



Solution domain

Contractual Service Description Bizz IP Telephony

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1. Summary

Bizz IP Telephony is a Service that offers Customers public telephony services based on a Proximus data connection that is suitable for VoIP. The Service allows Customers either to use the Proximus data connection exclusively for their voice traffic or to combine their voice and data traffic on a single access. In both cases, the Customer enjoys the same voice quality and the same service as conventional analog (PSTN) and digital (ISDN) networks.

With Bizz IP Telephony, Customers can make calls to Proximus's public telephone network and to other fixed and mobile networks linked to it. If technically feasible at a customer side, Customers can prevent certain kinds of calls from being made from their telephone connection. The activation of call restriction at the network level is payable, with the exception of the restriction of calls to national paying numbers, including national paying numbers used to provide adult content, international paying numbers, and numbers that are not used in compliance with E164, the international telephone numbering plan.

It is available in three different Service Flavors: Mono, Duo and Multi. The usage of the Proximus data connection can be limited to the voice traffic only for Duo and Multi Flavors.

2. The Service in a nutshell

The table below gives an overview of the different Service components included in each Service Flavor and the options available with the Service.

Service components		Mono	Duo	Multi
CPE Connectivity	Geo-redundant IMS switch	X	X	X
	Media gateway	X	X	X
	Data access (xDSL/FTTH)	X	X	X
	Modem	X	X	
	Bizz IP Box			O
Voice services	Voice channels (max.)	1	2	16
	Public on-net calls	X	X	X
	Public off-net calls	X	X	X
	Emergency calls	X	X	X
Additional services	Numbering	1	2	2
	Extra numbers			O

Service components	Mono	Duo	Multi	
Range of 10 numbers			O	
Directory Services	O	O	O	
CLIP: Calling Line Identification Presentation	O	X	X	
CLIR-T: standard display allowed	X	X	X	
CLIR-T: standard display Restricted	O	O	O	
COLP: connected line display	X	X	X	
CNIP			O	
DTMF	X	X	X	
OCB-P: Permanent Outgoing Call Barring	O	O	O	
ICB-P: Permanent Incoming Call Barring	O	O	O	
Private number	O	O	O	
Partial rerouting			X	
CT: Call Transfer	O	X		
CF: Call Forwarding	O	X		
CFNreach: Call Forwarding Not Reachable			O	
DRS1 Group CFU – Proximus Managed			X	
ACR: Anonymous Call Rejection	O	O	O	
Call Waiting	O	X		
Phonemail	O	O	O	
3PTY-Conference	O	X		
Language choice	X	X	X	
Delivery and support	Installation	X	X	X
	Service Desk	X	X	X
	Change management	O	O	O
	Incident management	X	X	X
	Bill Viewer reporting	X	X	X
	Traffic reporting	O	O	O
	IP Telephony Guaranty		O	O

X: included in the Service Flavor; O: available as a billable option for the Service Flavor.

The Customer must satisfy to the following prerequisites as from the Order form is sent to Proximus and for the entire contractual term:

- (1) Customer must be holder of the Proximus data connection suitable for VoIP (or must have the permission from the holder of such connectivity to use it for his voice traffic);
- (2) The Customer's LAN connectivity can transfer voice traffic; and
- (3) In case of Muti Flavor, the Customer's PABX connected to the Service is either a certified IP PABX for interoperability with the Bizz IP Telephony Multi Service by Proximus or a compliant IP PABX with the Proximus network specifications for Bizz IP Telephony Multi Service.

3. Service components

3.1 Connectivity

The main connectivity components include:

- Geo-redundant IMS switch
- Media gateway
- Proximus data connection

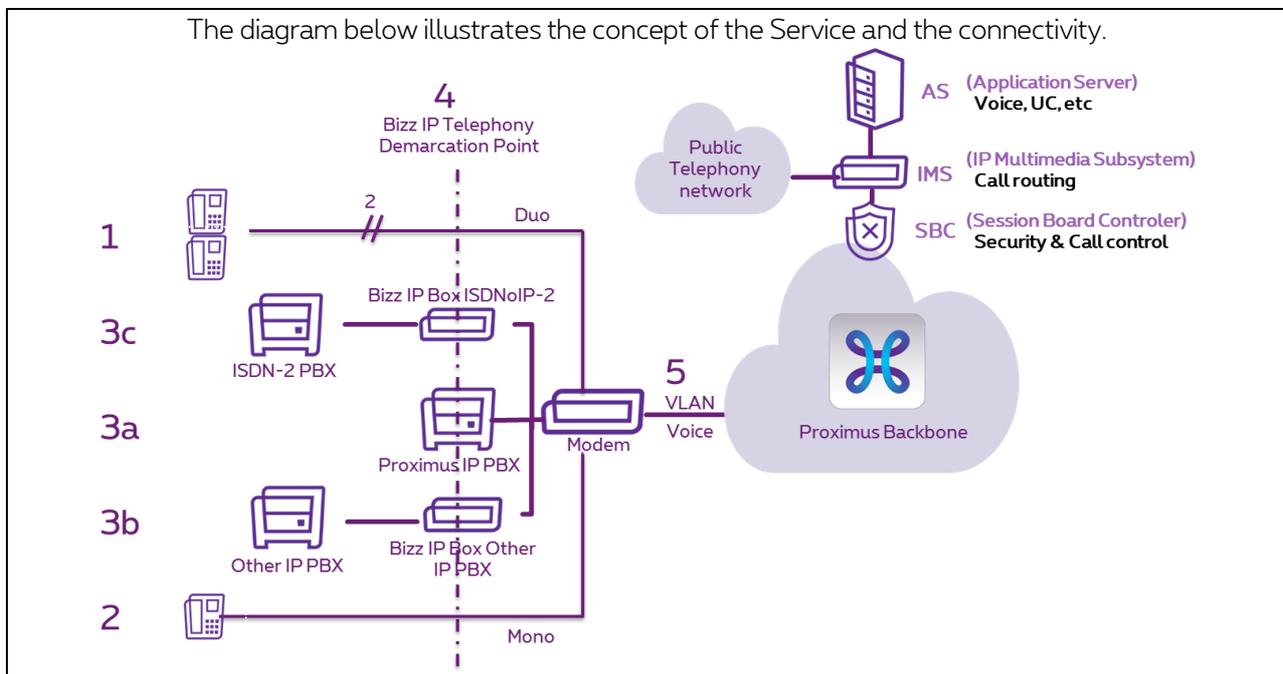


Diagram of the Service architecture

1. Bizz IP Telephony Duo with 2 Analog Devices
- 2a. Bizz IP Telephony Mono with 1 Analog Device

- 2b. Bizz IP Telephony Multi with ISDNolIP-2 Option for ISDN-2 PBX
- 2c. Bizz IP Telephony Multi with Certified Proximus IPBX
- 3. Bizz IP Telephony Multi with Option Other IPBX for Third Party IP PBX
- 4. Termination of the Bizz IP Telephony Service
- 5. Voice VLAN with highest Priority against other services such as Internet or TV

3.1.1 Geo-redundant IMS switch

The IMS switch forms part of the Proximus backbone. It delivers the necessary simultaneous voice channels to the Customer's Site and handles all voice traffic that passes through the platform. Below is an overview of the supported codecs and the corresponding bandwidths when passing to the public telephony network PSTN/ISDN:

BB/SK ¹	ADSL	VDSL2	Use
G729	45 Kbps	30 Kbps	Voice
G711	110 Kbps	90 Kbps	Voice/Fax/Data
T.38	45 Kbps	45 Kbps	Fax

Other codecs are possible for on-net point to point communications meaning both ends must be connected to the Proximus VoIP service. Proximus cannot give any guarantee for other codecs than above.

3.1.2 Media gateway

The media gateway is also owned and managed by Proximus. It is at the heart of the solution and provides access to the public switched network (ISDN/PSTN) and the mobile network. It converts the VoIP packets for traditional switched telephony.

3.1.3 Proximus data connection

The Service links the Customer's Site with the Proximus network via a Proximus data connection suitable for VoIP.

If a Proximus Internet is not available or if bandwidth is not sufficient to support the necessary requested voice channels Proximus will install a dedicated data connection for voice only. This type of connectivity is available as from 2 channels.

3.2 Customer Premises Equipment

The CPE is used as the interface between the Customer and the Service.

The Service can only be supplied if the different CPE's are powered.

To ensure the Service is maintained during a power outage, the Customer must take care of a battery backup. .

3.2.1 Modem/Router

For the Mono/Duo flavors, Proximus provides the Customer with the CPE called b-box. Proximus installs and configures the CPE which is rented by Proximus in the framework of the Service. The CPE constitutes the demarcation point of the Service meaning Proximus is liable for the supply of the Service until this physical point (included).

The Mono/Duo Flavor service arrives at the analog ports of the b-box on which the Customer can connect analog devices such as phone or fax. For Bizz IP Telephony Mono, one analog port is activated, whereas for Bizz IP Telephony Duo, two analog ports are activated, each with their own telephone number.

For the Multi flavor, Proximus provides the Customer with a CPE called b-box (modem) or a router depending on the type of proximus data connection. Proximus installs and configures the modem or router which is rented by Proximus in the framework of the Service.

