

Service Description

Universal Calling Plans

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Contents

- 1. Universal Calling Plans9**
- 1.1. Geographic coverage (Available Countries)9
- 1.2. Available plans 12
 - 1.2.1 Domestic per Minute plan.....12
 - 1.2.2 Domestic 180 plan.....12
 - 1.2.3 Domestic Unlimited plan.....12
 - 1.2.4 Domestic and International plan12
 - 1.2.5 Domestic Calling Destinations included13
- 1.3. Unassigned DDIs 15
- 1.4. Bring Your Own Numbers (BYON) 15
 - 1.4.1 Description15
 - 1.4.2 Pre-requisites16
 - 1.4.3 Limitations16
- 1.5. Calling Plans subscriptions management 16
- 1.6. Outbound calls - Pay-as-you-go 16
- 1.7. Number Ordering and Porting 17
 - 1.7.1 New numbers ordering17
 - 1.7.2 Number Porting17
 - 1.7.3 Timelines and country specifics.....17
 - 1.7.4 Non-standard porting operations17
- 1.8. Emergency Call Services..... 18
 - 1.8.1 Registration based Emergency Call Services18
 - 1.8.2 Countries specific terms with regards to emergency calling20
 - 1.8.3 Other limitations22
- 1.9. Call Routing capabilities22
 - 1.9.1 Call-Forwarding22
 - 1.9.2 On-net call routing23
- 1.10. VoIP specifics23
 - 1.10.1 CLI-Presentation23
 - 1.10.2 CLI-Manipulation24
 - 1.10.3 CLI-Restriction24
 - 1.10.4 Directory Services Registration24
 - 1.10.5 Caller ID Name (CNAM).....24
 - 1.10.6 Voice codecs25
 - 1.10.7 SIP-level failover mechanisms25
- 1.11. Standard compatibility with UCaaS platforms25
 - 1.11.1 Microsoft Teams Phone System Features25
 - 1.11.2 Cisco WebEx Calling Voice Features25
- 1.12. Standard compatibility with Client specific platforms25
 - 1.12.1 List of standard platforms validated25
 - 1.12.2 SIP trunking specifics26
 - 1.12.3 SIP features.....26

- 1.12.4 Load-balancing.....29
- 1.13. Network access to the service..... 29
 - 1.13.1 Public Internet29
 - 1.13.2 Dedicated Network connectivity29
 - 1.13.3 NTT DATA Global Network services29
 - 1.13.4 Hybrid network access29
- 1.14. Limitations..... 29
 - 1.14.1 User Numbers and phone-system applications29
 - 1.14.2 Geographical assignment of Universal Calling Plans30
 - 1.14.3 Service Use Policy30
 - 1.14.4 Suspension of services31
 - 1.14.5 Concurrent Calls capacities.....31
- 2. Service Operations 32**
 - 2.1. Scope 32
 - 2.2. Global Integrated Operations Centre (GIOC) service-desk..... 32
 - 2.3. High Availability 32
 - 2.3.1 In-DC N+1 redundant design..... 32
 - 2.3.2 Geo-Redundancy 32
 - 2.4. Service Monitoring 32
 - 2.5. Incident Management 33
 - 2.5.1 Incident logging33
 - 2.5.2 Incident priority definition.....33
 - 2.5.3 Incident priority matrix 33
 - 2.6. Monthly Service Availability Service Level Agreement (SLA) 34
 - 2.6.1 Description 34
 - 2.6.2 Scope..... 34
 - 2.7. Patch Management..... 34
 - 2.8. Data Management 34
 - 2.9. Data security policies..... 34
 - 2.9.1 Datacenter security policies 34
 - 2.9.2 Remote access to Cloud Voice network management layer 35
 - 2.9.3 Vulnerability scanning and penetration testing 35
 - 2.9.4 Traffic encryption 35
 - 2.9.5 At-rest data encryption 35
 - 2.9.6 Backup policies 35
 - 2.9.7 Limitations and Exclusions 35
 - 2.10. Personnel Security..... 35
- 3. Security and fraud management..... 36**
 - 3.1. Main fraud schemes managed 36
 - 3.1.1 Toll-Free fraud/Toll-Free traffic-pumping..... 36
 - 3.1.2 Call transfer fraud..... 36
 - 3.1.3 Telecom denial-of-service..... 36

