

Terms and Conditions of Service: Customers

This document contains important information. Please read it carefully in full and retain for future reference.



Last revised: January 2017

TERMS AND CONDITIONS OF SERVICE (CUSTOMERS)

Please read this Agreement carefully. It tells you who we are, how we will provide our products and services to you, how you and we may change or terminate the Agreement, what to do if there is a problem and other important information. We have done our best to explain things clearly for you in this Agreement but if you have any questions please let us know.

IT IS AGREED BY THE PARTIES THAT:

1 PARTIES

1.1 This Agreement is between Internet Protocol Telecom Limited, a company incorporated under the laws of Ireland with company registration number 482356, whose registered office is at Unit 1a Hume Centre, Hume Avenue, Park West Industrial Park, Dublin 12, Ireland (“we”, “us” and “our”) who supplies telecommunications and other products and services to the customer to whom this Agreement applies (“you” or “your”).

1.2 Where you are more than one person or entity, each person or entity is jointly and severally liable for your obligations under this Agreement.

2 AGREEMENT STRUCTURE

2.1 Our agreement with you consists of:

- 2.1.1 the Key Terms Sheet;
- 2.1.2 the Product Terms;
- 2.1.3 these Terms and Conditions of Service (Customers); and
- 2.1.4 additional terms and policies that apply to a product or service you acquire from us,

(together, the “**Agreement**”).

2.2 You acknowledge receiving, or having had the opportunity to review, a copy of this Agreement and you agree to act in accordance with it. You may view the latest version of the Agreement at www.IPTelecom.ie or obtain a paper copy from us.

2.3 If there is an inconsistency between the parts of this Agreement, the document listed earlier in clause 2.1 prevails to the extent of the inconsistency.

2.4 These Terms and Conditions of Service are automatically incorporated into every Key Terms Sheet. When you or your authorised representative signs the Key Terms Sheet, you unconditionally accept all of the terms in this Agreement.

2.5 You acknowledge and agree that all Services are subject to and governed by this Agreement to the exclusion of any other terms and conditions which you may purport to apply. This Agreement prevails over, supersedes and excludes any terms or conditions contained in or referred to in any correspondence or documentation which you generate, provide to us or otherwise reference (including those set out on your website).

3 START DATE AND ORDERING

3.1 This Agreement starts and has legal effective from earlier of:

- 3.1.1 the date you sign a completed copy of our Key Terms Sheet; or
- 3.1.2 the date we start provision of the Services to you at your request,

(the “**Agreement Start Date**”) and continues for the Initial Term, unless terminated earlier in accordance with its terms.

3.2 The Agreement automatically renews for successive periods of 12 calendar months (each a “**Renewal Period**”), unless terminated in accordance with the terms of the Agreement.

3.3 A party may give the other party notice of termination, in writing, at least 30 days before the end of the Initial Term or any Renewal Period, in which case the Agreement terminates upon the expiry of the Initial Term or Renewal Period (as applicable).

3.4 Each Service will commence on the Service Start Date and continues for the Service Term, unless terminated earlier in accordance with the terms of the Agreement. Each Service Term automatically renews for successive periods of 12 calendar months, unless terminated in accordance with the terms of the Agreement.

3.5 If we are unable to accept your order, we will inform you of this, usually in writing, and we will not charge you for the products and services that you have ordered but not received. For example, this may be because a credit reference we have obtained for you does not meet our minimum requirements, or because we identify an error in the price or description of our products and services.

3.6 We need certain information from you so that we can provide our products and services to you and perform our obligations under this Agreement. If you do not provide us with this information within a reasonable time of us asking for it, or if you provide us with incomplete, incorrect or misleading information, we may either terminate this Agreement or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result.

3.7 We will not be responsible for providing our products and services late or not providing all or any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

4 SERVICES

4.1 In consideration of the payment of the Charges by you to us, we agree to supply the Services to you, and you agree to acquire them from us, at the prices and on the terms of this Agreement.

4.2 We warrant to you that:

4.2.1 the Services will be provided using reasonable care and skill; and

4.2.2 all work performed by us or our Personnel in connection with the Services will be carried out by competent and suitably qualified personnel.

4.3 Any dates or lead times set out in the Key Terms Sheet or any service literature are estimates only, and we have no liability for any failure to meet such date.

5 YOUR OBLIGATIONS

5.1 You must:

5.1.1 ensure that any information you provide in the Key Terms Sheet, any Scoping Document or otherwise in connection with the Agreement is timely, complete and accurate;

5.1.2 comply with any additional service-specific obligations as set out in the Product Terms or the Key Terms Sheet;

5.1.3 fully co-operate with us and our Personnel in the provision of the Services;

5.1.4 in performing your obligations under the Agreement, comply with all Laws, from time to time in force that apply to you;

5.1.5 not exceed the Fair Usage Limits;

5.1.6 provide such hardware, consumables, documentation, data, information and other assistance that we reasonably require for the performance of the Services and our obligations under this Agreement;

5.1.7 provide such access to you systems and applications that we and our Personnel reasonably require for performance of the Services or rectification of any fault. Where we or our Personnel access your systems or applications, you retain sole responsibility for their security;

5.1.8 allow, and procure that any relevant third party allows, us and our Personnel the right, at reasonable times, and on reasonable notice, to enter your premises in connection with the Agreement, the Services or for the rectification of any fault;

