NTT DaTa

Service Description

Cloud Fax

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Definitions

Term	Definition
Business-Hours	NTT Business-Hours are from Monday to Friday between 7AM and 7PM (GMT for EMEA, CDT for Americas and SGT for APAC)
Client	Means the Party contracting with NTT for purchasing the Service(s) described in this Service Description
Datacenter	A Datacenter is a facility used to house computer systems and associated components, such as telecommunications and storage systems
DDI	Stands for "Direct Dial In" and means the PSTN E.164 numbers as supplied by NTT as part of its Calling Plans Service
Go Live Date	Means the date that NTT declares the service is being delivered to Client and the date from which billing will commence.
PSTN	Public Switched Telephone Network
Scheduled Maintenance Window	Maintenance operations scheduled in advance by NTT to implement a specific change on the NTT infrastructure. Occurs during non-Business-Hours.
Service-Desk	Service-Desk means a single point of contact (SPOC) for communication between NTT and its clients and business partners.
Self-Care	Self-Care means the provisioning portal which permits Client to administrate its solution and its options
SIP	Means "Session Initiation Protocol" and is a signaling protocol used for initiating, maintaining, and terminating real-time sessions
SKU	Stands for Stock Keeping Unit and is a distinct type of item for sale
SOF	Stands for Service Order Form
UCaaS	Means Unified Communications as a Service, a cloud-based UC solution permitting end-users to use features such as Instant Messaging, Meetings and Calling
User	Means a Client's employee, partner or another person having an account declared on a UCaaS platform or any communication platform connected to Cloud Voice services. This is sometimes referred to as "end-User".
User Number	Means a phone number from a national PSTN numbering plan meant to be assigned to a physical person as its personal business phone number

Document history

Issue	Date	Comments
1.0	June 15th, 2016	Initial document
1.1	April 22nd, 2022	Update of list of countries and Overage charges capabilities
1.1.1	December 29th, 2022	Updates of Service Policy and Incident Management sections
1.1.2	April 25th, 2024	NTT Data template, BYON compatibility and other minor revisions
1.2	September 5th, 2024	Update for compliance with new NTT Data legal framework

1. Cloud Fax solution

1.1. Cloud Fax Service – Per line

Description	The Cloud Fax Service – Per line consists in NTT handling all of Client's inbound/outbound faxes.
	By subscribing to this service, end-users can send faxes to a wide-ranging number of worldwide destinations and receive faxes from anywhere, right into their email-boxes. Faxes will be sent and received as email attachment, for easier management and archiving. Client can also print the fax attachment whenever necessary.
	The destinations included in the Cloud Fax Service for sending outgoing faxes are the following: Australia, Austria, Belgium, Brazil, Canada, China, Croatia, Cyprus (Republic of), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong-Kong, Hungary, Ireland, Italy, Japan, Lithuania, Luxembourg, Malaysia, Mexico, Netherlands, New-Zealand, Norway, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Taiwan, United Kingdom and the United States of Americas.
	Faxes sent to other destinations than the above list will be charged on a per-minute basis according to NTT global Pay As You Go outgoing calls the PAYG service price-list.
	Incoming faxes are received as emails with .pdf file attachment via automatic fax protocols detection supporting both T.38 and T.30.
	Outgoing faxes can be sent as an email attachment, via the email body itself or both. Several file formats are supported including .doc, .pdf, .xls, .ppt, and .txt. Users receive an email notification for confirming successful or failed fax delivery.
Prerequisites	A Phone Number is necessary to receive faxes and must be ordered separately.
	Client's email solution must either be relying on Microsoft Exchange or Gmail technologies. The solution also requires to setup an SMTP connector between Client's email solution and NTT Cloud Fax Service.
	NTT recommends using the TLS encryption option in the SMTP connector setting.
Limitations	By default, each Cloud Fax Line is associated with a local phone number and up to 5 personal email addresses for outgoing faxes. Only 1 email address can be configured for incoming faxes (a Distribution Lists can be configured if several persons must receive inbound faxes to a specific Cloud Fax Line).
	If more than 5 persons need to be able to send outgoing faxes from a specific Cloud Fax Line, then additional Users for outgoing faxes can be added per Cloud Fax Service line against additional charges.
	Distribution Lists email addresses will not work for outgoing faxes. Personal mailboxes only can be used for outgoing faxes, shared mailboxes are not allowed.
	Subject to a fair-use of the service, Cloud Fax Service lines allow unlimited calls to fax destinations. NTT reserves the right to disconnect calls after 2 hours duration and will hence require a re-dial.
	This service is not compatible with analogue fax devices and only works using email software clients such as Outlook or Gmail.
	Maximum Inbound/Outbound fax size is dependent on the maximum attached file size policies configured on Client email servers.
	Sending outgoing faxes requires Users to use international format for fax number destinations (E.164 format as described by the International Telecommunications Union). Should Users send outgoing faxes without providing the country-code in the destination phone number, faxes could be routed to a wrong destination.
	The email notifications look-and-feel cannot be customized nor can it be disabled at Client level.
	One email address can only be configured against one fax DDI.

