Emergency services cannot be reached from phones connected to an IP PBX indirectly connected to the Service, including but not limited to IP phones or softphones (including mobile phone clients) at the Customer remote locations that are not registered to the Service.

## 13. ALTERNATE SERVICE

- 13.1** If the Customer is not comfortable with the limitations of 9-1-1 emergency calls, BT recommends that the Customer terminates the VoIP services or considers an alternate means for accessing traditional 911 emergency services.





### 14. TESTING

- 14.1** The Customer will test the 911 service after initial installation in collaboration with BT and BT's 911 routing supplier and periodically throughout the duration of Service. The Customer will inform BT if any issues are noted with the 911 service. The Customer will test the location update process with BT and share results of such tests at BT's request.

### 15. ATTESTATION

SHAKEN/STIR is an industry-developed set of protocols and operational procedures designed to authenticate telephone calls and mitigate spoofing and illegal robocalling. BT has implemented the SHAKEN/STIR protocol in Canada. The Parties mutually agree that one of the three following attestations - - Attestation A/Full, Attestation B / Partial, or Attestation C / Gateway -- will be applied as BT deems appropriate under Applicable Law, prevailing industry guidelines and the relevant supplier agreements BT has signed.

## Part D – Australia Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Australia.

### 16. REGULATORY SERVICE CONDITIONS

- 16.1** BT is required by law to provide details of Customer's SIP Trunking hosted numbers and registration information to the Integrated Public Number Database (IPND). Customer must notify BT with details of any change or update to its address or other registration information. Customer consents to BT disclosing this information to Telstra and third-party providers solely for the purposes of maintaining the IPND. The IPND is managed by Telstra and BT is not responsible for any actions of Telstra in relation to the IPND. If requested by the Customer, Customer further consents to BT's disclosure and use of this information for publication in Sensis directory listings.
- 16.2** BT reserves the right to reject any calls that are presented with override dial codes. BT One Voice Global SIP Trunking Services are subject to a minimum block of 5 service connections. The Customer Service Guarantee Standard (CSG) is not applicable to BT One Voice Global SIP Trunking. For number portability requests: (i) Customer must ensure that the correct numbers to be ported are submitted otherwise penalty charges may apply; and (ii) the successful portability of existing numbers to BT One Voice is not guaranteed and is subject to applicable technical requirements and dependent on BT's interconnect carriers having the necessary porting arrangements with the relevant carrier.
- 16.3** The Customer:
- 16.3.1** acknowledges and agrees that the Service may permit calls to be made to Australian 000 services or other emergency services, and that it may be required to provide location information to emergency services;
  - 16.3.2** must comply with all Applicable Laws, regulations, determinations and codes in relation to Australian emergency calls (for example, 000);
  - 16.3.3** is solely responsible for determining if it is appropriate for the Customer to obtain a separate emergency telephone service to enable the Customer to make Australian emergency calls to 000 or other emergency services;
  - 16.3.4** acknowledges that the Customer is responsible for using any required security features to protect sensitive personal information; and
  - 16.3.5** acknowledges and agrees that, other than as required by law, BT, BT's business partners, licensors, or suppliers, do not guarantee the performance or otherwise of the Service in relation to any calls that may be made to Australian 000 services or other emergency services and therefore will not be responsible for the performance or otherwise of the Service in respect of calls made to Australian 000 services or other emergency call.
- 16.4** The Customer is responsible for ensuring that all emergency calls are:



- 16.4.1 carried by an appropriate carriage service to the relevant termination point;
- 16.4.2 routed with the highest priority; and
- 16.4.3 are capable of being successfully connected

### Part E –Romania Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Romania.

#### 17. REGULATORY SERVICE CONDITIONS

The Customer shall inform BT, as soon as possible, about the change of location of the terminal equipment indicated in the agreement. To this aim, the Customer can inform BT on such changes in accordance with the notification provisions as set out in the General Terms and Conditions of the Agreement.

