

# SERVICE SCHEDULE – TELSTRA CALLING FOR MICROSOFT OFFICE TEAMS



This Schedule sets out the service description that applies to Telstra Calling for Microsoft Teams (**TCMT**) used in conjunction with Global SIP Connect Services.

## 1 SERVICE DESCRIPTION

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### Telstra Calling for Microsoft Teams

- 1.1 TCMT is a Telstra-provided cloud-based Public Switched Telephone Network (**PSTN**) voice calling service for use with your Microsoft Office 365 subscriptions utilising the Telstra SIP Connect service for telephony carriage (**Service**).
- 1.2 The Service is designed to enable you to make and receive voice PSTN calls from your Office 365 environment using Telstra's PSTN network where necessary, and includes the following features:
- (a) Voice calling connectivity between your Office 365 tenancy (using Microsoft Teams) and Telstra's PSTN voice calling network;
  - (b) Telephone numbers to make and receive voice calls to and from the PSTN;
  - (c) Voice calling capability by allocating telephone numbers to your End Users in Microsoft Teams within your Office 365 tenancy;
  - (d) A customer service helpdesk concerning Service incidents and requests.
- 1.3 The SIP Connect service allows you to connect a voice system accredited by us and located in an Available Country to the PSTN in that Available Country via Telstra's Voice over IP platform.
- 1.4 We will provide you with the following as part of your Service:
- (a) Access to Microsoft certified Session Border Controllers (**SBC**) which are hosted in the Telstra Cloud, which will be configured to work with your Microsoft Office 365 tenancy;
  - (b) IP connectivity between the Telstra hosted SBCs and Microsoft Office 365;
  - (c) Telephone numbers to use with your SIP Connect Service in multiple Number Blocks of either 10 or 100 contiguous numbers in accordance with applicable regulations, that will be charged to you as per rates outlined in the Service Order Form (**SOF**);
  - (d) Technical assistance to configure your Office 365 tenancy with the correct configuration for the initial provisioning of the Service;
  - (e) Technical guidance to assign telephone numbers to end users;
  - (f) A help desk to report problems with your Service that will operate 24 hours a day, 7 days a week;
  - (g) A user identification and password for a person you nominate as the Administrator for your Service;
  - (h) The functionality to enable you to allow users of your Service to make voice calls to other users on the Service; and
  - (i) The functionality to enable you to allow users of your Service to make voice calls to local, national, mobiles and international telephone calls to the PSTN.
- 1.5 Telephone numbers are not provisioned as part of the initial activation. After the Service is initially provisioned, you must order telephone numbers from us in a separate Moves Adds Changes form (**MAC Form**) that will be provided to you.
- 1.6 The Service does not include:
- (a) Dedicated or private connectivity between your network environment and the Telstra Cloud.
  - (b) Microsoft's Office 365 PSTN Audio Conferencing service. This service can be procured from

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Microsoft or approved Microsoft Reseller.

- (c) Office 365 licensing. If your Office 365 tenancy is:
  - (i) located within Australia, we can provide Office 365 licensing under a separate agreement
  - (ii) not located within Australia, you need to purchase Office 365 licensing from another provider.

## Other Optional Service Features

- 1.7 You may request us to supply the following optional service features as part of your Telstra Calling for Microsoft Office Teams Service:
- (a) Telstra Calling for Microsoft Teams hardware including:
    - (i) Devices, such as handsets or headsets; and
    - (ii) Third party equipment and software.
  - (b) Professional Services, including:
    - (i) standardised deployment; and
    - (ii) customised engagements.