- 5.1.9 provide us and our Personnel with such access to appropriate members of your staff as we reasonably require for performance of the Services or rectification of any fault; become aware of any such unauthorised access or use, or risk of unauthorised access or use, you must promptly notify us.
- 5.1.10 in respect of any software provided to you by us in connection with the Services, you must not, and must not permit others to:
- (A) attempt to duplicate, license, rent, lease, loan, modify or distribute any portion of the software to any third party;
 - (B) attempt to reverse compile, decompile, decode, decrypt, disassemble, reverse engineer or otherwise reduce to human-perceivable form any of software, except as may be allowed by any Law which is incapable of exclusion by agreement between the parties;
 - (C) transfer, temporarily or permanently, any of your rights under the Agreement; or
 - (D) attempt to obtain, or assist others in obtaining, access to the software, other than as provided under this section 5.1.10.
- 5.1.11 not license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services available to any third party without our prior written consent;
- 5.1.12 comply with the Minimum Network Requirements and any other reasonable instructions issued by us in relation to the use of the Service; and
- 5.1.13 use all reasonable endeavours to prevent to unauthorised access to, or use of, the Services. In the event that you
- 5.2 Unless we agree otherwise, all users of the Services must: (a) be over 18 years old or over; and (b) be resident in the Republic of Ireland, and must be able to produce evidence if required by us.
- 5.3 If we, in our sole discretion, determine that your use of the Services interferes or may interfere with the efficiency of the Network, you will comply with our reasonable instructions to remedy this interference. Where Customer Equipment causes a fault in the Services or in the Network, we may, at our discretion, rectify the fault. We reserve the right to invoice you for this work at the rates set out in the IP Telecom Rate Card.
- 5.4 You are solely responsible for maintenance and repair of Customer Equipment. You will carry out any maintenance or repairs to Customer Equipment at our request.
- 5.5 If our performance of any of our obligations under the Agreement is prevented or delayed by any act or omission by you or any failure by you to perform any relevant obligation:
- 5.5.1 we, without limiting our other rights or remedies, have the right to suspend performance of the Services until you remedy the default, and to rely on the default to relieve us from the performance of any of our obligations to the extent the default prevents or delays our performance of any of our obligations;
 - 5.5.2 we are not be liable for any costs or losses sustained or incurred by you arising directly or indirectly from our failure or delay to perform any of our obligations set out in this Agreement; and
 - 5.5.3 you must reimburse us on written demand for any costs or losses sustained or incurred by us arising directly or indirectly from your default.

6 ACCEPTABLE USE

- 6.1 You must, and if applicable must procure that your users and your Personnel, use the Services only in accordance with the terms of the Agreement.
- 6.2 You must not use, or allow or cause your users, your Personnel or any third party to use, the Services or any part of them:
 - 6.2.1 for auto-dialling or fax/voice blasts;
 - 6.2.2 automatically for the purposes of generating income for you or any third party as a result of placing the call;
 - 6.2.3 to send bulk unsolicited messages, or to use robots, data mining techniques or other automated devices or programs to catalogue, download, store or otherwise reproduce or distribute information from us or use any such automated means to manipulate the Services;
 - 6.2.4 in a manner that is, in our opinion, unlawful, objectionable, harmful, threatening, defamatory, obscene, infringing, harassing or offensive;
 - 6.2.5 in a manner which infringes our or any third party's Intellectual Property Rights; or
 - 6.2.6 to collect, or attempt to collect, personal data about third parties without their knowledge or consent.
- 6.3 We are not responsible for monitoring use of the Services for use in excess of the Fair Usage Limits or unusual usage. In accordance with clause 14, we may suspend or cancel any Service used in an excessive or unusual way, but we are not obliged to do so.

7 EMERGENCY CALLS

- 7.1 Due to the nature of the Services, it is not always possible to accurately determine the exact location of a caller. You, your users, your Personnel or any third party

who uses these Services to make an emergency call must inform the emergency operator of their location.

- 7.2 We will endeavour to route emergency calls placed to 112 and 999 numbers to the emergency services but we make no guarantees in respect of the reliability or availability of emergency calls. You acknowledge and accept that power failures or other events which render computer equipment or internet connectivity non-functional will prevent access to the Services.

8 EQUIPMENT DEAD ON ARRIVAL (DOA)

- 8.1 Where you suspect that Equipment you have purchased directly from us is faulty on arrival you must contact IP Telecom customer support. If we direct you, you may return the Equipment to us for testing, at your own expense, within 30 days of receipt. We recommend you return the item by registered post or similar tracked delivery. Equipment lost or damaged during transit is your sole responsibility. All returned Equipment must be accompanied by a suitable proof of purchase, such as a receipt. To be eligible for a refund you must return the Equipment along with all accessories and cables.
- 8.2 If we test the Equipment and agree there is a fault, we will provide you with a full refund, including the cost of returning the Equipment to us. If we test the Equipment and do not agree there is a fault or if our tests indicate the Equipment was damaged due to (a) fair wear and tear; (b) wilful damage, abnormal storage or working conditions, accident, misuse, negligence by you or by any third party; (c) operation or use other than as described in the Equipment documentation; or (d) any addition, alteration or repair by you or by a third party who is not one of our authorised repairers, you will not be entitled to a refund or reimbursement for the cost of returning the Equipment and you must pay the cost of returning the tested Equipment to you.

9 INTELLECTUAL PROPERTY

- 9.1 All Intellectual Property arising from the performance of the Services, including any Intellectual Property in the Deliverables, is owned by us and you

must (at your cost) execute all documents and do all things necessary to give effect to this clause 9. Subject to payment in full of all sums due under the Agreement, we grant you a non-exclusive, non-transferable non-sub-licensable, licence to use such Intellectual Property for the sole purpose of using and receiving the benefit of the Services.

9.2 Except as expressly stated in the Agreement, the Agreement does not grant you any rights to, or in, patents, copyrights, database rights, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the Services or any related documentation.

10 CUSTOMER MATERIALS

10.1 You grant us a non-exclusive, non-revocable, perpetual, transferable and sub-licensable (such transfer or sub-licence to be solely for the purposes of performing the Services) licence to store, copy and otherwise use the Customer Materials for the purposes of providing the Services or fulfilling our other obligations under the Agreement.

10.2 Subject to clause 10.1, all Intellectual Property Rights in the Customer Materials will remain, as between the parties, your property.

10.3 You represent and warrant that the Customer Materials, and their use by us and our Personnel in accordance with the terms of the Agreement will not:

10.3.1 breach any Law;

10.3.2 infringe any person's rights in Intellectual Property Rights or other legal rights; or

10.3.3 give rise to any cause of action against us, our Personnel or any third party.

10.4 Where we reasonably suspect that there has been a breach by you of the provisions of this clause 10, we may, without prejudice to any of our other rights or remedies under the Agreement:

10.4.1 remove or destroy the relevant Customer Materials; and/or

10.4.2 suspend the Services or any part of them while we investigate the matter.

10.5 You agree to indemnify, hold harmless and keep indemnified and held harmless, us and our directors, officers, employees and agents from and against any liability for loss and from and against any damages, costs, awards, proceedings, claims, demands, expenses (including reasonable legal fees) and inconvenience which arise as a result of your breach of this clause 10.

11 IP TELECOM MATERIALS

11.1 We or our licensors own all rights (including Intellectual Property Rights) in the IP Telecom Materials, and you must (at you cost) execute all documents and do all things necessary to give effect to this clause 11.1.

