

Service Specific Terms

1 SIP Trunking/Toll Fraud - Fraud Management System (FMS)

- 1.1 Where and to the extent the Underlying Supplier supports an FMS Service, the FMS that they offer will be applied to the Customer's account as standard to cover the Customer against any fraudulent activity that occurs on the Underlying Supplier's network only, at the prevailing rate and charged per active telephone/bearer number. FMS is supplied based on the Underlying Supplier's defined provision (available on request) to minimise end user exposure to SIP trunking/toll fraud. FMS Service, whilst strongly recommended, is optional to the Customer. To opt out, the Customer must notify the Opus billing department by email (Billing@opustech.co.uk) which will be provisioned by Opus on acceptance; upon opt-out, the Customer agrees to accept full liability for any incidents of SIP trunking/toll fraud on their account. FMS sets a daily spend limit and is a rolling 24-hour aggregation of call charges across all channels per active telephone/bearer number. The 24-hour clock will re-set if the threshold is breached and subsequently has blocking removed by the Underlying Supplier.
- 1.2 An Underlying Supplier's FMS service does not cover the Customer against use of the Underlying Supplier's service to break onto another network to commit toll fraud.
- 1.3 Network call diverts are excluded from the FMS service and do not form part of the aggregated call spend. Charges for all network call diverts and associated calls will be chargeable in all circumstances.
- 1.4 Opus reserves the right to withhold crediting in instances of multiple fraud management barring events on the same telephone/bearer number.
- 1.5 The Underlying Supplier providing FMS will only waive charges for calls that breach the configured threshold where they can be shown to be fraudulent.
- 1.6 The Customer acknowledges that it is their responsibility to ensure that any hardware or software connected to the Services (save as expressly provided in the relevant Order) is set up to prevent fraud as contemplated by paragraph 1.1.
- 1.7 This section sets out Opus's exclusive obligations relating to toll fraud and fraud management. The Customer is responsible for selecting and implementing their own measures to prevent fraud.

2 Changes and Network Freeze

- 2.1 Opus reserves the right, at any time, to make any modification, change or addition to, or replacement of, any Service (or part thereof) or the Opus Equipment where this is required to conform with applicable Laws.
- 2.2 Subject to paragraph 2.1, any changes required or requested by either Party for any reason shall be dealt with by signed amendment to the original scope or High-Level Design Project Plan together with re-signing any associated documents and/or additional Orders (where applicable).
- 2.3 Opus and its Underlying Suppliers, in accordance with best industry practice, operate a two-week network freeze during late December and/or early January, and consequently no Connectivity Services can be handed over or changes effected to existing Connectivity Services during this period, and lead-times are automatically extended accordingly. For the

avoidance of doubt, existing Connectivity Services will continue to be provided and supported as usual during the network freeze.