## 2 ELIGIBILITY

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- 2.1 You must meet the eligibility criteria set out in this clause 2. If you fail to comply with the requirements set out in this clause 2, we may suspend or terminate the Service.
- 2.2 To be eligible for the Service you must have, or plan to have, the required Office 365 licences for each End User, for us to allocate a PSTN number to that user for (such Office 365 licence will need to be purchased separately). The license must include Microsoft Phone System. Microsoft Phone System is:
- (a) available with Office 365 F1, A1, A3, E1 and E3, as an add-on subscription; and
  - (b) included with Office 365 E5, Office 365 A5 Microsoft 365 E5 and Business Voice.
- Subscription compatibility may change from time to time and is up to the sole discretion of Microsoft of which plans must be used with Phone System. More information about Phone System can be found below. <https://docs.microsoft.com/en-us/microsoftteams/here-s-what-you-get-with-phone-system>
- 2.3 The Service is only available in the Available Countries. If we notify you that a particular country is no longer an Available Country, then you must cease to use the Service in that particular country from the date specified in the notice.
- 2.4 You need to ensure:
- (a) your End Users have connectivity to Office 365 and Microsoft Teams services; and
  - (b) the network design and bandwidth available to your End Users is appropriately sized to run a voice workload on the network, in accordance with Microsoft recommendations at the following link: <https://docs.microsoft.com/en-us/microsoftteams/prepare-network>; or
  - (c) You engage us for Professional Services to ensure your network design and bandwidth is appropriately sized and configured.
- 2.5 Your Devices must meet certain minimum technical requirements, as defined by Microsoft, to connect to Office 365 running the Microsoft Teams client. Requirements for Microsoft Teams can be found at the following links.

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- (a) <https://docs.microsoft.com/en-us/microsoftteams/get-clients>
- (b) <https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app>

2.6 You must:

- (a) provide us and our Personnel with access to your Office 365 tenancy, with a Skype for Business Administrator account, for us to extract details for billing purposes, on a regular basis, of all users which have a telephone number assigned; and
- (b) provide us with access to Microsoft Teams for assurance purposes, including up to two licensed users as stated in the SOF.

2.7 The Service must not to be used for mass calling, robotic/automated dialling or involving high volume outbound call centres or similar use cases.

2.8 The Service is only for use with the Microsoft Teams software client supplied by Microsoft. The service is not supported for use with the Microsoft Skype for Business or older clients.

## 3 SERVICE TERMS

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### Emergency Calling

3.1 We recommend that you acquire and maintain alternative means of placing emergency calls and inform your users of emergency calling alternatives. Emergency services calling is not available in all Available Countries, including in, but not limited to, the following circumstances:

- (a) During electrical power outages affecting your location;
- (b) If your broadband connection service has been disrupted and not restored;
- (c) If your service has been discontinued for any reason;
- (d) Due to network congestion or other problems affecting the network;
- (e) Your equipment is relocated, or improperly configured or installed; or
- (f) Delays occur in making your registered location available in the domestic location information database.

3.2 You are responsible for providing us with, and keeping updated, the geographic details of the End User locations connected to the Service for emergency services and law enforcement purposes. Additionally, all calls made from your Service to emergency services will be flagged to the Operator as location unreliable which will prompt the operator to seek verbal confirmation of the caller's location.

3.3 Please refer to Attachment 1 for the special terms that apply to your Available Country for additional terms regarding emergency calling services. You must comply with the emergency calling procedures applicable to your Available Country.

### Call Detail Records

3.4 We will provide you with Call Detail Records (**CDR**)s for your Service via a secure web portal provided by Telstra.

### Working Services

3.5 You cannot reduce the size of any Number Block associated with your Service by cancelling a portion of your numbers within the standard allocated block(s). You can increase or decrease the number of working services within your Number Block allocations. We can vary the numbers in accordance with any regulatory requirements including national numbering policies.

### Local Number Portability

3.6 Local Number Porting is available for this Service unless excluded for an Available Country in Attachment 1.

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3.7 Local Number Portability enables you to change your existing service provider whilst retaining your existing telephone number (**Porting**). Porting in from another provider to us or Porting out from us to another provider is available in some but not all Available Countries. If permitted and technically feasible, limitations apply including the following:

- (a) Porting out a portion of numbers in a number block; and
- (b) Porting in telephone numbers from another provider to us for use with your SIP Connect Service must be ported in multiple Number Blocks of either 10 or 100 contiguous numbers.

We will let you know if other local number portability limitations apply to your Service.