11.2 All IP Telecom Materials will, at all times, be and remain the exclusive property of us and our licensors, and you will hold it in safe custody at your own risk and maintain and keep in good condition until returned to us, and will not dispose of it or use it other than in accordance with our written instructions or authorisation.

11.3 Where applicable, we grant you a non-exclusive, non-transferable, royalty free licence to use IP Telecom Material listed in the Key Terms Sheet for the sole purpose of using and receiving the benefit of the Services. You must not sub-licence, assign, share, lease or otherwise transfer any right to use IP Telecom Material to any third party without our prior written consent.

12 WARRANTIES

12.1 Each party represents and warrants to the other that:

12.1.1 it is validly existing under the laws of its place of incorporation and has the power and authority to carry on its business as that business is now being conducted;

12.1.2 it has the power and authority to enter into and perform its obligations under the Agreement; and

12.1.3 entering into and performing its obligations under the Agreement will not breach any contractual obligations it owes to any other person.

13 CHARGES AND PAYMENT

13.1 You will pay all Charges to us in accordance with this clause 13.

13.2 We will invoice you for the Services (including any Bundles) monthly in advance. We will invoice you for any additional Charges you have incurred (for example, minutes you have used), monthly in arrears. You must pay all sums due under the Agreement by direct debit, by debit card, or, subject to our approval, by cheque (as stated in the Key Terms Sheet), within 14 days of the date of the invoice.

13.3 All amounts payable by you under the Agreement are exclusive of amounts in respect of value added tax (VAT). Where applicable, you will, on receipt of a valid VAT invoice from us, pay us such additional amounts in respect of VAT at the same time as payment is due for the supply of the Services.

13.4 Use of the Services in excess of the Fair Usage Limits will be charged at the rates set out in the IP Telecom Rate Card.

13.5 You are responsible for and must pay us the Charges for any use of the Service, regardless of whether the use was authorised by you. If you fail to disconnect any Services when you leave any premises, you will be liable for any use of the Services by later occupants or others.

13.6 If you fail to make any payment due to us under the Agreement by the due date for payment, we reserve the right without prejudice to any of our other rights or remedies to: (a) charge interest on such overdue sums on a day to day basis from the original due date until paid in full at a rate of 5% above the then current base lending rate of the ECB and/or (b) limit, suspend or cancel the provision of the Services in accordance with clause 14.2.3.

13.7 You must pay all amounts due under the Agreement in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding

required by law). We may at any time, without limiting our other rights or remedies, set off any amount owing to us by you against any amount payable by us to you.

13.8 We are entitled to increase the Charges at the start of each Renewal Period upon no less than 30 days' prior notice to you.

13.9 Without limiting any of our rights under clause 13.8, we reserve the right to increase the Charges at any time during the Term to reflect any increases in third party costs to us, provided that such increase will be limited to the increase in the third party cost to us.

14 SUSPENSION AND CANCELLATION OF SERVICES

14.1 We may, in our sole discretion, limit, suspend or cancel a Service (in whole or in part) with immediate effect without giving notice in writing to you:

14.1.1 if we, in our sole discretion, determine suspension or cancellation is necessary in order to comply with any Law, regulation, court order or order of any other competent authority;

14.1.2 if the supply or use of a Service is or is to become unlawful; or

14.1.3 if, in our reasonable opinion, the provision of a Service is likely to cause death or personal injury or damage to property.

14.2 We may, in our sole discretion, limit, suspend or cancel a Service (in whole or in part) with immediate effect by giving notice in writing to you, if:

14.2.1 you breach, or we believe you are likely to breach, clauses 5 (Your Obligations) or 6 (Acceptable Use);

14.2.2 you fail to promptly comply with any reasonable request or condition specified by us in relation to your, your user's or your Personnel's use of the Services;

- 14.2.3 you do not pay any Charges or other amounts for a Service when due; Agreement immediately terminates;
- 14.2.4 the use of a Service interferes (or threatens to interfere) with the efficiency of our Network and you fail to rectify the situation when requested by us; or
- 14.2.5 you have a petition presented for winding up, have a liquidator appointed or have a receiver or an examiner appointed over part or all of your assets or enter into a composition with your creditors (save for the purposes of a bona fide reconstruction or amalgamation on terms approved in advance by us), are dissolved, become bankrupt, convene any meeting of creditors, or are unable to pay your debts or in any like case in any jurisdiction or otherwise cease to trade.
- 14.5.4 you must pay us all outstanding invoices by the due date and within 30 days of request for payment, all other amounts outstanding as at the date of, or arising as a result of, expiry, termination or cancellation (including any early termination charges); and
- 14.5.5 for a period of 10 days immediately following cancellation, termination or expiry, we will allow you access to your stored voicemails and call recordings solely for the purpose of backing up this information. After this period we will destroy or otherwise dispose of Customer Data in our possession (including voicemails and call recordings) save as is necessary to comply with any Law.
- 14.3 Any decision by us to suspend the Services will be without prejudice to our right to cancel or terminate.
- 14.4 You may cancel a Service at any time by giving us no less than 30 days' written notice, however we may charge you any applicable early termination charges. On request you must pay us an early termination charge equal to one third of the total of the Charges (excluding Bundles or minutes) for that Service in the three months prior to the effective date of termination multiplied by the number of months or part months remaining in the Service Term. The parties acknowledge and agree that this early termination charge is a genuine pre-estimate of the loss we will suffer as a result of your early termination of the Service.
- 14.5 On the cancellation, termination or expiry of a Service for any reason:
- 14.5.1 you must cease using the Service immediately;
- 14.5.2 we will cease to provide you with access to the Network in respect of that Service;
- 14.5.3 all licences granted in respect of that Service under the
- 15 TERMINATION**
- 15.1 If a party:
- 15.1.1 commits a material breach and does not remedy the breach within 30 days of receiving a notice to do so, then the other party may terminate this Agreement (if the breach affects the Agreement) or terminate the Schedule (if the breach affects a Service provided under that Schedule); or
- 15.1.2 continues to be subject to a Force Majeure Event for a continuous period of more than 30 consecutive days then the other party may terminate this Agreement by written notice.
- 15.2 On termination or expiry of the Agreement for any reason:
- 15.2.1 you must immediately cease using all Services;
- 15.2.2 we will cease to provide you with access to the Network;

- 15.2.3 all licences granted under the Agreement immediately terminate;
- 15.2.4 you must immediately pay to us all of our outstanding unpaid invoices and interest. In respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which is payable immediately on receipt; and
- 15.2.5 you must, within a reasonable time, return all of the IP Telecom Materials. If you fail to do so, then we may enter your premises and take possession of them. Until the IP Telecom Materials have been returned or repossessed, you are solely responsible for their safe keeping.