- 3.1.4 Wangiri fraud36
- 3.1.5 Revenue sharing fraud36
- 3.2. Security and Fraud management mechanisms 36
 - 3.2.1 SIP Proxy: Real-time traffic patterns monitoring36
 - 3.2.2 Central Black and White-lists management system37
 - 3.2.3 SIP Analytics37
 - 3.2.4 IP White-listing37
 - 3.2.5 STIR/SHAKEN37
- 3.3. Client Obligations.....37

- 4. Selfcare, Reporting and QoS.....38**
 - 4.1. Reporting and QoS 38
 - 4.1.1 Mean Opinion Score (MOS)38
 - 4.1.2 NTT MOS Degradation.....38
 - 4.1.3 Post Dialling Delay (PDD)38

- 5. Billing39**
 - 5.1. Standard Charges types 39
 - 5.2. Billing Cycles..... 39
 - 5.3. One-Time Charges39
 - 5.3.1 Default Cloud Voice setup fee39
 - 5.3.2 Other One-Time Charges39
 - 5.4. Monthly Recurring Charges40
 - 5.4.1 Universal Calling Plans Charges40
 - 5.4.2 DDI renting fees40
 - 5.5. Pay-as-you-go consumption charges.....40
 - 5.5.1 Call Termination Charges40
 - 5.6. Monthly Minimum Commitment.....40
 - 5.7. Other charges40
 - 5.8. Billing and Invoicing capabilities41

List of abbreviations

Abbreviation	Meaning
Agreement	Means the agreement concluded between NTT and Client pursuant to which NTT provides Client with the Services described in this Service Description.
Business-Days	NTT DATA Business-Days start on Monday and finishes on Friday.
CLI	Calling Line Identifier: The phone number used by a calling party using the PSTN.
Client	Means the Party contracting with NTT DATA for purchasing the Service(s) described in this Service Description.
CX Number	Means a phone number from a national PSTN numbering plan not assigned to a physical person as its personal business phone number, but rather to a contact-center like (“CX”) application
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 DATA as part of its Universal Calling Plans Service.
Directory Services	Means a database containing information about users, devices, and resources.
Dispatchable Location	Dispatchable Location for 911 calls, as defined by the Federal Communication Commission or FCC (USA), includes the physical address of the caller as well as additional location information, such as room or floor number, necessary to locate the caller more adequately in case of an emergency call.
Emergency Call Services	Means calls requesting emergency services giving the calling party fast and easy means of giving information about an emergency to the appropriate Emergency Services Centers which are routed to the emergency services in accordance with applicable regulations.
Emergency Maintenance Window	Exceptional maintenance operation required to react to a critical issue that need to be remedy promptly.
Emergency Services Centers	Means fire department, police, ambulance and other government backed entities.
Geographic Numbers	Means a phone number associated with a physical location as defined in the applicable national numbering plan
Go Live Date	Means the date that NTT DATA declares the service is being delivered to Client and the date from which billing will commence.
Key Performance Indicators	Means a quantifiable measure used to evaluate the success of the Services.
Letter of Authorization	Mean a letter allowing a new service provider or carrier port a phone number from their old providers.
MACDs	Moves, Adds, Changes and Deletes requests.
National Numbers	Means a phone number spanning the whole country territory – not associated with a specific geographical area.
Off-net calls	PSTN call being terminated to a phone number through external PSTN carriers networks.
On-net calls	PSTN call between phone numbers directly connected with NTT DATA Cloud Voice network.
Porting	Means the process of taking an existing phone number and transferring it to another provider.