3.8 We may require authorisation or verification information from you, in the form of a Letter of Authority which we will supply to you, before we allow you to port in telephone numbers to your SIP Connect Service. We may also require additional information from you to allow us to port telephone numbers to your SIP Connect Service, including information which validates your right to port the telephone numbers. We are not responsible for any delay in the port of any number.

3.9 We may charge you an additional charge as set out in your SOF if you wish to use Local Number Portability.

## Call Quality

3.10 We do not guarantee the call quality on calls made through your SIP Connect Service will meet or exceed a certain user experience level.

3.11 Temporary interruptions and packet loss may occur from time to time. There may be variable delay and data throughput rates, which will directly affect the availability and quality of your SIP Connect Service. We are not able to prevent these from occurring on your SIP Connect Service and that this may result in call disconnection, corrupt audio or video calls or delayed audio calls.

3.12 If at any point the service is unavailable caused by you altering of the Office 365 configuration related to direct routing configuration profiles, your own network connectivity or handsets, headset or meeting room configuration, or other Customer Premises Equipment (**CPE**); the Service Level Target does not apply.

## 4 YOUR OBLIGATIONS

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4.1 You must:

- (a) Configure your Office 365 tenancy in accordance with the directions and guidelines we provide you;
- (b) Ensure that your network, and the network of your End Users, has sufficient capacity, quality and the appropriate configuration to support enterprise telephony voice services for Microsoft Teams;
- (c) Not modify or replace any of the Direct Routing configuration that is required for the Service
- (d) Ensure you complete all tests (including any installation tests) which we request of you; and
- (e) Notify us if you no longer meet the minimum technical requirements.

4.2 You are solely responsible for the use of your Service.

4.3 You must not change any voice routing profile configuration in your Office 365 tenancy used with your Service unless you have prior consent from us.

4.4 You acknowledge if you transfer your existing public telephone access to the Service, you may experience outages to your existing service during the transfer process. We are not liable for any loss you may suffer as a result of such outages and these should be scheduled at an agreed operational change window.

4.5 We will set up your Service connectivity for off-net calling to cater for the usage patterns of typical enterprise telephony users. We have not designed the service for telephony usage patterns found for users in inbound or outbound contact centres. You and your End Users must not use your Service for

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such purposes. If you don't comply with this clause without first obtaining specific design and pricing amendments, the Service you experience may be adversely affected, and we will charge you for the additional resources required to cater for your contact centre requirements.

- 4.6 If we determine, in our sole discretion, your use of Service is not that of a typical business user, or if the Service is being used for a prohibited purpose, then we reserves the right to discontinue providing the Service or to move you to an alternative usage plan, and we will charge you for any additional costs we incur or additional resources that we have to dedicate as a result of your failure to comply with this Schedule.
- 4.7 We may need to publish the telephone numbers we allocate to you and your name and address in a telephone directory (in any medium) and for directory services provided in an Available Country, to the extent required by the applicable regulations (subject to your right under those regulations to ask us not to publish).
- 4.8 You do not have any rights to telephone numbers we allocate to you for the Service, and for commercial, technical or regulatory reasons we may withdraw or change any telephone number allocated to you, with the prior notice we reasonably can give.
- 4.9 Other restrictions may apply to your Service and we will notify you of these from time to time.

## 5 CHARGES

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- 5.1 The charges for your Services are set out in your SOF and include:
  - (a) Non-recurring charges related to telephone numbers, port-in or migration;
  - (b) Monthly recurring charges for telephone numbers;
  - (c) Variable charges based on the number of users you have on the platform (User Subscription); and
  - (d) Variable charges based on the call usage rates set out in the rate card at Attachment 2.
- 5.2 We will begin billing you for telephone numbers within 5 days of us receiving the MAC Form and the numbers becoming available in accordance with the rates set out in the SOF.
- 5.3 The User Subscription charge is calculated by the total of all users within your Office 365 tenancy that are enabled for outbound calling by having a Telstra telephone number assigned, and multiplying that number by the agreed User Subscription Rate outlined in the SOF.
- 5.4 You may optionally commit to enabling a minimum number of users onto the Service. This is called the User Subscription Commitment outlined on your SOF.
- 5.5 If you commit to a User Subscription Commitment, you must commit to a "**Committed Onboarding Date**". This is the date that the number of users in the User Subscription Commitment must be onboarded by.
- 5.6 If the number of Users on the Service does not equal or exceed the User Subscription Commitment amount by the Committed Onboarding Date, we will begin charging you based on the Committed User amount multiplied by the User Subscription price from the month following the Committed Onboarding Date.
- 5.7 Except as otherwise set out in the rate card (e.g. directory calls), there is no set up charge for calls connected with usage.
- 5.8 The minimum duration charged for each call is thirty (30) seconds. The minimum that will be charged for each call is one (1) US cent. After the first thirty (30) seconds, usage is calculated and charged in six (6) second blocks. Partial use of a six (6) second block will be charged as a whole six (6) second block.
- 5.9 Calls made to unidentifiable numbers or locations will be rated to the closest call type as reasonably determined by us.