- 15.3 Cancellation, termination or expiry of the Agreement will be without prejudice to any accrued rights and remedies available to either party and, for the avoidance of doubt, will not relieve you of your obligation to pay the Charges in respect of any Services supplied by us to you prior to the date of termination. The following clauses continue in force clauses 10.5, 12, 13, 15.2 15.3, 15.4, 17, 18, 19, 22 and 24 and such other clauses as are necessary to give effect to those clauses.
- 15.4 All other clauses of the Agreement that by their nature should survive termination or expiration of the Agreement survive any such cancellation, termination or expiration.

Residential Customers' Right of Cancellation

- 15.5 If you are a residential customer, after expiry of the Initial Term, you may terminate the Agreement by giving us written notice and you will not have to pay an early termination charge. However, if you terminate the Agreement after the cancellation period in clause 15.6 but before the expiry of the Initial Term, you must pay us a termination fee in accordance with clause 14.4.
- 15.6 If you are a residential customer who has purchased Services or Equipment through our website, by telephone, or in a place which is not the business premises of us

or one of our resellers (such as your home), you have a right to cancel the Agreement without giving an reason. This right is in addition to the other rights you have under the Agreement. This right expires:

- 15.6.1 in the case of the Services (excluding the Equipment) 14 days from the Agreement Start Date; and
- 15.6.2 in the case of the Equipment 14 days from the date which you acquire physical possession of the Equipment. If we deliver Equipment to you in instalments, your right to cancel expires 14 days from the date you acquire physical possession of the last of the Equipment,

(the "cancellation period").

- 15.7 To exercise the right to cancel, you must inform us of your decision to cancel this contract by an unequivocal statement (for example, a letter sent by post, fax or e-mail). You may use the cancellation form attached in Schedule 5 but you do not have to do so.
- 15.8 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.
- 15.9 If we do not arrange to collect the Equipment from you, you shall send back the Equipment or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation of the contract to us. The deadline is met if you send back the Equipment before the period of 14 days has expired. You must pay the direct costs of return.
- 15.10 If you cancel the Agreement, we will reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us) without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to cancel the Agreement or, if later, from the day on which we receive the returned

Equipment. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

15.11 We may deduct an amount for any diminished value of the Equipment resulting from the handling of the Equipment beyond that necessary to establish its nature, characteristics and functioning.

15.12 If you requested to begin the performance of services (including installation services) during the cancellation period, you shall pay us an amount which is in proportion to what has been provided until you have communicated to us your cancellation of this contract in comparison with the full coverage of the contract.

16 PORTING

16.1 Porting enables customers to retain their current phone number upon moving to another network operator or telecommunications provider. If applicable, you may request that we port your number by submitting a Number Porting Request..

16.2 By submitting a Number Porting Request, you warrant to us that all information provided in the Number Porting Request is accurate and that you are authorised to instruct us to port the number(s) set out in the Number Porting Request.

16.3 By submitting a Number Porting Request, you acknowledge and agree that:

16.3.1 the request will terminate your service with your existing provider;

16.3.2 the request may also result in the termination of other services connected to the number to be ported, for example, broadband services or alarms;

16.3.3 only the numbers specified in the Number Porting Request will be ported;

16.3.4 you are solely responsible for giving sufficient notice of

termination of any agreement with any existing provider. We will have no liability in respect of any costs or losses incurred by you in relation to termination of your agreement with your existing provider (including, termination costs and loss of unused call credits or benefits); and

16.3.5 there may be a period where you have no access to services from either us or your previous provider. We will have no liability in respect of any costs or losses incurred by you in relation to termination unavailability of services.

16.4 The porting process will be deemed to start on the date you sign the Number Porting Request. You acknowledge that it may not be possible to reverse the porting process once it has started.

16.5 We may refuse to process your Number Porting Request if:

16.5.1 the information provided on the Number Porting Request is inaccurate or misleading (although we have no obligation to verify the accuracy of the information provided);

16.5.2 the information provided in relation to the number is not compatible with information held by your existing provider;

16.5.3 there are arrears or pending orders on your account with your existing provider.

16.6 We will use reasonable endeavours to comply with criteria established by the Regulator in respect of number porting but do not warrant or represent that any Number Porting Request will be completed within a particular timeframe.

17 CONFIDENTIALITY

17.1 Neither party may use, copy, adapt, alter, disclose or part with possession of the other party's Confidential Information except as strictly necessary to perform its obligations or exercise its rights under the Agreement.

- 17.2 The provisions do not apply to Confidential Information which: envisaged by the Agreement; and
- 17.2.1 the receiving party can prove was already in its possession at the date it was received or obtained;
 - 17.2.2 the receiving party obtains from some other person without any breach of confidentiality;
 - 17.2.3 comes into the public domain otherwise than through the default or negligence of the receiving party or which is independently developed by or for the receiving party; or
 - 17.2.4 the receiving party is obliged to disclose in order to comply with any Law; regulation, court order or order of any other competent authority.
- 17.3 Each party must ensure that its Personnel are bound by an undertaking in substantially the same terms as contained in this clause 17.
- 18 DATA PROTECTION**
- 18.1 Each party must (and must ensure that its users and Personnel) in connection with the Agreement:
- 18.1.1 comply with all applicable Privacy Laws; and
 - 18.1.2 not do or omit to do anything that would cause the other party to breach any applicable Privacy Law.
 - 18.1.3 only use the personal data supplied by the other party in connection with the Agreement to the extent necessary to perform its obligations under the Agreement.
- 18.2 We:
- 18.2.1 acknowledge that Customer Data is the property of you or of a third party author of the data from whom you have received authorisation to use the Customer Data in the manner
- 18.2.2 recognise you or the third party's ownership of Intellectual Property Rights in Customer Data, together with the inherently confidential nature of Customer Data.
- 18.3 You and your third party data providers reserve all Intellectual Property Rights which may subsist in the Customer Data.
- 18.4 You hereby grant to us, for the Term, a non-exclusive, transferable, royalty-free licence to use the Customer Data solely for the purpose of meeting, and to the extent necessary to meet our obligations under the Agreement.
- 18.5 In respect of Customer Data you supply to us in connection with the Agreement, we will:
- 18.5.1 only process the Customer Data in accordance with your reasonable and lawful instructions;
 - 18.5.2 ensure appropriate technical and organisational measures are in place to safeguard against any unauthorised access, loss, destruction, theft, use or disclosure of Customer Data; and
 - 18.5.3 not delete or remove any copyright notices or other legal notices contained within or relating to that Customer Data.
- 18.6 You warrant to us that all data subjects whose data is comprised in the Customer Data have given their valid consent to the transfer of their personal data by you to us, to the processing of their personal data by us in connection with the Services and to the export of this data by us to affiliates, partners and other third parties outside of the European Economic Area.
- 18.7 You agree to indemnify, hold harmless and keep indemnified, us and our directors, officers, employees and agents from and against any liability for loss and from and against any damages, costs, awards, proceedings, claims, demands, expenses (including reasonable legal fees) and inconvenience which arise as a

result of our processing of Customer Data in accordance with the terms of the Agreement.