Abbreviation	Meaning
Premium Rate Numbers	Means a telephone numbers that charge callers higher price rates for select services.
PSTN	Public Switched Telephone Network.
Toll-Free Number	Means a telephone number that is billed for all arriving calls and that is free of charge for the calling party
Scheduled Maintenance Window	Maintenance operations scheduled in advance by NTT DATA to implement a specific change on the NTT DATA infrastructure.
Service-Desk	Service-Desk means a single point of contact (SPOC) for communication between NTT DATA 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.
SLO	Stands for "Service Level Objectives" and is a set of service-level targets metrics.
SKU	Stands for Stock Keeping Unit and is a distinct type of item for sale.
SOW	Stands for Statement of work.
Special Numbers	Special Numbers are PSTN destinations only reachable within a country and for which a specific tariff applies.
Tenant	A Tenant is a group of Users who share a common access with specific privileges.
TTD	Time To Deliver is the NTT DATA' objective for delivering a service expressed in Business Day(s)
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 assigned to a physical person as its personal business phone number.
Service Number	Means a phone number from a national PSTN numbering plan that allow multiple users to place and receive calls using one telephone number associated only with one location. This type of number is provided as part of the Cloud Voice for CX solution and is sometimes referred to as CX Number.
WAN	Wide Area Network is a telecommunications network that extends over a large geographic area for the primary purpose of computer networking.

Document history

Issue	Date	Comments
1.0	April 1 st , 2020	Initial document
1.1	July 31 st , 2020	Update specifics with regards to Australia, New-Zealand and Japan User Numbers as well as update to the countries included in the International Calling plan

Issue	Date	Comments
1.2	January 31 st , 2021	<p>Coverage expansion to Brazil, South Africa, Romania and Czech Republic</p> <p>Additional specs for Japan and Domestic 180 pooling mechanisms</p> <p>Timelines and specifics added for numbers ordering and porting</p> <p>List of codecs removed and replaced by a pre-requisite to support G.711 A or U law</p> <p>Added compatibility with Fax over IP and supported RFCs</p> <p>Added compatibility with NTT DATA Global Networks-based WAN or SD-WAN solutions</p> <p>Added specs for SLAs</p> <p>Added mention that SLOs do not grant access to Service Credits</p> <p>Added specs on TLS encryption settings</p>
1.3	July 10 th , 2021	<p>Coverage extended to Croatia, Cyprus, Estonia, Greece, Hungary, Lithuania, Malaysia, Slovakia and Slovenia</p> <p>Japan: added limitations on access to Short-codes from 050/VoIP numbers</p> <p>USA: Hawaii added to UCP US coverage</p> <p>Support of new emergency calls routing features in the USA and Canada (Dynamic 911)</p> <p>Specs of supported CLI-Manipulation scenarios</p>
1.4	April 15 th , 2022	<p>Coverage extended to Preview countries: Argentina, Chile, Costa-Rica, El Salvador, Israel, Latvia, Panama and Peru,</p>
1.4.1	December 15 th , 2022	<p>Columbia added as Preview country</p> <p>Update of the Incident Management section</p> <p>SLA section update</p> <p>Removal of MTRS paragraph</p> <p>Added "Reporting" section</p>
1.4.2	June 15 th , 2023	<p>Adjusted Porting timelines and minimum numbers to be ordered</p> <p>Clarification on CLI Presentation for domestic outbound calls</p> <p>Clarification on Call Queues and Auto-Attendant and use of User Numbers for call management apps</p> <p>Update of Service Use Policy</p> <p>Added description of GIOC service desk</p> <p>Update of the Monthly Service Availability SLA description</p> <p>NTT MOS Degradation QoS KPI added</p> <p>Description of Default Cloud Voice setup fees</p> <p>Local billing: Minimum Monthly Commitment at BA level</p>

