



Neotel (Pty) Ltd
401 Old Pretoria Main Road
Halfway House, Midrand 1685
South Africa

T +27 11 585 0000

www.neotel.co.za

TOLL ACCESS SERVICE SCHEDULE

SERVICES AND SERVICE LEVELS

Liquid Telecom Offices

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Neotel (Pty) Ltd. Registered Address: 401 Old Pretoria Main Road, Halfway House, Midrand 1685. Company Reg. No. 2004/004619/07.

1. DEFINITIONS

- 1.1 Except where the context requires otherwise, words, terms and definitions shall have the meaning given to them by the Master Service Agreement.
- 1.2 For the purposes of this Schedule 1, the following expressions shall have the meanings given to them hereunder:
- 1.2.1 **“CPE”** is defined as “Customer Premises Equipment”
 - 1.2.2 **“CSRS”** means “Customer Site Requirements Specification”. This is a document that specified the requirements at a site for Neotel to deliver the requested service.
 - 1.2.3 **“IMACD”** is defined as **“Installations, Moves, Additions, Changes and Deletions”** requests made after the initial implementation of the solution
 - 1.2.4 **“Incident”** means a disruption in service;
 - 1.2.5 **“IP”** means Internet Protocol
 - 1.2.6 **“ISDN”** means **“Integrated Services Digital Network”** and is a set of communications standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network
 - 1.2.7 **“Last Mile”** means any telecommunications technology that carries signals from the broad telecommunication backbone along the relatively short distance (hence, the "last mile") to and from the home or business
 - 1.2.8 **“MLV”** is defined as “Multi-Line Voice”.
 - 1.2.8.1 The service delivers a trunk based, voice service to the enterprise market for the origination and termination of local, national, mobile and international calls.
 - 1.2.8.2 The Multi-line voice service is split into two distinct products:
 - 1.2.8.2.1 PRI – A 30 voice channel service based on the SDH/PDH network deployed by Neotel. These links shall be connected to the customer’s telephony system via a G.703 interface. This shall provide the ability to make and receive voice calls to/from any other phone within or outside SA.
 - 1.2.8.2.2 SIP Trunk – A SIP trunk connect a IP based telephony system to the carrier network at a trunking level and does not permit the connectivity of single handset devices. This service shall be provisioned to a minimum link size of 2Mb. It is possible to configure this service in conjunction with the IP-VPN service. The base level SIP Trunk will be configured with 30 active channels, allowing a customer to expand their channel count as the need arises. Additional channels shall be added in blocks of 10, up to a maximum of 60 channels, per 2Mb Trunk.
 - 1.2.9 **“MLV-Lite”** is defined as “Multi-Line Voice Lite”.
 - 1.2.9.1 The concept is to deliver a trunk based, voice service to the enterprise market for the origination and termination of local, national, mobile and international calls.
 - 1.2.9.2 Based on the above, the Multi-line voice lite service is split into two distinct products:
 - 1.2.9.2.1 PRI – A 10 -20 channel voice service based on the SDH network deployed by Neotel. These links shall be connected to the customer’s telephony system via a G.703 interface. This will provide the ability to make and receive voice calls to/from any other phone within or outside SA.

- 1.2.9.2.2 SIP Trunk – A SIP trunk connects an IP based telephony system to the carrier network at a trunking level and does not permit the connectivity of single handset devices. This service shall be provisioned to a minimum link size of 48Kb X 5 channels (240Mb). It is possible to configure this service in conjunction with the IP-VPN service. The base level SIP Trunk shall be configured with 5 active channels, allowing a customer to expand their channel count up to 20.