19 LIABILITY

19.1 Nothing in the Agreement limits or excludes a party's liability for:

19.1.1 death or personal injury caused by its negligence;

19.1.2 fraud or fraudulent misrepresentation; or

19.1.3 any other liability which cannot be limited or excluded by Law.

19.2 Subject to clause 19.1, to the extent allowed by Law, we are not liable, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement for loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of or damage to goodwill, loss of use or corruption of software, data or information, or any indirect or consequential loss.

19.3 To the extent allowed by Law, we have no liability in respect of any claim for breach of contract, negligence, breach of statutory duty or other claim arising from:

19.3.1 any delay or failure by us to perform any of our obligations under the Agreement where such failure results directly from any breach or negligence by you, your users or your Personnel; or

19.3.2 the use of the Services for any purpose that was not made known to us before the Agreement Start Date and documented in the Key Terms Sheet or any Scoping Document or which was subsequently approved by us in writing.

19.4 Except as described in this Agreement, to the extent allowed by Law, we (and our partners that we work with to provide the Services) expressly exclude all warranties, representations, terms, conditions or other commitments of any kind, whether express or implied, statutory

or otherwise (such as warranties of merchantability, fitness for a particular purpose, service quality and standards, accuracy of data, and non-infringement). We specifically disclaim any warranty or representation that the operation of the Services will be uninterrupted or error-free or that our systems and software are free of viruses or other harmful components, or that our security procedures and mechanisms will prevent the loss or alteration of or improper access to information or content by third parties.

19.5 Subject to clauses 19.1 to 19.4, to the extent allowed by Law, our total aggregate liability for all claims, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement is limited to the value of the Charges actually received by us from you in the 12 months prior to the occurrence of the incident giving rise to the alleged liability.

19.6 You indemnify us against all liabilities, damages or losses suffered or incurred by us due to:

19.6.1 a breach of the Agreement by you, your users or your Personnel;

19.6.2 any act or omission by you, your users or your Personnel;

19.6.3 any claims brought against us by any third party arising out of or in connection with the Agreement.

20 ASSIGNMENT AND SUBCONTRACTING

20.1 You will not, without our prior written consent, novate, assign, transfer, charge, sub-license, subcontract or deal in any other manner with all or any of your rights or obligations under the Agreement.

20.2 We may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of our rights or obligations under the Agreement and you agree to execute any document necessary or desirable, in our sole opinion, attesting and/or giving effect to it.

21 COMPLAINTS AND CONTACT DETAILS

21.1 If you are unhappy about any aspect of our Services, you should contact us. We will investigate any complaint in accordance with our complaints handling policy and we will contact you with the result. You can receive a copy of our complaints handling policy by contacting us. You can contact us by phone at +353 168 7777, by email at support@iptelecom.ie or by post at Unit 1a Hume Centre, Hume Ave, Park West Industrial Park, Dublin 12.

21.2 We shall comply with the codes of practice of the Regulator to the extent we are regulated and bound by them. For more information visit www.comreg.ie.

22 GOVERNING LAW AND JURISDICTION

22.1 The Agreement and all non-contractual obligations arising from or connected with them are governed by and construed in accordance with, and all disputes between the parties arising out of or in any way relating to the Agreement or any disputes between the parties in any way connected with the subject matter of the Agreement (whether contractual or non-contractual) are governed by, the laws of Ireland. Each party submits to the exclusive jurisdiction of the Irish Courts. Nothing contained in this clause limits our right to bring enforcement proceedings in another jurisdiction or to seek interim, protective or provisional relief in the courts of another jurisdiction.

23 SERVICE CHANGES

23.1 To deliver useful and interesting innovations to you our Services are constantly evolving. We may change the terms of this Agreement or the features or functionality of a Service at any time. Changes may include, for example, changing, suspending or ending of any part or feature of the Services or changing the availability of a Service. We may also impose limits on certain features and Services or restrict your access to parts or all of the Services.

23.2 If we believe that a change is major, we will provide notice to you on our website or at the e-mail address you provided to us in the Key Terms Sheet. Unless necessary to comply with any Law, mandatory safety or statutory

requirements, a major change will be effective no earlier than 30 days after we notify you. However, non-major changes, major changes addressing new functions for a Service or major Service changes necessary to comply with any Law, mandatory safety or statutory requirements may be effective immediately.

23.3 You are responsible for reviewing and becoming familiar with any change we make. If you do not agree to a change you will have to immediately stop using the Services and close your account with us. If you use the Services following our change notice, then you will have accepted the Services and/or Agreement as modified.

24 GENERAL

24.1 This Agreement (including additional terms that may be provided by us when you engage with a feature of the Services) is the entire agreement between you and us and overrides and supersedes all prior representations or agreements for the Services (which will be deemed to have been terminated by mutual consent). Each party confirms that it has not relied on, and has no remedies in respect of, any representations, assurances or warranties (whether made innocently or negligently) except those expressly set out in the Agreement

24.2 We are not liable for any failure or delay to perform our obligations under this Agreement where the failure is due to anything beyond our reasonable control (for example, natural disasters, flood, fire, explosion, flood, epidemic, acts of terror, war or national emergency, riots, civil commotion, malicious damage, compliance with any law or governmental order, or mechanical, electronic or communications failure or degradation ("**Force Majeure Event**").

24.3 If a court with jurisdiction over this Agreement finds that any part of this Agreement is wholly or partly unenforceable invalid, or illegal, you and we agree that where possible, the court should modify the terms to make that part enforceable while still achieving its intent. If the court cannot do that, you and we agree that the court should not have regard to that unenforceable, invalid, or

illegal part but still enforce the rest of this Agreement.