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- 5.10 We may change the rates in the SOF. We will provide in writing to you 7 days' notice prior to any change.
- 5.11 You will pay the charges payable for each Service by the due date(s) (in accordance with an Upfront Payment Plan or Instalment Payment Plan where applicable) as set out in the relevant SOF.
- 5.12 If fraudulent calls originate from your network, we will charge you for such calls in accordance with the rates in the Rate Card or its standard rates and you agree to pay such charges. You may request for a waiver of the charges mentioned in this clause by providing us with a written request and sufficient evidence of the fraudulent calls (such as a national police report). The grant of such waiver is at our sole discretion.
- 5.13 International call usage rates will be provided to you for each country; however, these may change from time to time without notice.
- 5.14 The Billing Commencement Date will be the date that your order is finished provisioning through Telstra's internal systems and may not reflect the actual date that you begin consuming the Service.
- 5.15 Your Microsoft Office 365 portal may display CDRs based on the usage on the Service. In the event the CDRs on the Office 365 portal differ from the Telstra provided portal, the Telstra provided portal will be considered the correct source for charges to be calculated from.

## **6 TERM AND TERMINATION**

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- 6.1 The Service Term commences on the Service Start Date and continues for the Initial Period agreed in the relevant SOF unless terminated or renewed in accordance with the Agreement Terms.
- 6.2 If an Early Termination Event occurs, Early Termination Charges (ETCs) may be incurred for both Telephone Numbers and User Subscriptions components of the Service.

### **ETC for telephone numbers**

- 6.3 The minimum term for new Telephone Numbers purchased through us is 12 months. This will be outlined on the New Telephone Number Order section of the MAC Form that will be provided to you. At the end of the minimum term, you may continue to use the Telephone Numbers on a month to month basis until you cancel or renew your Service.
- 6.4 The Early Termination Charge is a sum equal to the charges which would have been payable by you for the Telephone Numbers for the remainder of the minimum term if the Early Termination Event had not occurred.

### **ETC for User Subscription**

- 6.5 If the Early Termination Event occurs within the first six (6) months of the service activation date, no ETCs for the User Subscription component of the Service will be incurred.
- 6.6 If the stated contract term within the SOF is 12 months or longer, you will be charged 30% of the charges based on your Committed User Subscription amount multiplied against the User Subscription Price for the remainder of the contract term calculated from the Committed Onboarding Date.
- 6.7 The Initial Period for a Service is specified in the SOF for that Service, or if no period is specified then the Initial Period is 12 months (Initial Period).

## **7 TELSTRA'S TERMINATION RIGHTS**

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- 7.1 We can cancel, suspend, or restrict the Service at any time if you:
  - (a) are in breach of any of the terms set out in clause 4 above; or
  - (b) commit a material breach of your other agreements with us.
- 7.2 We may cancel, suspend or restrict the Service by telling you within a reasonable amount of time if:

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- (a) Microsoft discontinues support for the Service either in Office 365 or generally; or
- (b) There is an emergency that affects its ability to continue to provide the Service.