1.2. Cloud Fax Service – Additional User

Description	The Cloud Fax Service – Additional User consists in adding one User to the list of outgoing faxes Users permitted for the Cloud Fax Service – Per line.
Prerequisites	Client must have ordered at least one Cloud Fax Service – Per line for ordering additional Cloud Fax Service users.
Limitations	This option only applies to the list of enabled outgoing faxes users. Incoming faxes users are managed by Client via the Distribution List communicated to NTT.

1.3. Cloud Fax Service – Bring Your Own Numbers (BYON)

Description	NTT Cloud Voice BYON permits Client to register external Phone Numbers (sourced from a Voice Carrier different than NTT) onto NTT Cloud Voice network. In such case Client keeps its contract with its local Voice Carrier but benefits from NTT Cloud Voice integration with leading Cloud Communications platforms, including NTT Cloud Fax platform. Registered external Phone Numbers will be behaving the exact same way as NTT Phone Numbers from a functional standpoint. By default, all inbound and outbound faxes will be handled by NTT Cloud Voice network and rated according to NTT Global PAYG price-list.
Prerequisites	BYON requires Client (or its underlying Voice Carrier) to deploy SIP trunking integration with NTT Cloud Voice network. For Cloud Fax integration purposes, T.38 protocol compatibility must be ensured.
Limitations	In most countries, routing of outbound domestic calls will have to be done through Client's BYON Voice Carrier for preserving some features (such as Call Termination, CLI-Presentation, etc.) Limitations may apply with regards to Cloud Communication platform integration and CLI handling depending on country and number-type, Feasibility study should be sought from NTT as presales stage. By using this BYON solution, NTT does not become the local Voice Carrier of Client for the relevant calls, and NTT shall not be liable to comply with any related local Telecommunications provider's obligations. Emergency calls routing shall be handled by Client's Voice Carrier.

1.4. Types of Phone Numbers available

For regulatory compliance purposes NTT only provides this service in the Available Countries as listed in the below table.

N.B. The below information is given to informational purposes and may be subject to change over time.

Country name	Numbers availability	Country specifics
Argentina*	All mainland Geographic numbers	Porting of landline numbers is not allowed in this country
Australia	All mainland Geographic numbers	
Austria	All mainland Geographic numbers	
Belgium	All mainland Geographic numbers	