Issue	Date	Comments
1.5	December 15 th , 2023	Added definitions of off-net and on-net calls Removed Introduction section Removed limitations for porting Panama Landline numbers Added support of On-net Calls Added description of BYON feature Added specs around local business hours and number porting Compliance with National regulation added in Roaming limitations paragraph Added specifics on CLI Manipulation rules in the context of Call Forwarding Added specifics for Microsoft Phone System Added specifics for Cisco Webex Calling CCP Removed support of "Refer" in the default SIP methods
1.5.1	January 30 th , 2024	Added China to list of covered countries Added further specs on the BYON limitations Added Privacy Waiver for US/Canada emergency calls routing specifics Additional specs added to local Billing section
1.5.2	March 15 th , 2024	Added Cisco CCP specifics Updated Public Internet Access Points
1.6	August 15 th , 2024	New NTT DATA formatting Additional specs for on-net calls routing Update of SLA section Update of Billing section Default call setup and increments set to 30 seconds
1.6.1	February 15 th , 2025	Added several definitions Automated Calling Plans assignment for Operator Connect integration Coverage extended to Turkey Removed limitations of Number Porting to some Preview countries Added extended specifics to the emergency calls routing section Updates to the Service Use Policy

1. Universal Calling Plans

Universal Calling Plans are full PSTN-replacement cloud-based calling plans working with leading real-time communication and UCaaS platforms.

This Service is available in a growing number of countries and consists in providing a User Number (assigned to a physical person), collecting inbound calls from the PSTN network and routing them to the appropriate User following a given policy.

This Service also includes the CLI presentation to called parties.

Universal Calling Plans are provided in 4 different plans providing various call packages (“Domestic per Minute”, “Domestic 180 minutes”, “Domestic Unlimited” and “Domestic and International”).

All these plans include following features:

- One local User Number;
- CLI-Presentation and CLI-Restriction;
- Emergency Call Services;
- Toll-Free Destinations calling;
- Reception of inbound calls to the User Number; and
- Access to pay-as-you-go service (ability to place outgoing calls to domestic and international PSTN destinations)

This Service Description is maintained online by NTT DATA and may be updated by NTT DATA from time-to-time (effective upon publication).

1.1. Geographic coverage (Available Countries)

For regulatory compliance purposes, NTT DATA only provides this service in the Available Countries as listed below and in accordance with National Numbering Plan or NNP regulation.

The availability of the Services and features may vary by country/location due to regulatory and other restrictions. Client understands that these country specifics may evolve over time for reasons outside of NTT DATA’s control.

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

Country/Location name	User Numbers availability	Country specifics
Argentina*	All mainland Geographic Numbers	
Australia	All mainland Geographic Numbers	
Austria	All mainland Geographic Numbers	
Belgium	All mainland Geographic Numbers	
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	
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. Emergency Calls Services are not available in China. Directory services are not available. Microsoft Teams integration only available via Direct Routing as a Service for the time being.

Country/Location name	User Numbers availability	Country specifics
Colombia*	All mainland Geographic Numbers	Porting of landline numbers is not allowed in this country.
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	Limitations to Porting of landline numbers may apply in this country.
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	International Inbound calls CLI can't be presented in Hong-Kong as per local regulation restriction.
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
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. Limitations to Porting of landline numbers may apply in this country 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	

Country/Location name	User Numbers availability	Country specifics
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	
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 and National 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. Client 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/Location name	User Numbers availability	Country specifics
Turkey	All mainland Geographic Numbers	The Turkish Phone Numbers component of our NTT DATA Calling Plans is provided by NTT DATA on-behalf of Voxbone Turkey through the execution of a contract executed directly between Client and Voxbone Turkey, the terms of which are set forth in the relevant order form. Limitations to Porting of landline numbers may apply in this country. Premium Rate Numbers are not reachable from the service. Diversion Headers and CLI manipulation are not supported in Turkey.
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.

1.2. Available plans

1.2.1 Domestic per Minute plan

This plan does not include any PSTN call consumption minutes, and all outgoing calls will be rated on a per minute basis.