## 8 SERVICE PROVISIONING TIME

- 8.1 We will take all reasonable efforts to provision your service by the target service delivery completion date (**Customer Required Date**) after the signed SOF has been submitted.
- 8.2 A new Customer Required Date will be provided if there is a change in the Service configuration or order or other issues that impact the delivery.
- 8.3 We will provide you with an acceptance test period of three (3) Business Days, commencing on the date we notify you that the Service is ready for user acceptance testing (**Test Period**). If, prior to the conclusion of the Test Period:
  - (a) You notify us of a suspected provisioning fault, we will investigate and rectify any fault before re-delivering the Service to you. A new Test Period will begin on the date of re-delivery. If we are able to certify through testing that there is no fault, you will be deemed to have accepted the Service on completion of the original Test Period; or
  - (b) You do not notify us of a suspected provisioning fault within the Test Period, you are deemed to have accepted the Service immediately upon expiry of the Test Period.

## 9 SERVICE MANAGEMENT

- 9.1 We will use reasonable endeavors to meet the service availability targets for the Services set out in the table below. This applies to the hosted Telstra Cloud Session Border Controllers and associated infrastructure. This does not apply components that are outside of our control, such as Office 365, your network and CPE.

SERVICE LEVEL TARGET	AVAILABILITY
Telstra Calling for Microsoft Teams	99.9%

- 9.2 The priority levels we apply to incidents that are included in Service Management are set out below:

Priority	Urgency	Definition
1	Critical	<p>An incident or situation is causing a total major service outage, or you are in serious breach of a regulatory or licensing condition, for example:</p> <ul style="list-style-type: none"> <li>• your business operations cannot function through significant widespread loss of your Telstra Calling for Microsoft Teams</li> <li>• the incident is affecting your business' ability to function under normal business conditions, company-wide</li> <li>• Incidents which render a critical system and/or functionality unusable</li> <li>• Regulatory or licensing conditions have been compromised.</li> </ul> <p><b>Requires immediate corrective action and technical escalation.</b></p>
2	High	<p>An incident or situation where:</p> <ul style="list-style-type: none"> <li>• Telstra Calling for Microsoft Teams is severely affected, to the extent that normal business operations have been compromised to a substantial proportion but not your entire business;</li> <li>• An active service is hard down resulting in critical impact to End User's business operations.</li> </ul>

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		<ul style="list-style-type: none"> <li>Repeated/chronic case.</li> <li>Regulatory or licensing conditions are likely to be compromised.</li> </ul> <p><b>Requires prompt corrective action.</b></p>
3	Medium	<p>The incident or situation is confined to one or a small number of End Users which are having an effect on normal business operations, and business deliverables are at risk of being compromised.</p> <p>The service is degraded (may be upgraded to Priority 2 if the performance has degraded making the service unusable)</p> <p>The operation of an active service is degraded.</p> <p><b>Incidents which do not significantly impair the service to individual customers.</b></p>
4	Low	<p>The incident or situation affects or degrades the Telstra Calling for Microsoft Teams for a small number of users, but your normal business operations can continue.</p> <p>A service request or enquiry.</p> <p>Information only: includes network changes, planned outages and reason for outage (RFO) requests</p> <p>Non-real time request; may or may not be fault related.</p> <p>Incidents with no or minimal impact to system functionality or service to customers.</p> <p>Any minor condition having no immediate effect upon customer service.</p> <p><b>Service requests or minor incidents.</b></p>

9.3 Once we have assigned a severity level, we will use reasonable endeavors to meet the Service Level Targets set out in the table below, subject to the following conditions:

- (a) Resolution times do not include incidents that involve escalation to Microsoft support for resolution; and
- (b) an administration account for assurance purposes is active and available for our assurance teams to use; and
- (c) we will manage and seek to resolve incidents related to the Service in line with the service levels defined in this clause, but this support will not extend to the Device that the Office 365 client is installed on.

Priority	Response Time	Update Time	Target Resolution Time
1	15 Minutes	Every 1 hour	4 hours
2	1 hour	Every 2 hours	8 hours
3	3 hours	Every 6 hours*	48 hours
4	12 hours	Every 24 hours	120 hours

- (d) When a Priority 3 ticket needs to be escalated to a third-party vendor for investigation, the update time may reduce to every 24 hours.