3.2.2 Bizz IP box

By default, Proximus supplies the Service until the Proximus IP Pabx provided that the Customer must use, as CPE a certified IP Pabx for interoperability with the Bizz IP Telephony Multi Service by Proximus. The selling or renting, installation, configuration and maintenance of this certified IP Pabx by Proximus is not in the scope of the Service.

As an option, the Customer can choose to use a non-certified IP PABX for interoperability with the Bizz IP Telephony Multi Service or an isdn-2 Pabx provided that (1) this non-certified IP PABX is compliant with the Proximus network specifications of the Bizz IP Telephony Multi Service or (2) this isdn-2 PABX is compliant with the ISDN-2 specifications. In such cases, Proximus provides the Customer with a Bizz IP Box which is rented from Proximus and installed and configured by Proximus. This Bizz IP Box constitutes the demarcation point of the Service (included). Therefore, the Proximus's liability regarding the supply of the Service is until the Bizz IP Box while the Customer and its IP PABX installer are liable for the service on the IP PABX and its connection to the Bizz IP Box.

3.3 Voice services

3.3.1 Voice Channels

The voice Channels are granted to the Customer in the framework of the Service:

	Mono	Duo	Multi
Max Voice channels	1	2	4 on ADSL 8 on VDSL-2 16 on VDSL-2 VoIP Only

The exact number of voice channels that can be supported depends on the guaranteed bandwidth of the available Proximus data connection

The voice channels are transported over the Proximus data connection via a dedicated voice VLAN. This VLAN has priority over all other VLANs on the same Proximus data connection, and therefore provides the necessary service quality. In accordance to the general terms and conditions for VoIP services, such prioritisation measure has no impact on the traffic of the other network users.

3.3.2 Public on-net calls

Public on-net calls go from a Customer who is connected to the Proximus VoIP platform to another Customer who is also connected to the Proximus VoIP platform. These calls do not go to or pass through the public switched telephone network. They are billed per minute, on top of the subscription fee for the Service.

3.3.3 Public off-net calls

Public off-net calls are initiated on the Proximus VoIP platform and intended for the public switched telephone network.

They are billed per minute, on top of the subscription fee for the Service.

3.3.4 Private "on-net" calls

The Private on net calls meaning telephone calls that are initiated from a customer's site and intended for another site within the same virtual private network (VPN) as that of the customer are not possible in the framework of the Service.

3.3.5 Emergency calls

The Service also provides access to the emergency services, in which the static localization occurs via the postal code of the Site from which the call is made. For example, when an emergency call is made from a telephone number that was delivered to a Site in Ghent, it is routed to the public safety answering point of the 9000 zone concerned.

3.4 Value-added services

Depending on the chosen Service Flavor, the Customer will receive a number of value-added services to manage his incoming and outgoing calls.

The table in Section 2 provides an overview of the value-added services that are included in the Service by default and the available options. The ISDN user's guide contains a detailed explanation of the functions and use of the different services. The Customer can obtain this user's guide from his Proximus Account Manager.

Carrier Preselection is not supported by Bizz IP Telephony services.

The correct functioning of these services is depending on the support of this particular function by the PBX provider and on the connectivity.

3.5 Delivery and support

3.5.1 Installation

The Customer can order the Service by sending a signed Order Form to Proximus. Once Proximus has accepted the order, the Customer will receive a welcome e-mail with a confirmation of the order and all the necessary information regarding the installation of the Service.

The Customer must ensure that the prerequisites in this Contractual Service Description are satisfied for the installation of the Service by Proximus.

On the date of installation, Proximus will provide the Customer with a connection to the Proximus VoIP platform, so that the telephone traffic can be sent via the data network, from which it can access the public switched telephone network.

Proximus makes every effort to ensure the activation of the Service occurs within 15 Business Days as of the confirmation of the Customer order by Proximus, provided the prerequisites of the Service are met.

In case of delay, Proximus informs the Customer of the status of his Order, the delay and the reason for it. Proximus also communicates a new planned installation date to the Customer. No penalty will be due.

3.5.2 Service Desk

Proximus's Service Desk is the Single Point of Contact (SPOC) for the Customer. The table below provides the contact details of the Service Desk that the Customer must use, depending on the type of connection on which the Service is implemented.

Companies and government	www.proximus.be/enterprisecontact
	0800 55 200
	+32 800 55 200 From abroad
	www.proximus.be/bizzcontact
	0800 55 500
	+32 2 819 97 89 From abroad
Interface web	http://support.Proximus.be/

Contact details of the Proximus Service Desk in Belgium

When the Service Desk receives a call from the Customer, it checks the caller's identity against a predefined list of authorized Customer representatives, and collects information about the incident being reported or the request.