1.2.2 Domestic 180 plan

The Domestic Calling Plan 180 includes the following features:

- Pooled bundle of 180 minutes of outgoing PSTN Calls to Domestic destinations (outside of Special Numbers and Toll-Free Numbers)

The number of minutes allocated in each Domestic 180 Calling Plan are pooled together on a per-county basis. These per-country pools of minutes are computed monthly and do not propagate from one month to another. On-net calls are included in this plan on an unlimited basis (subject to Service Use Policy). In example, if Client has subscribed 10 Users to the “UK Domestic 180 Calling Plan”, a shared pool of 1 800 UK minutes is each month available for these 10 Users.

1.2.3 Domestic Unlimited plan

The Domestic Unlimited Calling Plan includes unlimited PSTN calls towards Domestic destinations, subject to the Service Use Policy defined in this document. On-net calls are included in this plan on an unlimited basis (subject to Service Use Policy).

1.2.4 Domestic and International plan

The Domestic and International Calling Plans includes all the features of the Domestic Unlimited Plan as well as the following features:

- Contribution of 250 minutes of outgoing PSTN Calls to international destinations (outside of Special Numbers) to the International Pool of minutes (one pool globally - described below)

Geographic coverage of International plan

The International component of the Domestic and International Calling Plan covers the below countries for both fixed and mobile destinations:

Alaska	Hawaii	Peru
Argentina	Hong Kong	Poland
Australia	Hungary	Portugal
Austria	Iceland	Puerto Rico
Bangladesh	India	Romania
Belgium	Indonesia	Russian Federation
Brazil	Ireland	Singapore
Canada	Israel	Slovakia
Chile	Italy	Slovenia
China	Japan	South Africa
Colombia	Korea (South)	Spain
Costa Rica	Latvia	Sweden
Croatia	Lithuania	Switzerland
Cyprus	Luxembourg	Thailand
Czech Republic	Malaysia	United Kingdom
Denmark	Mexico	USA
Estonia	Netherlands	Viet Nam
Finland	New Zealand	
France	Norway	
Germany	Panama	
Greece	Pakistan	

International Pool of minutes

The number of international minutes allocated in each Domestic and International Calling Plan are pooled together globally and is shared across all subscribers.

In example, if Client has subscribed 10 Users to the “UK Domestic and International Calling Plan” and 10 Users to the “USA Domestic and International Calling Plan”, a shared pool of 5,000 minutes is each month available for these 20 Users for International calls.

1.2.5 Domestic Calling Destinations included

The below table describes the geographic availability of Domestic destination types included in the Domestic Calling Plan 180 and Domestic Unlimited Calling Plan:

Country/Location name	Domestic calling destinations included
Argentina	Argentina Fixed and Mobile
Australia	Australia Fixed and Mobile
Austria	Austria Fixed and Mobile
Belgium	Belgium Fixed and Mobile
Brazil	Brazil Fixed and Mobile
Canada	Canada ⁽¹⁾ and USA ⁽²⁾
Chile	Chile Fixed and Mobile
China	China Fixed and Mobile
Costa Rica	Costa Rica Fixed and Mobile
Croatia	Croatia Fixed and Mobile
Cyprus	Cyprus Fixed and Mobile
Czech Republic	Czech Republic Fixed and Mobile
Denmark	Denmark Fixed and Mobile
El Salvador	El Salvador Fixed and Mobile
Estonia	Estonia Fixed and Mobile
Finland	Finland Fixed and Mobile
France	France Fixed and Mobile
Germany	Germany Fixed and Mobile
Greece	Greece Fixed and Mobile
Hong-Kong	Hong-Kong Fixed and Mobile
Hungary	Hungary Fixed and Mobile
Israel	Israel Fixed and Mobile
Ireland	Ireland Fixed and Mobile
Italy	Italy Fixed and Mobile
Japan	Japan Fixed and Mobile
Latvia	Latvia Fixed and Mobile
Lithuania	Lithuania Fixed and Mobile
Luxembourg	Luxembourg Fixed and Mobile
Malaysia	Malaysia Fixed and Mobile
Mexico	Mexico Fixed and Mobile