- 24.4 If we fail to insist that you perform any of your obligations under this Agreement or we do not act or delay in acting to in exercise a right or remedy provided by this Agreement that does not mean we have waived our rights or remedies against you and will not mean that you do not have to comply with your obligations.
- 24.5 We will supply the Services as an independent service provider and nothing in the Agreement is intended to, or is deemed to, establish any employment relationship, partnership or joint venture between the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party. Each party confirms it is acting on its own behalf and not for the benefit of any other person.
- 24.6 The Agreement may be entered into in any number of counterparts each of which are deemed to be an original and which together comprise the Agreement.
- 24.7 Without prejudice to our rights under clause 23, no variation of the Agreement is effective unless it is in writing and signed by an authorised representative of each party.
- 24.8 Both parties will ensure that there are done and executed all acts, documents and other things as may reasonably be required for securing each of the rights and obligations of the parties under the Agreement.
- 24.9 You must not at any time prior to or within 12 months of termination or expiry of the Agreement solicit the employment of any person who is employed by the other in the course of providing, assisting or developing the Services, unless first agreed between the parties.

25 DEFINITIONS & INTERPRETATION

- 25.1 In this Agreement, unless otherwise stated:

Agreement has the meaning given to it in clause 2.

Agreement Start Date has the meaning given to it in clause 3.1.

Bundle means a package of call minutes purchased by you as part of a Service.

Business Day means any day which is not a Saturday, a Sunday or a public holiday in Ireland.

Business Hours means between 09.00 and 17.30 on a Business Day, and a “**Business Hour**” means a complete hour during Business Hours.

Charges means the charges payable by you to us for the provision of the Services, as set out in the Key Terms Sheet (or if no charges are specified in the Key Terms Sheet, the charges set out on our website).

Confidential Information means all information about the organisation, affairs, plans, transactions, proposals, projections, strategies, finance, prices, know how, methodologies, costs, operations, accounts, strategic plan, operational processes, data, systems, Intellectual Property and back-ups, as the case may be, as a result of or in anticipation of or in connection with the Agreement or any other information which either party ought reasonably regard as confidential or which is marked or designated as confidential by the party disclosing the information.

Consultancy Services means the consultancy and related services to be provided by us pursuant to the Agreement, as further described in the Product Terms set out Schedule 3.

Customer Data means any and all data (whether personal data or not) and information provided or made available by you or processed, generated, created, stored or held by us as part of the Services.

Customer Equipment means any telecommunications equipment or apparatus at your premises (not being Equipment), provided and used by you in order to use the Services.

Customer Materials means all documents, software, information, items and materials in any form (including Customer Equipment), whether owned by

you or a third party, which are provided by you to us in connection with the Services.

Deliverables means any output of the Services to be provided by us to you as specified in the Key Terms Sheet, and any other documents, software, products and materials generated, created or provided by us to you in relation to the Services.

Downtime means any period of time during which the Services are not Available.

Equipment means the telecommunications equipment, devices, hardware and apparatus, and any related documentation to be provided by us as part of the Services.

Fair Usage Limits means the maximum fair usage limits for the Services, as specified in the Key Terms Sheet.

Force Majeure Event has the meaning given in clause 24.2.

Initial Term means the initial term of the Agreement, as set out in the Key Terms Sheet.

Intellectual Property Rights includes, without limitation, copyrights, discoveries, concepts, domain names, patents, secret processes, database rights, technologies, know how, inventions, ideas, improvements, information, all copyright works, business methods, logos, designs, trademarks, service marks, topography and semi-conductor chip rights, business names, literary, goodwill, dramatic, musical and artistic works anywhere in the world (whether any of the foregoing is registered or unregistered and including any application for registration).

IP Telecom Material means all IP Telecom Software and other material, information, documents and data however stored, that we provide to you in relation to the Agreement, but excludes Customer Material and third party software.

IP Telecom Rate Card means our rate card that we post on our website or otherwise notify you of, as updated by us from time to time.

IP Telecom Software means our proprietary software or third party software licenced by us to you.

Key Terms Sheet means the document agreed between and signed by the parties describing the Services and Deliverables to be provided by us and related matters.

Law means law applicable in Ireland or any other jurisdiction in which the Services are provided (without further enactment) including, without limitation, common law, statute, statutory instrument, proclamation, bye-law, directive, decision, regulation, rule, order, notice, code of practice, code of conduct, rule of court, instruments, or delegated or subordinate legislation.

Minimum Network Requirements means our minimum network requirements, a copy of which is set out in Schedule 4 to the Agreement, as updated by us from time to time.

Network means the telecommunications network used by us to provide the Services.

Number Porting Request means a request by you to us to port a telephone number, such request to be in the form specified by us.

Personnel means, in respect of a party, that party's officers, employees, agents, subcontractors and individual contractors.

Point of Demarcation means our core network switch.

Privacy Laws means the Data Protection Acts 1988 and 2003 (as amended).

Product Terms means the service-specific terms set out in the Schedules to the Agreement.

Regulator means the body responsible for regulating the Irish electronic communications market from time to time, which at the Agreement Start Date is the Commission for Communications Regulation.

Scoping Document means a document attached to the Key Terms Sheet that is prepared by us and agreed by both parties, detailing the scope and

specifications of the Services (or any part of them) to be provided under the Agreement.

Services means the SIP Trunking Services, the Hosted PBX Services, the Consultancy Services, the Deliverables, and any other services to be supplied under the Agreement, as set out in the Key Terms Sheet, and as more particularly described in the Product Terms (and includes, as the context admits or requires any one, more or all of them or part of any of them).

Service Measurement Period means each consecutive period of 1 calendar month, beginning on the Service Start Date.

Service Term means the term for each Service, as set out in the Key Terms Sheet and extended in accordance clause 3.4 of the Agreement.

Term means the term of the Agreement comprising the Initial Term and any Renewal Period.

- 25.2 Headings do not affect the interpretation of the Agreement.
- 25.3 Unless the context otherwise requires, words in the singular includes the plural and in the plural includes the singular.
- 25.4 The Agreement is binding on, and enure to the benefit of, the parties to the Agreement and their respective personal representatives, successors and

permitted assigns, and references to any party includes that party's personal representatives, successors and permitted assigns.