Country name	Numbers availability	Country specifics
Brazil	Main local numbering areas available. Upfront availability study recommended.	Coverage includes São Paulo and Rio de Janeiro areas as well as 75% of cities with population above 100,000 inhabitants
Canada	All mainland Geographic numbers	
Chile*	All mainland Geographic numbers	Limitations to porting of landline numbers may apply in this country
China*	All mainland Geographic numbers (excl. HK and Macau). N.B. China User Numbers are only available for Clients located outside of China	Porting of landline numbers is not available.
Costa Rica*	Mainland Geographic numbers	Porting of landline numbers is not allowed in this country
Croatia	Mainland Geographic numbers	Coverage of main cities numbering areas
Cyprus	Mainland Geographic numbers	Coverage of main cities numbering areas
Czech Republic	All mainland Geographic numbers	
Denmark	All mainland Geographic numbers	
El Salvador*	All mainland Geographic numbers	
Estonia	National numbers	Outbound calling to Estonia Premium rate numbers is not supported International inbound calls to national numbers are not guaranteed
Finland	All mainland Geographic numbers	
France	All mainland Geographic numbers except French overseas departments/territories	
Germany	All mainland Geographic numbers	
Greece	Mainland Geographic numbers	Coverage of main cities numbering areas
Hong-Kong	All mainland Geographic numbers	Legal Company Name Local Company Information Business Registration Number
Hungary	Mainland Geographic numbers	Coverage of main cities numbering areas
Israel*	Mainland Geographic numbers	Coverage of main cities numbering areas Before service activation, Client shall provide a letter signed by the end-user confirming engagement of services was carried out through authorized signatories of the subscriber and is legally binding on the subscriber.
Ireland	All mainland Geographic numbers	
Italy	All mainland Geographic numbers	Legal Company Name Local Company Information Local Contact Number

Country name	Numbers availability	Country specifics
Japan	050 (national VoIP) and 03B-J (Tokyo area) numbers	Ordering of 03B-J numbers requires a company registration certificate and a proof of address. Access to Japanese Short-Codes from VoIP numbers is on best-effort basis as some restrictions on inbound calls from VoIP numbers may be in place for targeted call-centers. Emergency Calls services are not available in Japan using this Product.
Latvia*	All mainland Geographic numbers	
Lithuania	Mainland Geographic numbers	Coverage of main cities numbering areas Proof of address required
Luxembourg	All mainland Geographic numbers	Legal Company Name Local Contact Number
Malaysia	All mainland Geographic numbers	Porting of landline numbers is not possible in this country Proof of address required
Mexico	All mainland Geographic numbers	
Netherlands	All mainland Geographic numbers	Legal Company Name
New-Zealand	All mainland Geographic numbers	
Norway	All mainland Geographic numbers	
Panama*	All mainland Geographic numbers	Porting of landline numbers is not allowed in this country
Peru*	All mainland Geographic numbers	
Poland	All mainland Geographic numbers	Legal Company Name Local Company Information
Portugal	All mainland Geographic numbers	Numero de Indentificacao Fiscal (NIF) Portability validation code (CVP) (generated automatically based on the NIF - cannot be modified)
Puerto Rico	All mainland Geographic numbers	
Romania	All mainland Geographic numbers	Proof of address required
Singapore	All mainland Geographic numbers	
Slovakia	Mainland Geographic numbers	Coverage of main cities numbering areas
Slovenia	Mainland Geographic numbers	Coverage of main cities numbering areas Customer shall inform end-users of the existence and importance of the single European emergency number "112" and the single European missing children hotline number "116000"
South Africa	All mainland Geographic numbers	
Spain	All mainland Geographic numbers	
Sweden	All mainland Geographic numbers	
Switzerland	All mainland Geographic numbers	

Country name	Numbers availability	Country specifics
United Kingdom	All mainland Geographic numbers (does not include Channel Islands, Isle of Man and overseas territories) and 033 Non-Geographic Numbers.	
USA	All mainland Geographic numbers and Hawaii	

*Countries available as Preview. SLAs and standard delivery times are best effort only.

1.5. Outbound faxes - Pay-as-you-go

The Pay-as-you-go service permits to send outgoing faxes to worldwide PSTN fax destinations.

Faxes sent to destinations not included in the Cloud Fax plan will be charged on a per-minute basis and according to the NTT Pay-as-you-go rate-card.