Country/Location name	Domestic calling destinations included
Netherlands	Netherlands Fixed and Mobile
New-Zealand	New-Zealand Fixed and Mobile
Norway	Norway Fixed and Mobile
Panama	Panama Fixed and Mobile
Peru	Peru Fixed and Mobile
Poland	Poland Fixed and Mobile
Portugal	Portugal Fixed and Mobile
Puerto Rico	Puerto Rico and USA ⁽²⁾
Romania	Romania Fixed and Mobile
Singapore	Singapore Fixed and Mobile
Slovakia	Slovakia Fixed and Mobile
Slovenia	Slovenia Fixed and Mobile
South Africa	South Africa Fixed and Mobile
Spain	Spain Fixed and Mobile
Sweden	Sweden Fixed and Mobile
Switzerland	Switzerland Fixed and Mobile
Turkey	Turkey Fixed and Mobile
United Kingdom	United Kingdom Fixed and Mobile
USA	USA ⁽²⁾

⁽¹⁾ Does not include Northern Territories
⁽²⁾ Does not include Alaska and Puerto Rico

N.B. “Fixed” destinations includes calls towards Geographic and Toll-Free numbers, as well as any other destination of the national numbering plan that NTT DATA considers assimilable to Geographic numbering tariffs.

1.3. Unassigned DDIs

Unassigned User Numbers (also referred to as “Unassigned DDIs”) allocated to Client are stored and kept available by NTT DATA. These numbers are available at any time for Client to assign them on its communication platform(s).

1.4. Bring Your Own Numbers (BYON)

1.4.1 Description

NTT DATA Cloud Voice BYON permits Client to register external phone numbers (sourced from a Voice Carrier different than NTT DATA) onto NTT DATA Cloud Voice network.

In such case Client keeps its contract with its local Voice Carrier but benefits from NTT DATA Cloud Voice integration with leading Cloud Communications platforms.

- Inbound calls get routed on-net throughout NTT DATA Cloud Voice network towards destination Cloud Communications platform.
- Outbound calls from Cloud Communication platform can be routed towards NTT DATA PSTN carrier-set and benefit from NTT DATA Global Price-List.
- Calls between BYON and other NTT DATA provided User Numbers or CX Numbers are considered as on-net and will be rated as such.

Registered external phone numbers will be behaving the exact same way as NTT DATA phone numbers from a functional standpoint.

1.4.2 Pre-requisites

BYON requires Client (or its underlying Voice Carrier) to deploy SIP trunking integration with NTT DATA Cloud Voice network.

1.4.3 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 DATA as presales stage.

By using this BYON solution, NTT DATA does not become the local Voice Carrier or provider of Client for the relevant calls, and NTT DATA 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.

1.5. Calling Plans subscriptions management

Client can update the Calling Plan assignments made to his/her User Numbers and Unassigned DDIs at any time.

Such changes are taken into account in the month when the change is made and will apply moving forward.

For Unassigned DDIs, Calling Plan assignment is automatically made on first successful use of the Unassigned DDI (first SIP200 header received on such DDI – whether inbound or outbound PSTN call).

By default, the Calling Plan automatically assigned is the most affordable one that Client has subscribed to in a given country.

N.B. In the specific case of MS Teams Operator Connect, the Assignment and Un-assignment is automated and based on NTT DATA's integration with Operator Connect APIs.

1.6. Outbound calls - Pay-as-you-go

The Pay-as-you-go service permits to place outgoing calls to worldwide PSTN destinations. The Pay-as-you-go service works on a stand-alone basis or in conjunction with Universal Calling Plans. Calls will be charged on a per-minute basis and according to the NTTDATA Pay-as-you-go rate-card.

Pay-as-you-go service includes the below features:

- CLI-Presentation and CLI-Restriction
- Toll-Free Destinations calling

1.7. Number Ordering and Porting

1.7.1 New numbers ordering

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

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

1.7.2 Number Porting

Description	This Service permits Client to keep using its existing User Numbers. When Porting numbers is allowed and supported in a given country, Client may be entitled to port-in numbers from other operators to NTT DATA' network. Unless otherwise stated in writing, the date and time for the transition to NTT DATA will happen at the go live date, as agreed between the parties.
Limitations	For regulatory compliance purposes NTT DATA only provides this Service in the Available Countries listed in this Service Description. 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.