- 25.5 A reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time.
- 25.6 A reference to writing or written includes email.
- 25.7 Any obligation on a party not to do something includes an obligation not to allow that thing to be done.
- 25.8 A reference to the Agreement or to any other agreement or document referred to in the Agreement is a reference of the Agreement or such other agreement or document as varied or novated (in each case, other than in breach of the provisions of the Agreement) from time to time.
- 25.9 References to clauses, Schedules and appendices are to the clauses, Schedules and appendices of the Agreement and references to paragraphs are to paragraphs of the relevant Schedule.
- 25.10 Any words following the terms including, include, in particular, for example or any similar expression is construed as illustrative and does not limit the sense of the words, description, definition, phrase or term preceding those terms.

SCHEDULE 1 - SIP TRUNKING PRODUCT TERMS

1 DEFINITIONS

1.1 In this Schedule, unless otherwise stated:

Available means the availability of the SIP Trunking or the Hosted PBX Services (as applicable) through the Network, measured at the Point of Demarcation, and **Availability** will be construed accordingly.

Scheduled Downtime means scheduled downtime for repairs and maintenance carried out outside of Business Hours or at any other time provided we give you five days' prior notice of such scheduled downtime.

SIP Trunking Services means the SIP trunking and related services to be provided under the Agreement, as further described in this Schedule.

2 SERVICES

2.1 We will provide the SIP Trunking Services to you in accordance with this Schedule and the Agreement.

3 AVAILABILITY

3.1 We will use reasonable endeavours to make the SIP Trunking Services Available during 99.99% of each Service Measurement Period.

3.2 Availability is calculated as:

(Total number of hours in a Service Measurement Period minus Total number of whole hours Downtime during the Service Measurement Period) divided by (Total number of hours in the Service Measurement Period) multiplied by 100

3.3 Without limiting paragraph 3.1 of this Schedule and clause 19 (Liability) of the Agreement, we do not warrant that your use of the SIP Trunking Services will be uninterrupted or error-free and we have no liability to you in respect of unavailability of the SIP Trunking Services.

3.4 The following will not count as Downtime for the purposes of the calculation in paragraph 3.2:

3.4.1 Downtime that is caused by a Force Majeure Event;

3.4.2 Downtime resulting from us limiting or suspending the Services in accordance with the terms of the Agreement;

3.4.3 Downtime that resulted from any actions or inactions of you or any third parties;

3.4.4 Downtime that resulted from your network or communications links (e.g. your broadband connections) and/or the Customer Equipment and/or third party equipment not within our primary control;

3.4.5 Scheduled Downtime; and/or

3.4.6 unscheduled Downtime where we have given you at least six Business Hours' notice of the unscheduled Downtime.

4 QUALITY OF VOICE CALLS

4.1 The quality of voice calls made using the SIP Trunking Services are dependent on your internet connection. Therefore, the quality or availability of the voice calls cannot be guaranteed and we have no liability to you in respect of the quality of voice calls.

5 POINT OF DEMARCATION

5.1 You are responsible for the maintenance of your own network and all equipment beyond the Point of Demarcation and we have no liability to you in connection with the performance or availability of the SIP Trunking Services beyond the Point of Demarcation.

SCHEDULE 2 - HOSTED PBX SERVICES PRODUCT TERMS

1 DEFINITIONS

1.1 In this Schedule, unless otherwise stated:

Hosted PBX Services means the hosted private branch exchange and related services to be provided under the Agreement, as further described in this Schedule.

Hosted PBX System means the Network and other hardware, software and operating system through which we make the Hosted PBX Services available.

2 SERVICES

2.1 We will provide the Hosted PBX Services to you in accordance with this Schedule and the Agreement.

3 EQUIPMENT

3.1 If you purchase Equipment from us, we will deliver the Equipment to you.

3.2 You must pay us for any Equipment you order under the Agreement, via direct debit, debit card, or, subject to our approval, by cheque (as set out in the Key Terms Sheet) within 14 days of receipt of our invoice. The Equipment will remain our property until we have received payment in full. You must not rent, lease, sell, charge, assign or otherwise deal with the Equipment until we have received payment in full for the Equipment.

3.3 We reserve the right to vary the price quoted for the Equipment to include any changes occurring and notified to you before delivery of the Equipment. In respect of items whose price is increased, you may cancel your order for the purchase of the Equipment at any time before its delivery.

3.4 The Equipment, from the time of delivery, is at your risk.

3.5 Upon delivery and the passing of risk in the Equipment to you under the Agreement the Equipment will be

treated as Customer Equipment for the purposes of the Agreement.

3.6 We do not make any warranty, representation or promise in respect of the Equipment. The manufacturer's warranty documentation is included with the Equipment on delivery and it is your responsibility to ensure that such documentation is kept in a secure place. No employee of ours has authority to make any warranty, representation or promise concerning the Equipment except in writing and signed by a duly authorised officer of us.

3.7 You acknowledge that you must contact the manufacturer for warranty and support services relating to the Equipment. We may at our discretion provide initial assistance for Equipment support, however, this will be limited referring your query to the manufacturer.

3.8 We reserve the right to charge for replacement Equipment supplied or repair of defects undertaken by us at the request of you where such replacement or repair is not covered by the manufacturer's warranty at the rates set out in the IP Telecom Rate Card.

3.9 Notwithstanding any recommendations made by us, it is your responsibility to satisfy yourself as to the suitability of the Equipment for your needs.

3.10 We reserve the right to make minor alterations to the specification of the Equipment which do not materially affect the Equipment's performance.

3.11 We may, at our discretion, agree to install the Equipment at your premises. We may carry out a survey of your premises in advance of any installation.

3.12 If:

3.12.1 our survey indicates that there will be extra costs for us to provide the installation service or Hosted PBX Services; or

3.12.2 during installation the Equipment, we or our Personnel discover something that indicated that there will be extra costs for us to provide the installation service or Hosted PBX Services,

we may, on written notice to you, increase the Charges by an amount equal to the extra costs incurred. You will have the right to terminate the Agreement by giving us written notice within 14 days of the date of our written notice. In these circumstances, you are not be liable to pay the termination fee set out in clause 14.4 of the Agreement, but you must pay us the Charges for any Services provided by us up until the date of termination.

4 HOSTING AND SUPPORT

4.1 As part of the Hosted PBX Services we will provide:

4.1.1 access to the Hosted PBX System;

4.1.2 internet connectivity through an internet service provider at our data centre. You must make you own arrangements for internet access in order to access the Hosted PBX System;

4.1.3 monitoring of the Hosted PBX System and the Network.

4.2 We provide basic customer support services during Business Hours. This support is limited to self-service system support. You may purchase enhanced support from us in accordance with our Support Services Policy that is in effect from time to time.