1.6. Number Ordering and Porting

1.6.1 New numbers ordering

NTT offers Client to order new numbers in the local area(s) of its choice.

Feasibility study must be conducted prior to assignment of local numbers to Client. This is due to the facts that NTT does not hold stock in every possible numbering areas but also because local numbering resources are becoming scarce in dense areas and regulators tend to provide new resources by small incremental subsets.

Therefore, NTT recommends Client to keep a minimum stock of unassigned DDIs in chosen local areas, aside of a foreseen ramp-up period.

N.B. NTT will aim at providing consecutive numbers as much as possible but such consecutive numbering resources may not always be available.

1.6.2 Number Porting

Description	This Service permits Client to keep using its existing Phone Numbers. When porting Phone Numbers is allowed and supported in a given country, Client may be entitled to port-in Numbers from other operators to NTT's network. Unless otherwise stated in writing, the date and time for the transition to NTT will happen at the go live date, as agreed between the parties.
Limitations	For regulatory compliance purposes NTT only provides this service in the available countries listed in the Specific Terms. The Numbers Porting is subject to feasibility study and may not be available depending on the telecommunication operator owning Client's current Numbers. Out-of-range numbers are especially unlikely to be ported. By default, Number Porting operations occur during Business-Hours.

1.6.3 Timelines and country specifics

Timelines for each country vary depending on whether the enquiry is for new numbers ordering or porting of existing numbers. These timelines may also vary over time as practices or regulation may change in a given country.

When it comes to porting, default figures as may be provided by NTT are assuming standard porting operations during local business-hours and which can very on a per-country basis.

Timelines provided by NTT always apply "post-order validation", meaning once NTT has received and validated the order and all necessary documents (including Letter of Authorization).

Ordering new numbers can extend timelines beyond initially communicated values should stocks in required local numbering area be empty. NTT recommends discussing foreseeable needs in terms of local numbering resources as early as possible.

1.6.4   Non-standard porting operations

By default, porting operations are conducted by NTT:

- During local business-hours
- Covering 1 customer site at a time
- Range(s) from 1 losing carrier at a time

Should Client however request to have porting operations conducted outside of local business-hours, or have several sites, from several losing carriers ported at one time, this can be studied on a case-by-case basis and managed via NTT Professional Services teams.

Additional charges for non-standard porting operations apply.

1.7.   Limitations

Service Use Policy

NTT maintains a Service User Policy detailing more specifically the limitations of its Cloud Voice services.

NTT's Cloud Fax is designed to support personal business use of fax services and is plan specific, to be used by up to 5 end-user per fax line, unless additional users are subscribed as an add-on to this line. Normal, reasonable use on NTT's plans must be in accordance with this Service Use Policy, our Terms of Service and consistent with the types and levels of usage by typical customers on the plan. Unauthorized or excessive use beyond that normally experienced by business customers may result in service suspension or termination.

Cloud Fax cannot, under any circumstances, be used for fax blasting, junk faxing, fax spamming, broadcast fax, or other high volume or multi-person faxing purposes.

NTT may determine that abnormal, unreasonable, or impermissible usage is occurring, and may take appropriate steps, including but not limited to suspension or termination of service, when a customer's calling patterns during more than one month reflect excessive faxing patterns indicative of an attempt to evade enforcement of this Fair Service Use Policy.

2.   Service Management

Cloud Voice services are managed according to the description in the Customer Service Handbook document.

NTT monitors alerts from vendors on a 24/7 basis.

2.1.   Service Operations

2.1.1 Scope

Support for the Customer's own communication platform (e.g. IPPBX, Contact-center, UCaaS solutions) is not included as part of the Cloud Fax service.

The scope of the support provided as part of Cloud Fax service is limited to the elements under NTT's control. These elements include:

-   NTT Cloud Voice network
-   NTT Cloud Fax platform
-   NTT connectivity to PSTN carriers

2.1.2 Global Integrated Operations Centre (GIOC) service-desk

The NTT Global Integrated Operations Centre operates currently as a single virtual team with engineers based in Barcelona (Spain) and South Africa.