The Service Desk carefully registers the Customers call in the trouble ticketing system, documents it and assigns a priority to it based on a series of predefined parameters. The Service Desk then sends the Trouble Ticket to the appropriate Support team.

3.5.3 Change Management

Throughout the full term of the Agreement, the Customer can adapt the Service to his changing needs. These changes can be requested by telephone, if within the same service flavor, via the Service Desk.

3.5.4 Incident Management

3.5.4.1 Registration

If an incident occurs which has an impact on the Service, the Customer must contact the Service Desk and provide the details needed to register his call. This includes, among others, the xDSL reference or one of the telephone numbers of the Site from which the Customer reports the incident.

The Service Desk will register the incident report in the trouble ticketing system and assign at its own discretion a priority to it. This priority only relates to the Bizz IP Telephony Service and therefore is not linked to the underlying connectivity. The priority level is assigned on the basis of the following definitions:

Incident priority	Description
1	The Customer cannot make any outgoing calls or receive any incoming calls on the traditional public telephone network, nor can he receive any incoming calls on the telephone numbers assigned to the Service.
2	The service is affected but not interrupted (e.g. brief interruptions, reduced performance, problems with some outgoing or incoming calls, etc.).
3	The Service is not directly affected (e.g. request for information or a reconfiguration, etc.).

Incident priorities

3.5.4.2 Feedback to the Customer

The Service Desk shall use its reasonable effort to inform the Customer within 15 minutes of the registration that his incident was registered and will provide details including:

- the trouble ticket number (unique identification of the Customer's call);
- the priority level assigned to the trouble ticket;
- the results of the test conducted on the line;
- the next steps in the incident resolution procedure.

Proximus shall use its reasonable efforts to carry out an initial technical analysis within one hour.

3.5.4.3 Interventions schedule

Depending on the priority of the incident, further steps will be taken to try to resolve the incident within normal Business Hours (from Monday to Friday between 8 a.m. and 4:30 p.m.) or further steps will be planned to try to resolve it before the end of the next Business day.

At the explicit request of the Customer, the Support teams may deviate from this standard intervention schedule. Interventions outside the normal intervention schedule can be requested for all priority levels, but have the following conditions and restrictions:

- There are no guarantees regarding the service restoration time.
- Interventions outside Business Hours will be billed accordingly.

3.5.4.4 Closure

As soon as the Service is restored, a new message will be sent to the Customer asking him to confirm that the Service has effectively been restored. If the Customer does not reply within 24 hours of being notified, the trouble ticket concerned will be definitively closed and accepted by the Customer.

3.5.5 Reporting

The Service can be delivered with two types of reporting:

- standard reporting on the billing via Bill Viewer, which is accessible via the MyProximus portal, a secure web interface specially designed for the Customer;
- reporting on the traffic, at the Customer's explicit request.

4. Service Level Agreements

The Service includes a Repair Time SLA as an optional component, but does not include any Service Availability SLA. If the Customer subscribes to this option, the SLA enters into effect as soon as the Service is activated.

4.1 Repair Time SLA

4.1.1 IP Telephony Guarantee

This option guarantees that any disruptions to the Service are solved on the same working day (a working day is a full day except Sundays and public holidays) if the incident is reported before 5 p.m. (before 1 p.m. on Saturdays). If the incident is reported to Proximus after 5 p.m. (or after 1 p.m. on Saturdays), the Service will be restored on the next working day.

A service disruption is a problem affecting the functioning of the public telecommunications infrastructure of Proximus that is reported by the Customer and leads to a complete interruption of the Service, with the Customer unable to make or receive any voice calls. This does not include problems attributable to the Customer, a third party or a case of force majeure, problems related to the Customer's data connection, poor quality calls with interference, cross-talk, problems external to the Proximus VoIP platform, or planned maintenance. This SLA covers the VoIP platform as defined in the General Terms and Conditions for Voice-over-IP Telephony. Any SLA applicable to the Customer's data connectivity is defined in the contract relating to said data connectivity. Notwithstanding the foregoing, if the Customer has subscribed to a data connection limited to voice traffic only, this SLA shall also apply to incidents relating to such a data connection.

The Repair Time runs from when the Customer's incident report is registered by the Service Desk in the trouble ticketing system until the incident is closed in the trouble ticketing system. The incident is closed only once Proximus has checked with the Customer that the disruption has indeed been resolved. In the

event of any disagreement between the Parties on whether or not the Repair Time has been met, the reports generated by the Proximus trouble ticketing system shall have probative value.