1.7.3 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 of existing numbers*, default figures as may be provided by NTT DATA are assuming standard Porting operations during local business-hours and which can vary on a per-country basis.

Timelines provided by NTT DATA always apply "post-order validation", meaning once NTT DATA 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 DATA recommends discussing foreseeable needs in terms of local numbering resources as early as possible.

In some places, a minimum number of User Numbers needs to be ordered.

Time to deliver figures are given for indicative purposes and apply for a limited number of User Number ranges and sites. NTT DATA recommends placing a specific enquiry to get most accurate and up-to-date figures.

1.7.4 Non-standard porting operations

By default, porting operations are conducted by NTT DATA:

- 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 DATA Professional Services teams.

Additional Charges for non-standard Porting operations apply.

1.8. Emergency Call Services

Client is required to read and agree with the following Emergency Calls Services policies prior to initiating the Service.

1.8.1 Registration based Emergency Call Services

Description

In all countries where NTT DATA provides User Numbers, Users can reach local Emergency Call Services for free as described in Available Countries.

Client responsibilities

Non-Traditional Emergency Services Calling Acknowledgement. Client acknowledges and agrees Emergency Calls Services operates differently with Portable interconnected Voice over Internet Protocol (VoIP) services than on traditional telephone services and mobile/wireless services. Client acknowledges and agree to understand and have read these differences and limitations in our Emergency Call Services and agrees to communicate them to all Users with Services.

Required Information. Client agrees to respond to Supplier's reasonable request according to Applicable Law or carrier's request and accordingly shall provide Supplier with all the information necessary to enable the Emergency Call Services, including but not limited to the complete postal address of each User and the fixed location of the User's terminal equipment. Client authorizes Supplier to disclose it to third-party service providers, including without limitation, call routers, call centers, Emergency Service Centers and PSAPs, for the purpose of dispatching emergency services personnel to User location and/or subject to any additional specific country requirements.

Client is responsible to ensure that a valid CLI is provided within the SIP signaling of an emergency call, according to the specifications detailed in this document, and that the CLI is a User Number provided by Supplier to the Client as part of the Services, and that the required information for emergency services registration has been previously provided by Client to Supplier.

Client's obligation to update.

Client agrees and commits to provide Supplier written notice of any change of such Address Declared information in a timely manner to ensure the accuracy of the relevant Emergency Call Services database and shall be solely responsible for any consequence caused by failure or delay in providing or updating the information. Where the Client has a reasonable expectation, or has been informed, that the Service will be accessed by the User from multiple locations, the Client must recommend that the User register the new address whenever accessing the Service from a new location and provide any such new address received from the User to the Supplier.

Client acknowledges and agrees that in case of modification of the User's information, Supplier will modify the Address Declared as soon as possible in a timely manner from the request. The timeframe may depend on the relevant country. It is Client's sole responsibility to take into account this timeframe as, during this period, the Emergency Call Services will only be available for the concerned User number based on the previously provided Users information. It is Client's obligation and responsibility to inform Users beforehand of this temporary unavailability.

If the Client does not correctly identify the actual location where the User is located, or if the Client's account information has recently changed or has otherwise not been updated, Emergency Call Service calls may be misdirected to an incorrect emergency response site. Client acknowledges that Supplier will not be able to accurately convey calls to the correct location of the User, including emergency calls, if the information is not provided in accordance with this section.

Disconnection. Do not disconnect emergency services call until told to do so by an emergency dispatcher. If the call is inadvertently disconnected, call back immediately.

Emergency Service Calls Availability Limitations. The availability of certain features, such as transmission of an emergency response location or User's telephone number, depends on factors outside of NTT DATA's control, including whether local emergency response centers support those features. NTT DATA rely on qualified third parties to assist us in routing emergency service calls. NTT DATA do not have control over local emergency response centers, emergency calling centers, emergency responders, or other third parties. NTT DATA disclaims all responsibility for the conduct of local emergency response centers, third parties engaged by Client to facilitate emergency response location or other address updates, and all other third parties involved in the provision of emergency response services.