The NTT Global Integrated Operations offers English language support on a 24hours/365 days basis.

The NTT Global Integrated Operations Centre is responsible for:

-   Being the first point of contact for Customer Authorized Administrator
-   Tracking, managing and completing Services and Incident Requests
-   Responding to phone calls and service portal requests
-   Manage requests with other vendors and internal escalation teams.

N.B. Service requests and incidents must be raised by a Customer Authorized Administrator.

Customer Authorized Administrators are one or more named individuals or a named Service Desk that are authorized to log cases to NTT.

2.2.   High Availability

Conscious of the importance of providing a highly reliable Cloud Voice service, NTT has made strong investments in effectively deploying a highly redundant Cloud Voice network relying on a fully meshed high-speed L2VPN backbone network.

Cloud Fax relies on high availability clusters: Our Cloud Fax platforms are all made on-site redundant. These clusters offer high availability service delivery with stateful failover which allows preservation of calls in-progress in many failover scenarios.

2.3.   Service Monitoring

The Cloud Voice network is monitored on a 24/7 basis by our globally distributed NOC/L2/L3 teams.

SIP service state is monitored using SIP Options requests.

In case of standalone deployments (i.e., on-premises platforms), Client must answer to SIP Options request to benefit from this monitoring service. As per Failover implementation, SIP service will continue even if one network link is down.

In the case of Cloud Interconnect or NTT Global Network services type of accesses are used, then BGP-peering state is monitored.

2.4. Incident Management

Incidents are defined as "unplanned interruption to service or reduction in the quality of service provided".

2.4.1 Incident logging

Client can log incidents on a 24/7 basis via either NTT portal or Phone. Several mandatory information are required to log an incident, which may vary depending on the incident type.

2.4.2 Incident priority definition

Incidents are prioritized according to the below matrix table:

	Large scale	Medium scale	Small scale
High impact	P1	P1	P3
Medium impact	P2	P2	P3
Low impact	P2	P3	P3

Request for Information (RFI) are classified as P4

Large scale: Entire Site impacted / Several groups of end-users. A site is a company business office.

Medium scale: Group of several end-users. Can be a business department, a site floor, several users in different sites.

Small scale: A couple of users or Remote Workers.

High impact: Service not available (i.e. unable to send and/or receive faxes)

Medium impact: Service partially available (i.e. Unable to send/receive faxes to/from specific destinations, etc.)

Low impact: Poor service quality (i.e. Fax quality is not good, latency, etc.)

2.4.3 Incident priority matrix

Incident priorities are defined according to the below matrix table:

Incident Priority	Response Target (Auto)	Ticket Status Update	Time to Restore
P1	15 mins	2 Hours	4 Hours
P2	30 Mins	4 Hours	12 Hours
P3	4 Hours	24 Hours	72 Hours

Incident Priority	Response Target (Auto)	Ticket Status Update	Time to Restore
P4	N/A	N/A	N/A

Incidents go through many stages with restoration being a primary objective. Time to Restore shall mean the period from the first notification of the Incident until NTT and its vendor restores the Service to at least a usable level of functionality.

2.5.   Monthly Service Availability Service Level Agreement (SLA)

2.5.1   Description

NTT Cloud Voice Monthly Service Availability SLA applies from within within NTT boundaries (notably the Cloud Voice network, connectivity to natively integrated cloud platforms and connectivity to PSTN carriers ecosystem). Any outage outside of this perimeter will not be taken into account to compute this SLA (i.e. the terminating operator's network or the Client's real-time communication platform).

Monthly Service Availability is computed using the following formula:

MSA = (Total Monthly Minutes – Valid Downtime)/Total Monthly Minutes

Valid downtime includes, and is limited to the below events:

- End-user is unable to receive Fax calls (IN)

- End-user is unable to place domestic Fax calls (OUT)

[1] *For Domestic and International Calling plans subscriptions: Coverage is extended to international destinations included in this plan*

Valid Downtime excludes downtime linked to Standard, Emergency and Scheduled Maintenance Windows. Downtime linked to these events shall be excluded from the calculation of the Monthly Service Availability.