3 Network charges and bundle definitions (where applicable)

- 3.1 Local and national calls are numbers beginning with 01, 02 and 03 only. Mobile calls are numbers beginning with 07. Opus bundles which include mobile calls only include calls to the mobile network operators O2, Vodafone, EE and 3 (Three). Calls to other mobile network operators, unless specified otherwise on the Order, will be charged at Opus standard tariff prices. The duration of all chargeable calls will be rounded up to sixty seconds and billed in sixty second increments. There is a 5p minimum Charge on all chargeable calls.
- 3.2 Network Service Assurance will be applied to the Customer's account as standard to cover the Customer against any unplanned engineer and time related charges that occur on that specific active number/reference. Network Service Assurance is charged at the prevailing rate per active telephone/bearer number. Whilst strongly recommended, this Service is optional. To confirm opt-out the Customer must notify the Opus billing department by email (Billing@opustech.co.uk) which will be provisioned by Opus on acceptance; upon opt-out, the Customer agrees to accept full liability for any instances of engineer and time related charges for which there is no Network Service Assurance provision. This Service does not cover any pre-arranged works for installations, additional works, moves or shifts and any excess construction charges.
- 3.3 The Customer acknowledges that the incremental billing of all calls varies depending on the Underlying Supplier providing the service.
- 3.4 Where any elements of an Order involve transfer/cancellation/port charges to and from the Underlying Supplier to Opus, the Customer will be charged at the prevailing rates.
- 3.5 The Customer acknowledges that once the contract term has ended, the rolling contract tariff will be applied to all Services and Call Charges.
- 3.6 Where transfer orders have any associated features or services, e.g. care levels or phone directory entry charges, they will continue to be charged to the Customer by Opus at the standard prevailing rate unless Opus is requested by the Customer to cease the committed service.
- 3.7 Where the Customer requires a call divert applied to its telephone number(s), Opus reserves the right to charge for this Service at the prevailing rate.
- 3.8 All call types where prices are not listed on the Order will be charged using Opus standard tariff prices, details of which are available from Opus on request (dependent on the Service). Call types outside of the standard tariff are not stated, as Underlying Supplier rates can be subject to minor fluctuations from time to time and are available upon request at the prevailing rate per instance.
- 3.9 The Opus 'SIP Superbundle' and 'SIP Superbundle Plus' includes local, national and mobile Call Charges for the term of the Order subject to a fair usage policy of 2,500 local/national minutes and 1,000 mobile minutes per SIP trunk per month. If this fair usage policy is exceeded, the terminating minutes will be charged at the prevailing rate ongoing for the remainder of that billing month.
- 3.10 The Opus 'Horizon Hosted' and 'Microsoft Teams Direct Routing' bundles each include local/national and mobile minutes for the term of the Order subject to a fair usage policy defined as the total number of calls per user from a SIP endpoint exceeding 2,000 minutes per connection per month to 01/02/03 terminations. In addition, calls to numbers beginning

03 shall not exceed 15% of the total. If this fair usage policy is exceeded, all terminating minutes for calls made in that billing month will be charged at the prevailing rate ongoing for the remainder of that billing month.

- 3.11 Call bundles for 8x8 are available upon request for international destinations. If the Customer exceeds these 8x8 bundles, the Customer will be charged at the prevailing rate.
- 3.12 On all broadband connections Care Level 3 will automatically be applied and charged at the prevailing rate.
- 3.13 The Customer acknowledges that Call Charges are beyond the control of Opus as they are fixed by the Underlying Supplier and therefore may be subject to change at any time.
- 3.14 Same network migrations will incur a Charge at the prevailing rate.

4 Granular Delegated Admin Permissions – Microsoft Cloud

- 4.1 Microsoft's granular delegated admin permissions programme (GDAP) allows Microsoft partners such as Opus to request granular delegated admin privileges. GDAP is intended to address customer security concerns by providing Microsoft partners with more granular and time-bound access to the Customer's Microsoft workloads. Where Opus provides Microsoft cloud services to the Customer, the Customer agrees to approve any GDAP request submitted by Opus (such requests being notified to the Customer by Microsoft), including any required renewals, in order that Opus can provide the Services into the Customer's Microsoft cloud tenancy, systems and Azure subscription for the duration of the relevant Agreement and any extensions thereto.

5 Non-recurring Charges

- 5.1 One-off Charges for Services or Equipment are as detailed in the relevant Order.

6 Recurring Charges

- 6.1 Monthly/quarterly/annual Charges for Services are as detailed in the relevant Order.

7 Indicator Alerts

- 7.1 Whilst best endeavours are made by Underlying Suppliers (for example mobile suppliers) to send indicator alerts if any thresholds are exceeded, this is not to be relied upon as they are not real-time and they are only provided on a best-efforts basis. It is the Customer's responsibility to set and monitor consumption of any usage-based charges; examples being mobile calls, text and data usage.

8 IT Fair Use

- 8.1 Where Opus provides information technology Services to the Customer, the Customer agrees to comply with the Opus IT Fair Use Policy.

9 Service Monitoring

- 9.1 Opus reserves the right to automatically enrol the Customer into additional ongoing IT security services, for example dark web monitoring, which are provided on an opt-out basis. This Contract applies to such Services; no Order is required.

- 9.2 If the Customer wishes to opt out of these Services at any time, the Customer should email customerservices@opustech.co.uk and Opus will process the request. Unless stated otherwise by Opus in the Service Description or these Service Specific Terms, Customer's opt-out shall take effect at the end of the month following the month in which their email notification of opt-out is received by Opus (to illustrate: an opt-out received by Opus on any date in June would be effective on 31 July, and Charges for the Service would apply for June and July and then cease).