The following table outlines the number of voice channels available per product:

Channels	Multiline Voice Lite	
	PRI	SIP
5		✓
10	✓	✓
20	✓	✓

- 1.2.10 **“MRC”** means “Monthly Recurring Cost”
- 1.2.11 **“Neotel Representative”** means the person nominated in writing by Neotel from time to time during the term of this Agreement;
- 1.2.12 **“PRI”** is the Primary Rate Interface which is a standardized telecommunications service level within the Integrated Services Digital Network (ISDN) specification for carrying multiple DS0 voice and data transmissions between a network and a user.
- 1.2.13 **“Queue”** means the pending calls that are waiting to be answered by the Customer’s agents.
- 1.2.14 **“Scheduled Downtime”** means Service downtime that occurs during the Scheduled Maintenance Window;
- 1.2.15 **“Scheduled Installation Date”** means the date on which Neotel is scheduled to complete installation of services.
- 1.2.16 **“Scheduled Maintenance Window”** means the period between 00h00 and 06h00 on Sunday mornings or any other period arranged with the Customer at least forty eight (48) hours before Scheduled Downtime commences. This excludes public holidays.
- 1.2.17 **“Scheduled Occupation Date”** the date on which Neotel is scheduled to take occupation of a site in order to install the Service;
- 1.2.18 **“Service Credits”** means service credits due to the Customer for unscheduled Service Downtime;
- 1.2.19 **“Service Downtime”** means that period of time for which the Service was unavailable to the Customer;
- 1.2.20 **“Service Period”** is calculated as 60 minutes x 24 hours per day x number of days in current month.
- 1.2.21 **“Severity Level 1”** is defined as a **“critical problem”** that stops Customer from functioning. The network, service or product is unusable and Customer is completely out of service.
- 1.2.22 **“Severity Level 2”** is defined as **“a major problem with severe impact on Customer’s”** business, but does not stop it from functioning. The network, service or product is interrupted or severely

degraded and Customer is not able to work at expected levels of performance and productivity. Also used for severity 1 problem with a 100% bypass but awaiting final resolution.

- 1.2.23 **“Severity Level 3”** is defined as a **“minor problem that does not seriously”** affect service or network availability or functionality used in Customer’s business.
- 1.2.24 **“Severity Level 4”** is defined as **a no problem; Customer’s business is not impacted** and there is no significant impact to the user. Incident may be a request for service, information or a suggestion.
- 1.2.25 **“SIP”** is defined as an IETF-defined signalling protocol, widely used for controlling multimedia communication sessions such as voice and video calls over IP. The protocol shall be used for creating, modifying and terminating two-party (unicast) or multiparty (multicast) sessions consisting of one or several media streams. The modification shall involve changing addresses or ports, inviting more participants, and adding or deleting media streams. Other feasible application examples include video conferencing, streaming multimedia distribution, instant messaging, presence information, file transfer and online games.
- 1.2.26 **“SLA”** means “Service Level Agreement”.
- 1.2.27 **“SLV”** is defined as “Single-Line Voice”.
 - 1.2.27.1 Using SIP Trunks, Single-line voice is defined as a customer CPE that engages singular SIP session between the Neotel softswitch and the customer CPE for the purpose of setting up a voice service.
 - 1.2.27.2 In most instances the customer CPE is expected to be:
 - 1.2.27.2.1 PC software client (Softphone) or IP Phone
 - 1.2.27.2.2 ATA (Analogue telephony adaptor)
 - 1.2.27.2.3 ONT (Optical network terminal)
 - 1.2.27.2.4 PBX (Private branch exchange)

The above is hereby referred to as “phones” or “SIP phones”.

- 1.2.28 **“Users”** means agents, administrators, supervisors or any person deemed to be so by Neotel in the call centre authorised by the Customer to use the Service.

2. APPLICABILITY

This Service Schedule is applicable, but not limited to, Customer Order Forms for Neotel’s NeoVoice Services which have been submitted by the Customer and accepted by Neotel in accordance with this Agreement.