Downtime starts from the point at which a relevant priority incident is logged to the Service-Desk and ends when Client is notified that the incident has been resolved.

2.5.2   Scope

The Monthly Service Availability is calculated on a per subscription basis (i.e. per Cloud Fax plan basis).

For example, should Client have 100 Cloud Fax subscriptions, and the service becomes unavailable for 10 Cloud Fax lines during 100 minutes, Then 1 000 minutes (10 x 100) would be counted as Valid Downtime and withdrawn from the Total Monthly Minutes of 43 920 x 100 = 4 392 000 minutes.

Resulting MSA would be 99.97%.

2.6.   Patch Management

NTT implements critical and security patches in a maximum 30-days timeframe from the release of the vendor.

2.7.   Data Management

Data Management specifics are detailed in the NTT Data Privacy and Protection Fact Sheet for Cloud Fax.

2.8. Data security policies

2.8.1 Datacenter security policies

NTT hosts its platforms in 3rd party Datacenters where a set of certifications such as SSAE16 (Statement on Standards for Attestation Engagements) and ISO 27001 are available. This guarantees the implementation of a rigorous set of global standards covering physical, logical, process, and management controls.

2.8.2 Remote access to Cloud Voice network management layer

Remote access to Cloud Voice network management layer is prohibited. Accesses are only permitted from within the NTT internal network and secure remote access facilities with multi-factor authentication.

2.8.3 Vulnerability scanning and penetration testing

NTT performs external and internal vulnerability scanning on a monthly basis. Risk based reviews are performed based on scan results and are addressed in accordance with NTT Group policy. In addition, annual penetration tests are performed to evaluate the security of the NTT's external cloud footprint. The penetration tests are scoped to include all identified external IP ranges and align with testing based on industry standard methodology.

2.8.4 At-rest data encryption

All at-rest Personal Data stored by NTT for a period over 1 hour are encrypted using the AES-256 (256 bit key, 128 bit block) algorithm.

2.8.5 Backup policies

NTT operates and maintains a data protection infrastructure to prevent loss of data and permit timely restoration of services in the case of a disaster or catastrophic system failure.

Further details are provided in the NTT Data Privacy and Protection Fact Sheet for Cloud Fax.

2.8.6 Limitations and Exclusions

NTT data protection infrastructure is NOT meant to maintain a versioned history of data.

Restoration of Client data shall be at Client's sole cost and expense unless the need for the restoration was due solely to a failure or error of NTT.

NTT shall delete all information related to a User from its databases as soon as a User is deleted by Client on the Self-Care.

2.9. Personnel Security

NTT implements a security policy framework influenced by ISO/IEC 27001. The security policies are communicated and made available for all NTT's employees. The policies are reviewed by the Security Officer on a yearly basis.

2.10. Security and Fraud management mechanisms

Several mechanisms have been put in place to prevent fraudulent activities such as the ones described above.

2.10.1 SIP Proxy: Real-time traffic patterns monitoring

Traffic patterns are monitored in real-time with call attempts, call minutes and costs compared to thresholds to detect fraudulent activities.

In case of an unusually high volume of calls to a destination, within a short period of time, or an unusually high call duration for calls to a destination, can be detected in real-time and may result in calls to that destination being suspended temporarily (60 minutes by default on a per destination-basis – can be customized on a per Client-basis as a PS engagement).

2.10.2 Central Black and White-lists management system

NTT subscribes to live fraud protection data, updated multiple times per day, which dynamically adjusts blacklists and whitelists with high-risk phone numbers compiled from research, industry sources, and national numbering plans.

NTT also maintains its blacklists and whitelists based on monitoring telephony services across its network.

Lastly, the 24/7 NOC and support teams are able to make changes to this in near real-time when appropriate based on reports from the outbound routing system, and incidents.