## 10 MOVES, ADDS, CHANGES

### Changes to your Service

10.1 We will not charge you for adding or removing Sites.

10.2 If you ask us to make changes to your Service that is a non-standard service request, you agree that:



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- (a) no service level target will apply to completion of the request; and
- (b) we may charge you an adds, moves and changes fee set out in the SOF or as notified to you prior to changing the Service.

## 11 DEFINITIONS

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In this Schedule, unless otherwise stated:

**Available Countries** means the list of available countries set out in clause 2.1 of Attachment 1.

**Business Days** means local business hours Monday to Friday (excluding public holidays).

**Device(s)** means each of a computer, workstation, terminal, handheld PC, pager, telephone, personal digital assistant, "smart phone," or another electronic device.

**Early Termination Event** means the cancellation of a Service for any reason other than Telstra's material breach.

**End User** means any of your individual end users with an individual end point who are allocated a telephone number for use with Telstra Calling for Microsoft Teams.

**Initial Period** is a fixed minimum period which is set out in the SOF.

**Local Number Portability** has the meaning set out in clause 3.7

**Number Block**, in relation to a block of either 10 or 100 contiguous numbers, means a range of contiguous numbers ending with the digits "00" through to 09 or "000" through to "099".

**PSTN** means the Public Switched Telephone Network.

**Service Term** means the Initial Period and any subsequent renewal period for that Service.

**Service Start Date** means the date of acceptance of the Service following the conclusion of the Test Period as set out in clause 8.3.

**Telstra Cloud** means network and compute services that are hosted, managed and maintained by us.

# SERVICE SCHEDULE – TELSTRA CALLING FOR MICROSOFT OFFICE TEAMS



## Attachment 1 - Available Country Special Terms

### 1 INTRODUCTION

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This Attachment sets out the special terms and conditions that apply to the underlying Service in specific available countries that provides telephony carriage for Telstra Calling for Microsoft Teams.

### 2 LIST OF AVAILABLE COUNTRIES

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2.1 The list of available countries are as follows

- Hong Kong
- New Zealand
- Singapore
- United Kingdom
- Malaysia
- Germany
- France
- Netherlands
- Ireland
- Italy
- Spain
- Sweden
- Switzerland

2.2 We may make the Service available in other countries. These countries will be added to this section at that time.

### 3 ADDITIONAL TERMS FOR HONG KONG

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#### Calling Line Identification

3.1 We will not be able to provide and display the CLI (calling line identification) number for international incoming calls. The supply of the Service in Hong Kong is subject to the *Code of Practice in relation to Calling Line Identification and other Calling Line Identification Related Services* (the **Code**) published by the Hong Kong regulator (OFCA). As a result, we do not receive this CLI information for the original international calling party for incoming international calls from other carriers in Hong Kong and is technically not able to provide this information to its customers as part of the Service.

#### Service must not be used in connection with Lifeline Devices

3.2 You acknowledge that the Service may not be supported by a back-up power supply, either at the network level or because particular buildings may not practicably allow for it, and so the SIP Connect Service may not operate during power outages. As such, the Service is unsuitable for use with Lifeline Devices.

3.3 Further, you acknowledge that we are exempt from the requirements to provide backup power supply where you confirm that the Service will not be used by lifeline users or otherwise in connection with Lifeline Device.

3.4 You must not, and warrant, represent and confirm to us that you do not and will not in the future, use the Service in connection with one or more Lifeline Devices or allow it to be used by any person in connection with their Lifeline Device.

3.5 Breach of clause 3.4 will entitle us to immediately terminate your Service without liability to you.

3.6 In this clause 3, **Lifeline Device** means a medical alarm or other device for an elderly, infirm or invalid to summon assistance in the event of an emergency without having to dial manually the telephone number of the emergency service, and the definition automatically changes to align with any relevant regulatory change.

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## Telephone Numbers

- 3.7 Ported telephone numbers that have not been used for three (3) months or more will be returned to the original donor network.
- 3.8 Due to regulations in Hong Kong, telephone numbers must be purchased in blocks of 100 and cannot be split to smaller blocks.