### Part F –Italy Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Italy.

#### 18. REGULATORY SERVICE CONDITIONS

- 18.1 The Service allows a nomadic use of numbers within all the Italian telephone districts (i.e., limited to the Italian territory). The Customer shall comply with all applicable mandatory Italian laws and regulations when using the Service and associated numbers. The Customer also accepts that the Service cannot be used on mobile networks.
- 18.2 When the Customer or User uses the Service from a location other than that indicated in the Order, the emergency call will automatically report as the place of origin of the call the address of the location indicated in the Agreement. In that case the Customer or User whom the Customer allows to use the Service will have to autonomously provide their actual location information and phone number verbally to the emergency services operator. The same applies when automatic location details could not be provided by BT due to the fact it is not technically feasible.
- 18.3 Where the Customer or User uses the Service outside from the location indicated in the Order, calls may not be connected to the domestic emergency services upon dialing the appropriate emergency number.
- 18.4 Emergency operators and authorities may not be able to identify the phone number in order to call back if for example the phone number was not transmitted by the service provider, the call is unable to be completed, is dropped or disconnected, or if the caller is unable to speak to tell them the phone number. Emergency operators and authorities may also not be able to hold the line open in the event that Customer or Users disconnect the call.
- 18.5 The Customer expressly undertakes to sign the forms required for the activation of the Service in the format provided by BT to the Customer.
- 18.6 When the Customer is a call centre that uses Italian national numbers:
  - 18.6.1 The Customer ensures its registration into the Register managed by the Italian Regulator Authority. This Register is called ROC;
  - 18.6.2 The Customer acknowledges and agrees that CLIR functionality in the call centre activity is expressly forbidden;
  - 18.6.3 The Customer guarantees that the called party is able to call back the caller by dialing the receiving CLI.
- 18.7 In relation to the number portability, the Customer has the right to transfer the geographic number of the Service to another provider within sixty (60) calendar days from the date of termination of the Service.



### Part G – India Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in India.

#### 19. REGULATORY SERVICE CONDITIONS

- 19.1** It is mandatory for the Customer to comply with the OSP Guidelines of the Department of Telecommunications (DOT), Government of India for each of the sites where the Service is availed of by the Customer. The Customer in India shall also ensure that no PSTN breakout/connectivity is enabled within the territory of India.

### Part H – Japan Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Japan.

#### 20. REGULATORY SERVICE CONDITIONS

- 20.1** In Japan BT will not provide the ability for Users to call the emergency services and therefore the Customer will make alternative arrangements for Users, including the maintenance of a fixed telephone number.

### Part I – Hungary Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Hungary.

#### 21. REGULATORY SERVICE CONDITIONS

- 21.1** In relation to number portability requests, BT undertakes to cooperate with the Customer and the Customer's existing supplier and to comply with applicable mandatory Hungarian laws including Article 150 of Act 100 of 2003 on Electronic Communications and 23/2020 (XII. 21.) NMHH decree on detailed rules of service provider change and number porting.
- 21.2** In relation to access to emergency services, BT undertakes to comply with applicable mandatory Hungarian laws including Article 145 of Act 100 of 2003 on Electronic Communications and 8/2020 (XII. 9.) NMHH Decree on emergency calls made to unified European emergency number and national emergency numbers. In particular, BT shall ensure the ability to call the emergency services using the Service with the limited exceptions specified in Applicable Laws. BT shall provide caller identification and location data to the public safety answering point (PSAP) in the event of emergency calls as required by Applicable Laws.
- 21.3** The Customer shall notify BT promptly of the change in the location data of the terminal equipment provided in the Agreement.
- 21.4** When the Customer or User uses the Service from a location other than that indicated in the Order, the emergency call will automatically report as the place of origin of the call the address of the location indicated in the Agreement. The Customer or User will have to autonomously provide their actual location information and phone number verbally to the emergency services operator. The same applies when automatic location details could not be provided by BT due to the fact it is not technically feasible.
- 21.5** In relation to processing of the Customer's traffic data and Customer's Personal Data, BT undertakes to comply with applicable mandatory Hungarian laws including Articles 157 – 159/A of Act 100 of 2003 on Electronic Communications. In particular BT processes Customer's certain identification, traffic and billing data only to the extent, for the purposes and for the duration as specified by Applicable Laws. BT shall retain the Customer's certain identification, traffic and other data for law





enforcement purposes for one year following the termination of subscription agreement or generation of data in accordance with Applicable Laws.

- 21.6** If Services are going to be provided in Hungary, the local entities of the Parties shall conclude a local service agreement. The local service agreement would set out the terms under which the local entity of BT provides, invoices, and collects the applicable charges related to the provision of Services provided in Hungary for the local entity of the Customer.

### Part J – Czechia Specific Terms

The terms in this Part will apply where BT Global outbound voice telephony Services (e.g., BT One Voice Global SIP Trunking) are provided by BT to the Customer in Czechia.