3. LIST OF SERVICES

The services provided in terms of this agreement may, from time to time include, but not to be limited to, the following:

3.1 Toll Free Service (0800-ABC-XXX)

- 3.1.1 NeoFree is an ideal business promotion tool for enterprise customers who want their customers to call them free of cost strengthen their customer relations and enhance inbound telesales efforts on a single number.
- 3.1.2 Customer oriented organizations may provide information about their products, allow customers to place orders or even register their complaints/suggestions and offer assistance to customers without the user getting billed for phone calls.
- 3.1.3 Any user in the telephone network (On Net and Off Net with operators where *Inter-connect will be*

established in future) can call the Toll Free number free of charge.

3.1.4 All the charges are levied on the called number (Enterprise/SME who subscribes for the service and receives the calls).

3.1.5 The Enterprise shall be given a Toll Free Service number – 0800-ABC-XXX.

3.2 Share Call Service (0860-ABC-XXX)

3.2.1 The customer shall be charged the local call rate, regardless of the call location in the country or where it is answered.

3.2.2 The Enterprise shall not be charged for calls received from within your local calling area, but will only be responsible for the long-distance portion of call charges on national or regional calls, where applicable.

3.2.3 NeoShare enables Enterprise call centres to be centralised on a single number.

3.2.4 Any user in the telephone network (this excludes calls from mobile operators) may call the Enterprise at a local rate.

3.2.5 All national and regional charges shall be levied on the called number (Enterprise/SME who subscribes for the service and receives the calls).

3.2.6 The Enterprise shall be given a Share Call Service number – 0860-ABC-XXX.

3.3 Maxi Call Service (0861-ABC-XXX)

3.3.1 The NeoMaxi service offers the Enterprise the same features as toll-free and share-call, but incurs none of the call charges.

3.3.2 Calls are charged to the customer at a fixed rate in line with the national call charges.

3.3.3 Any user in the telephone network (this excludes calls from mobile operators) may call the Enterprise at a national rate.

3.3.4 All national charges are levied on the customer.

3.3.5 The Enterprise is given a Share Call Service number – 0861-ABC-XXX.

3.4 This service is offered with most of Neotel's Enterprise based NeoVoice products, such as:

3.4.1 MLV

3.4.2 MLV-Lite

3.4.3 SLV

4 REQUEST AND ORDERING PROCEDURE

4.3 The Customer may make changes to their service by submitting a request in writing to their Neotel Representative.

4.4 The Customer accepts that any changes to the service shall result in a change to the monthly recurring cost

as per the tariff list.

- 4.5 Any other request for quotation for Services by the Customer shall be directed in writing to the Neotel Representative and shall contain at least the following information:
- 4.5.1 the number and type of Services required;
 - 4.5.2 the names and telephone numbers of the Customer contact persons for each site;
 - 4.5.3 the detailed physical addresses of the points between which each service is required, including the stand numbers, street name as well as the longitude and latitude co-ordinates of such points, indicated in degrees, minutes and seconds
 - 4.5.4 for each Service, the Service Levels required;
 - 4.5.5 Where an upgrade or downgrade for an existing Service is required, the current Service Identity number must be supplied.
- 4.6 Each request for quotation shall state the name and contact details of the Customer person dealing with such request, shall be signed by a duly authorised signatory of the Customer and shall reflect the date on which it is submitted to Neotel and shall be delivered in writing to the Neotel Representative.
- 4.7 Upon receipt of the Customer's request for quotation, the Neotel Representative shall provide a written quotation to the Customer together with the necessary Customer Order Form/s.
- 4.8 Should the Customer wish to accept the quotation, the Customer shall submit a completed and duly signed Customer Order Form to the Neotel Representative.