4.3 If we take action to remedy any issues in the Hosted PBX Services or the Network that result from your damage or misuse of the Hosted PBX Services or your network or communications links (e.g. your broadband connections) and/or the Customer Equipment and/or third party Equipment not within our primary control, we reserve the right to charge you for this work at the rates set out in the IP Telecom Rate Card.

4.4 Without prejudice to any if our other rights or remedies under the Agreement, we may suspend your access to the Hosted PBX Services if we reasonably believe that it is necessary to suspend access to the Hosted PBX System to ensure the integrity of the Network or of data held on the Hosted PBX System. Such suspension continues until such time as we reasonably believe that the circumstances giving rise to the initial suspension will no longer be applicable.

5 AVAILABILITY

5.1 We will use reasonable endeavours to make the Hosted PBX Services Available for 99.99% of each Service Measurement Period.

5.2 Availability is calculated as:

(Total number of hours in a Service Measurement Period minus Total number of whole hours Downtime during the Service Measurement Period) divided by (Total number of hours in the Service Measurement Period) multiplied by 100

5.3 Without limiting paragraph 5.1 of this Schedule and clause 19 (Liability) of the Agreement, we do not warrant that your use of the Hosted PBX Services will be uninterrupted or error-free and we are not liable to you in respect of unavailability of the Hosted PBX Services.

5.4 The following will not count as Downtime for the purposes of the calculation in paragraph 5.2:

5.4.1 Downtime that is caused by a Force Majeure Event;

5.4.2 Downtime resulting from a suspension of the Services by us in accordance with the terms of the Agreement;

5.4.3 Downtime that resulted from any actions or inactions of you or any third parties;

5.4.4 Downtime that resulted from your network or communications links (e.g. your broadband connections) and/or the Customer

Equipment and/or third party equipment not within our primary control;

5.4.5 Scheduled Downtime; and/or

5.4.6 unscheduled Downtime where we have given you at least six Business Hours' notice of the unscheduled Downtime.

6 QUALITY OF VOICE CALLS

6.1 The quality of voice calls made using the Hosted PBX Services are dependent on your internet connection. Therefore, the quality of the voice calls cannot be

guaranteed and we are not liable to you in respect of the quality of voice calls.

7 POINT OF DEMARCATION

7.1 You are solely responsible for the maintenance of your own network and all equipment beyond the Point of Demarcation and we have no liability to you in connection with the performance or availability of the Hosted PBX Services beyond the Point of Demarcation.

SCHEDULE 3 - CONSULTANCY SERVICES

1 CONSULTANCY SERVICES

1.1 We will supply the Consultancy Services, including the supply of any Deliverables expressly described in the Key Terms Sheet and/or any Scoping Document, in accordance with the terms of the Agreement (including the Charges).

2 YOUR OBLIGATIONS

2.1 You acknowledge that we rely on the information provided to us by you in delivering the Consultancy Services. Without prejudice to the generality of clause 5 (Customer Obligations) of this Terms and Conditions of Service, you must provide us with complete and accurate information which is, or may be, relevant to the Consultancy Services.

2.2 You acknowledge and agree that the scope for the Consultancy Services as outlined in the Key Terms Sheet and/or any Scoping Document (including Charges, pricing and timelines), reflects the information provided by you. We reserve the right

to amend the scope and to increase the Charges and any proposed timelines in the event that any information provided by you is incorrect.

3 CHARGES FOR OUT-OF-SCOPE SERVICES

3.1 Any services carried out outside of the agreed scope for the Consultancy Services will be charged at the rates set out in the IP Telecom Rate Card.

4 THIRD PARTY RECOMMENDATIONS

4.1 As part of the Consultancy Services, we may recommend products or services which are provided by us or by third parties. While we will use reasonable care and skill in making such recommendations, it is your responsibility to satisfy yourself as to the suitability of the products or services for your needs. We are not liable for any losses incurred by you as a result of your reliance on any of our recommendations.

SCHEDULE 4 - MINIMUM NETWORK REQUIREMENTS

- For every phone location at least one 10/100 Ethernet network port available. The phones can be daisy chained from a PC if necessary.
- Cable provided is 1 metre in length; customer needs to provide patch cabling if distances greater.
- No Double NAT i.e. each network port needs to be switched, not routed, to the outside router/firewall
- ALL NAT helpers such as ALG disabled on the outside router/firewall
- UDP timers for LAN/WAN traffic set to 45 Secs
- Latest firmware on router/firewall
- IDP and like applications turned off for all Voice traffic
- Fixed IP Address on the broadband connection
- All traffic to/from network ranges 195.191.28.0/23 (port 8443 is needed for portal access)
- Allow ICMP pings to/from 195.191.29.21 to Public IP address at each location for basic monitoring
- Average latency to sip.iptel.co should not exceed 80ms
- For each required concurrent call there should be 87.2kbps available on the WAN link up and down. e.g.

Traditional versus VoIP bandwidth requirements

- PSTN = 1 call = 87.2kb
- BASIC ISDN2 = 2 calls = 174.4kb
- FRA ISDN = 15 calls = 1.308Mb
- PRI ISDN = 30 calls = 2.616Mb
- For Yealink Provisioning please include option 66 on your DHCP server to point to <http://boot.iptel.co/Provisioner>
- For Cisco Provisioning please include option 66 on your DHCP server to point to [http://boot.iptel.co/Provisioner/\\$MA.xml](http://boot.iptel.co/Provisioner/$MA.xml)

SCHEDULE 5 – MODEL CANCELLATION FORM FOR RESIDENTIAL CUSTOMERS

In certain circumstances you may cancel your contract of sale with IP Telecom.

Please complete and return this form to us only if you wish to cancel a contract of sale with us.

If you need to speak with us, our customer support number is +353 1 687 7777.

To:	IP Telecom Limited, Hume Centre, Hume Ave, Park West Industrial Park, Dublin 12 Email [sales@iptelecom.ie]
<p>[INSERT NAME] hereby give notice that I cancel my contract of sale of the following:</p> <ul style="list-style-type: none"> <li style="margin-left: 40px;">• Goods/Equipment: [INSERT DETAILS] ; and/or <li style="margin-left: 40px;">• Services: [INSERT DETAILS] <p>Ordered on [INSERT DATE] or Received on [INSERT DATE]</p>	
Consumer's Name:	
Consumer's Address:	
Signature: [only if this form is notified on paper]	
Date:	