## 4 ADDITIONAL TERMS FOR MALAYSIA

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### Domicile requirements

- 4.1 We are required to ensure that if you acquire IP telephony services in Malaysia, you contract with a Malaysian-registered entity, and are yourself registered in Malaysia. Accordingly, we may require that you:
- (a) execute a separate order with our Malaysian-registered group company, pursuant to which that entity will be responsible for the provision of the elements of the Services consumed or supplied in Malaysia; and
  - (b) provide us with a Malaysian-registered service address (to which the Service will be delivered) and billing address (to which the bills for relevant aspects of the Service will be delivered).
- 4.2 You warrant that you, or your nominated Malaysian subsidiary, are entitled to lawfully receive the Services in Malaysia.

### Number Portability

- 4.4 We do not provide number portability for the Service in Malaysia.

## 5 ADDITIONAL TERMS FOR NEW ZEALAND

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- 5.1 You acknowledge that the Service may not meet the standards of the New Zealand Emergency Calling Code.

## 6 ADDITIONAL TERMS FOR SINGAPORE

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### Identity requirements

- 6.1 You acknowledge that we are required by law to collect and store identity records relating to our customers and end users, and to provide those identity records (such as customer or end user name, address, identity card issued under the National Registration Act (Cap.201), passport or employment pass) for inspection by authorised government agencies (**Identity Obligations**). Accordingly, you must:
- (a) provide us with such identity records as we may request from time to time in order to comply with its Identity Obligations (whether in relation to you, your end users, your nominated Singapore subsidiary or the end users of your nominated Singapore subsidiary); and
  - (b) otherwise cooperate with us as necessary for it to comply with its Identity Obligations,

and you must obtain all necessary consents and make any necessary disclosures to individuals in order for you to comply with this clause and for us to comply with our Identity Obligations in respect of you and your end users.

### Domicile requirements

- 6.2 We are required to ensure that if you acquire IP telephony services in Singapore, you contract with a Singaporean-registered entity, and are yourself registered in Singapore. Accordingly, we may require that you:
- (a) execute a separate order with its Singaporean-registered group company, pursuant to which that entity will be responsible for the provision of the elements of the Service consumed or supplied in Singapore; and
  - (b) provide us with a Singaporean registered billing address, to which the bills for relevant aspects

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of the Service will be delivered.

6.3 You:

- (a) warrant that you, or your nominated Singaporean subsidiary, are entitled to lawfully receive the Service in Singapore; and
- (b) consent to us providing the Service through a separate entity for the Singaporean-based services and providing separate bills for the Singaporean and non-Singaporean based Services. We acknowledge that the due payment by you of that invoice issued by another Telstra Group Company is a fulfilment of your payment obligations under this Agreement for your Service.

## Calling Line Identification

- 6.4 We will comply with all rules, regulations, directives and any other orders of the Singapore regulatory authority with respect to calling line identification (**CLI**) and the masking of CLI. We, as the local operator of the Singapore telephone numbers, will filter such numbers to ensure that such numbers are valid and existing in our database before any call is connected. We will not connect any numbers if such number do not exist in our database.
- 6.5 You must not change any calling line identification information, or any access codes dialled by a calling party.

## 7 ADDITIONAL TERMS FOR UNITED KINGDOM

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7.1 If you do not use a telephone number allocated by us for a period of six consecutive weeks' we may reallocate the applicable telephone number.

7.2 You must not use the SIP Connect Service in any way that constitutes Artificial Inflation of Traffic.

7.3 For the purposes of this clause 7:

**Artificial Inflation of Traffic** means a situation where the flow of calls to any Revenue Share Service is as a result of any activity by you that is disproportionate to the flow of calls which would be expected from good faith commercial practice and usage of the network; and

**Revenue Share Service** is a service (including but not limited to services related to UK 09 and 08 telephone numbers):

- (a) where a network operator pays to its customer operating such service an element of the conveyance charges which that network operator receives for calls to such service; or
- (b) operated by a network operator, and for which if operated by a customer of the network operator, the network operator would pay to such customer an element of the conveyance charges which that network operator receives for calls to such service.