#### 22. REGULATORY SERVICE CONDITIONS

- 22.1** All services will be provided to the Customer only to the extent allowed by the applicable Czech regulation and Act No. 127/2005 Coll., Electronic Communications Act in particular.
- 22.2** Customer acknowledges that in the case of number portability requests, the technical possibility of the number portability may also be affected by the limits of the geographic numbers in a designated territory.
- 22.3** The Customer shall inform BT, as soon as possible, about the change of location of the terminal equipment indicated in the Agreement. To this aim, the Customer can inform BT on such changes in accordance with the notification provisions as set out in the Agreement.
- 22.4** The Customer acknowledges that in the event of malicious calls or other malicious communication by other Users, requests for identification of the call number may be subject to an additional fee. In the case of malicious calls or other malicious communication to emergency numbers by Customers or through Customer's controlled devices, the Customer must prevent the telecommunications terminal equipment from which the malicious communication is made, from accessing the public communications network on its network.
- 22.5** In accordance with the Applicable Law, BT must retain certain personal or other data, including the so-called operational and location data, for a duration of 6 months. The Customer acknowledges that subject to the request of the applicable public authority, BT may be legally obliged to share the operational and location data with applicable public authorities.
- 22.6** If Services are going to be provided in Czechia, the local entities of the Parties shall conclude the local service agreement. The local service agreement would set out the terms under which the local entity of BT provides, invoices, and collects the applicable charges related to the provision of Services provided in Czechia for the local entity of the Customer.

### Part K – Defined Terms

#### 23. DEFINED TERMS AND ABBREVIATIONS

In addition to the defined terms and abbreviations in the Agreement, the capitalised terms and abbreviations in this Exhibit will have the following meanings and - in the case of conflict - will take precedence for the purposes of this Exhibit:

"**911**" means the phone number that a User calls in the United States of America and Canada to report an emergency. "**ALI**" means automatic location information.

"**ANI**" means automatic number information.

"**Basic 911**" service means an emergency calling service that routes a 911 call to the nearest appropriate PSAP, and that requires the caller to provide location information as this is not automatically obtained.

"**BTN**" means billing telephone number.

"**Claims**" means suits, proceedings, expenses, losses, liabilities, or damages.

"**CPN**" means calling party number.

"**DID**" means direct inward dialling.



“**Enhanced 911**” or “**E911**” service means an emergency calling service that routes a 911 call to the nearest appropriate PSAP via a dedicated E911 network, and that transmits to the PSAP the ANI and the caller’s physical address stored in the ALI database.

“**FCC**” means Federal Communications Commission of the United States of America.

“**Letter of Acknowledgement**” means a letter of acknowledgement in the form set out in Appendix 1 of this Exhibit signed by the Customer.

“**OSP**” means Other Service Provider; a status applicable under the laws and regulation of India for which the Customer is required to register under for using the Service in India for various activities as set out on the website of the Government in India (see: <http://dotosp.gov.in/>)

“**Nomadic Service**” has the meaning given in Paragraph 3.12.

“**PBX**” means Private Branch Exchange.

“**PSAP**” means public safety answering point.

“**PSTN**” means Public Switched Telephone Network, which is the concentration of the world’s public circuit switched telephone networks.

“**Service**” means the BT One Voice Global SIP Trunking

“**Sticker Labels**” means labels stuck onto a User device to notify the User of 911 limitations. BT provided labels can be found on the follow website: <http://www.globalservices.bt.com/us/en/products/one-voice-in-canada>.

“**TN**” means telephone number.

“**Voice-over-Internet-Protocol**” or “**VOIP**” means delivery of voice and multimedia communications over Internet Protocol networks.

“**WAN**” means Wide Area Network, the infrastructure that enables the transmission of data between Sites.

### Appendix 1 – Letter of Acknowledgement

#### Customer Acknowledgement of Limitations of Service and Liability (for USA and/or Canada)

Please sign and return this Acknowledgement of Limitations of Service prior to initiation of service.

BT will not commence provision of a service to the Customer unless a signed acknowledgement has been received by BT. This Letter of Acknowledgement is part of the Agreement between both of us (Customer and BT).

The Customer has read and understood the limitations of the Service described in this Exhibit.

The Customer will communicate the limitations of the Service to its Users, including by placing Sticker Labels at or near equipment to be used in conjunction with BT’s One Voice Global SIP Trunking Service. The Customer is responsible for ensuring that its Users comply with the Obligations set out in this Exhibit.

THE CUSTOMER HAS READ AND UNDERSTOOD THIS ACKNOWLEDGEMENT. THE CUSTOMER’S SIGNATURE CONSTITUTES ACKNOWLEDGEMENT THAT THE CUSTOMER HAS READ AND UNDERSTOOD THE LIMITATIONS OF THE VOIP, E911 AND 911 SERVICES AS DESCRIBED IN THE EXHIBIT, AND THAT THE CUSTOMER IS RESPONSIBLE FOR COMMUNICATING THESE LIMITATIONS TO THE USERS THAT ACCESS THE BT ONE VOICE GLOBAL SIP TRUNKING SERVICES PROVIDED BY BT TO THE CUSTOMER UNDER THE AGREEMENT.

THE CUSTOMER GIVES ITS CONSENT TO BT TO DISCLOSE THIS SIGNED CONSENT TO THE APPLICABLE REGULATORY AUTHORITIES AS NEEDED.

Name:

Address:

Unit:

[submit]