Should the Customer not accept the time proposed by Proximus to perform the repair on-site and/or the Service disruption is attributable to a fault by the Customer, a third party or a case of force majeure, the Repair Time guarantee will lapse and no service credits are due.

At the Customer's request, Proximus will temporarily forward calls intended for the Customer's number to another telephone number. In that case, the Customer will be charged the then applicable rate for call forwarding from the Customer's telephone number to the temporary number. The call forwarding is automatically deactivated as soon as the incident on the Customer's line has been resolved.

4.1.2 **SLA breaches**

If Proximus fails to meet the SLA, the Customer will be entitled to claim a service credit. The Customer must always claim any service credits at his own initiative, as Proximus does not grant them proactively.

Regardless of the length of the Repair Time delay, the service credits due shall equal one (1) month's fee for the Service per disruption. These service credits shall be the Customer's sole remedy in case Proximus fails to comply with its SLA commitments.

5. Specific Terms and Conditions

4.1 General information

4.1.1 These Specific Terms and Conditions form a supplement to the General Terms and Conditions and this Contractual Service Description. They set out the rights and obligations of Proximus and of the Customer regarding the delivery of the Service described in this document.

4.1.2 To the extent that the Service is a Voice over IP service, the general terms and conditions for the Voice over IP telephony service shall apply. These general terms and conditions the Voice over IP telephony service are ranked higher than the General Terms and Conditions in the hierarchy set out in Article 1.2 of the General Terms and Conditions and thus take precedence over the General Terms and Conditions, the Glossary and the Offer with respect to the limited scope of the Service.

4.2 Payment and billing

4.2.1 The subscription fees for the number or the number range and the VoIP telephone channels are billed in advance every month.

4.2.2. Besides the requisite legal notices, bills must include at least the following information:

- the subscription fees for the numbering and the VoIP telephone channels;
- the details of each international call, unless otherwise agreed with the Customer;
- a summary of the costs for calls to mobile services, the Infokiosk services and Consultel services;
- the total price of calls to so-called zonal rate numbers (078 15);
- the periods corresponding to the billed fees and calls;
- the bill due date.

Toll-free calls, including those to the emergency services and private on-net traffic, are not indicated on the bill.

The prices of other products or services are indicated separately.

4.3 The Customer's Obligations

4.3.1. When the Order Form is sent, and for the entire term of the Contract, the Customer must satisfy to the prerequisites mentioned in this Agreement.

If a number of prerequisites are not met, the Customer (1) must take the necessary corrective measures or failing this, he authorizes by this Agreement Proximus to take these measures at an extra charge, and (2) must pay all the costs

that Proximus incurs as a result of the breach of this provision.

4.3.2. Since the technology is evolving, Proximus cannot guarantee that the certification assigned to the IP-PBX model chosen by the Customer will be maintained for the full term of the Contract (or, for example, that the marketing by a vendor of a new software version of an IP-PBX previously certified on another version is necessarily certified by Proximus). The Customer accepts and acknowledges that he may have to switch to a different IP-PBX model during the Contract, at his own expense, due to the evolution of the Service or because the IP-PBX no longer allows this interoperability.

4.3.3. The Customer understands and accepts that Proximus may at any time change the prerequisites. By derogation to the General Terms and Conditions for Voice over IP telephony service, Proximus shall use its reasonable efforts to inform the Customer in a timely manner when the replacement or modification of the prerequisites is required. The Customer must comply with this at his own expense and within the timeframe stipulated by Proximus.

4.3.4. The Customer duly acknowledges the relevant rules related to the use of geographic numbers. Therefore, Proximus cannot be held responsible if the Customer does not comply with them. The Royal Decree of 27 April 2007 concerning the management of the numbering plan, and specifically article 42 and 43, state that geographic numbers characterize the territorial areas of Belgium which must be respected. Consequently, it is not authorized to assign a geographic number pertaining to one particular area to a Customer that is physically

located in another area. Likewise, it is prohibited to generate CLIs (Calling Line Identifications) which do not correspond to the telephone code area in which the Customer's connection is located

4.3.5. The Customer shall program a test number in his telephone exchange.

4.3.6. The Customer guarantees that the physical environment in which Proximus needs to install the equipment of the Service complies with the Proximus requirements and with respect to the EMC environment,

temperature, relative humidity, ventilation system and safety regulations. He must make sure that the necessary cabling and PABX infrastructures are available to connect the service

4.4. TERM AND TERMINATION

4.4.1. By derogation to the general terms and conditions of the Voice over IP telephony service, the termination of the Service will automatically lead to the termination of data connectivity in case of data connection for voice only usage.