2.10.3 SIP Analytics

The SIP Analytics technology permits to detect and automatically block telecom fraud attacks without impacting legitimate calls. By analyzing SIP messages before the call is set up, the system can quickly detect an attack—much faster than other systems that use call detail records (CDRs), which are typically created after calls are completed.

SIP Analytics include the following tools:

- TDoS mechanisms
- SIP normalization and protocol validation
- Back-to-Back User Agent (B2BUA)

2.10.4 IP White-listing

At IP level, all SBC public interfaces are configured with white-listing of trusted peers.

2.11. Client Obligations

Although NTT makes every effort to detect and block fraudulent calls on its network, Client must always:

- Ensure that only authorized people use the Cloud Fax service.
- Take sensible precautions regarding security and access to systems, such as enforcing the use of strong passwords and PINs where applicable, to prevent unauthorized usage.

3. Billing

3.1. Standard Charges types

The Communications Hub services as described in this document are structured with the flowing SKU's:

SKU name	Definition	Charge type
Pay-as-you-go based Consumption	Per minute charges for overage outgoing calls consumption to the PSTN	Per-Minute Consumption Charges
Cloud Fax Service - Per Line	Allows up to 5 fax senders per line and unlimited recipients.	Monthly Recurring Charges
Cloud Fax Service - Additional User	Adds one User to list of outgoing faxes Users permitted for Cloud Services.	Monthly Recurring Charges

3.2. Billing Cycles

NTT billing cycles start on the first calendar day of the month and ends on the last calendar day of the month.

Monthly Recurring Charges (i.e. Cloud Fax Lines) and overage per-minute pay-as-you-go communication charges are computed on the last calendar day of the Month for invoicing (i.e. Communications of December 2023 are rated on December 31st and invoiced by mid-January 2024).

NTT does not provide pro-rated charges but rather full month rating and invoicing.

3.3. Monthly Recurring Charges

3.3.1 Cloud Fax lines

Billing of Monthly Recurring Charges for Cloud Fax lines occurs every month and is based on the observed number and type of lines on the last calendar day of the month.

Should a Cloud Fax line assignment be removed during the course of the current billing cycle, then the entire month is due. The "Unassigned DDI" charge will start in the next billing cycle in replacement of the Calling Plan previously assigned.

3.3.2 Pay-as-you-go consumption charges

Outgoing faxes not included in the Cloud Fax plan will be considered as overage consumption and shall be charged by NTT to Client as Pay-as-you-go service.

Client shall pay to NTT charges calculated using a rate per minute as described in Appendix "Outgoing Calls rate-card" for all calls routed via the NTT Network including calls routed via NTT's carriers.

Calls are billed in one-second unit increments. Per CDR charges are rounded to the nearest upper two (2) decimal places (for currencies not featuring decimals rounding is done to the nearest upper integer place).

NTT will update its Outgoing Calls rate-card at least once a year to reflect exchange rate fluctuations.

3.4.   Minimum Monthly Commitment

Client understands and agrees that NTT is entitled to charge a Minimum Monthly Commitment (MMC) as defined in the Service Order Form (SOF).

Said MMC shall only be charged should the total amount of Monthly Recurring Charges and the Per-minute overage consumption due over a monthly period be inferior to this MMC amount. In such case the MMC only will be charged to Client superseding the sum of the other Cloud Voice charges (excluding One-Time charges).

The MMC is computed at the Billing Account level.

3.5.   Other charges

For all charges not listed in SOF, Client must refer to its NTT Account Manager. Should the provisioning of services not listed in the SOF be effective, NTT shall charge such services using its standard Price-List, available on-demand from Client's Account Manager.

3.6.   Billing and Invoicing capabilities

By default, NTT will invoice Client centrally in-country as initially agreed between the two parties.

Specifics

Billing is not available in all countries, nor in all currencies. Feasibility must be checked upfront.
Invoicing of China Calling Plans must be done outside of China.