5 CUSTOMER OBLIGATIONS

- 5.3 The Customer shall be responsible for obtaining all necessary approvals and consents for installation and use of the Services.
- 5.4 Within seventy two (72) hours of completing the installation for the applicable Service, Neotel shall provide a Service Handover Form containing Service Identity, date, call centre location, and start bill date to the Customer.
- 5.5 The Customer shall then conduct acceptance tests on the newly provided Service for a period of two (2) Business Days following receipt of the Service Handover Form.
- 5.6 Should Customer detect a fault on the Service during its acceptance tests, then the Customer shall notify Neotel of such fault, in writing and await a revised Service Handover Form before re-commencing such tests.
- 5.7 If the Customer has not contacted Neotel within two (2) Business Days of receiving the Service Handover Form, then the Service shall be considered to be accepted by the Customer and the commencement date on the Service Handover Form shall be considered the Service Commencement Date.
- 5.8 The billing cycle for each Service shall be from the Service Commencement Date of that Service.

6 SERVICE DOWNTIME

- 6.3 A Service shall be considered unavailable in the event of any unscheduled Service Downtime due to transmission or equipment failure.
- 6.4 Service downtime will be calculated on a monthly basis.
- 6.5 Service Downtime shall not include but is not limited to, any unavailability resulting from;

- 6.5.1 Scheduled Downtime for scheduled maintenance;
- 6.5.2 interruptions or delays resulting from any third party service provider services;
- 6.5.3 failure of any Customer provided premises network equipment;
- 6.5.4 supplies, power or equipment provided by the Customer or their suppliers, which is required in the provision of the Services;
- 6.5.5 any incident that affects the availability during any period when the Customer elects not to allow Scheduled Maintenance on the Service at the request of Neotel, acting reasonably;
- 6.5.6 acts or omissions of the Customer (including the provision of inaccurate information knowingly or unknowingly), or user of the Service or Customer-caused outages or disruptions;
- 6.5.7 suspensions due to non-payment of any amount payable by the Customer to Neotel under this Agreement; or
- 6.5.8 reasons of Force Majeure.

7 SCHEDULED MAINTENANCE SCOPE

- 7.3 Downtime which falls outside the Scheduled Maintenance Window shall be arranged with the Customer at least forty eight (48) hours before the Scheduled Downtime commences.
- 7.4 Maintenance on the Service or its components unavoidably leads to down time. This Scheduled Downtime shall be arranged with the Customer in such a way that it causes minimum disruption to the Customer.

8 ESCALATION MATRIX

For logging calls, queries and complaints with Neotel, the Customer may contact the customer service operations centre on **080 1111 636 (SA Only) or +27 11 585 0652**. Should a service issue not be resolved or satisfactory feedback not given, the issue may be escalated to level 2 and 3 below.

TABLE 1 : Service Issues			
CONTACT	PHONE	EMAIL	TIME
Level 1 Enterprise Service Desk	+27 11 585 0652080 1111 636	EnterpriseService@neotel.co.za	Immediate
Level 2 Cleo Riba Service Desk Team Leader	+27 11 585 1410 +27 82 328 7793	Cleopatra.Riba@neotel.co.za	1-hour
Level 3 Kenneth Maphate Snr. Manager TSC(Platinum)	27 11 585 0466 +27 71 853 0776	Kenneth.Maphate@neotel.co.za	2-hours
Level 3 Poomoney Naidoo Snr. Manager SOC(Priority)	+27 11 585 0636 +27 71 856 3147	Poomoney.Naidoo@neotel.co.za	2-hours

Level4 Vinnay Singh GM Service Assurance	+27 11 585 0463+27 83 800 2171	Vinnay.Singh@neotel.co.za	4-hours
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IN ADDITION, CUSTOMER SHALL BE ENTITLED TO APPROACH AN ASSIGNED NEOTEL ACCOUNT MANAGER IF THE FEEDBACK OR PROGRESS ON THE OUTAGE RESOLUTION IS NOT SATISFACTORY.

SIGNED at on this day of 20.....

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For and on behalf of

NEOTEL (PROPRIETARY) LIMITED

Who warrants that he is duly authorised thereto

SIGNED at on this day of 20.....

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For and on behalf of

Customer

Who warrants that he is duly authorised thereto