Client acknowledges that the Services, including Emergency Call Services, may not function correctly or at all, (i) in case of occurrence of a Force Majeure event as defined by the applicable Agreement; (ii) in the event of absence of power, access to the Internet, network congestion or outage that is outside the control of Supplier, its suppliers or its network operators, misconfiguration of Client's network, equipment malfunction or other general failures associated with the Services; (iii) in the event of Emergency Services Center failure; or (iv) if a service is disconnected, suspended due to non-payment or in case of termination of Service. A power failure, power surge or power disruption may require Client to reset or reconfigure equipment prior to using the Voice Calling Service or being able to make emergency calls.

Subject to supplemental conditions relating to Dynamic or Nomadic rules, Client acknowledges and agrees that the Emergency Calls Services are limited to Users: (i) with a geographical address located in one of the Available Countries; (ii) with a DID corresponding to the national and local dialing plan of the country where the User is declared; and (iii) who are, when dialing to reach an Emergency Service Center, physically located at the Address Declared.

Client understands and acknowledges that the use of Services from a location other than the Address Declared ("**Nomadic Usage**" [e.g., from a hotel, from a home office, etc.]) is possible but does not permit the accurate supply of Emergency Calls Services unless the Address Declared is updated to the address from which the Service is accessed.

Restriction on Use of Minor Children. This Service is not intended for use by persons younger than the age of consent in their relevant jurisdiction (e.g., 13 years old in the United States under the US Children's Online Privacy Protection Act of 1998, or 16 or 13 years old in the European Union as per Member State law) ("Minor Children"). Minor Children are not permitted to create an account to use the Service, and Client will not authorize Minor Children to access the Service.

Client obligation to inform. As applicable to your jurisdiction, Client shall therefore (i) inform its Users before the first use of the Service about the non-availability of the Emergency Call Services in case of a Nomadic Usage of the Services; (ii) inform its Users of the differences and limitations of the Service, and (iii) clearly inform the Users at the time of subscription that each User must use another communication mean for reaching Emergency Service Centers when located at a different address than the Address Declared.

CLIENT SHALL ENSURE USERS HAVE ACCESS TO A REGULAR TELEPHONE LINE ENABLING ROUTING OF EMERGENCY CALLS WHEN NOT PHYSICALLY LOCATED AT THE ADDRESS DECLARED. CLIENT SHALL BE RESPONSIBLE TO INFORM ANY USER OF THE LIMITATIONS OF THE EMERGENCY CALL SERVICES AND SUGGEST AS A GOOD PRACTICE eg. TO OBTAIN FROM EACH USER WITH AN ACKNOWLEDGEMENT OF ANY EMERGENCY CALL SERVICES LIMITATION IN WRITING PRIOR TO USER'S FIRST USE OF THE SERVICES AND TO BRING TO USER ATTENTION WITH A MESSAGE SIMILAR TO THE FOLLOWINGS: "*IMPORTANT – this service may have limitations with emergency services – you should always have an alternative connection available for this purpose*".

If applicable, Client agrees to place a label on and/or near each telephone or other Client equipment/devices on which the NTT DATA Voice Services may be utilized regarding the limitations or unavailability of Emergency Call Services.

1.8.2 Countries specific terms with regards to emergency calling

United States and Canada

In the United States of America (“United States”), our service also supports the Automatic Location Identification (ALI) feature, enabling an automatic display of information defining a geographical location of the telephone used to place a call to 911.

Different routing solutions

Without limiting or restricting any general obligations related to Emergency Call Services, Client understands and acknowledges that Supplier’s 911 Service capabilities are different than those offered by traditional providers of local telephone services. The Services are not intended to support Emergency Calling, and Client should maintain an alternative means of Emergency Service Calling. Client therefore agrees that the following limitations to the Emergency Call features of the Services apply:

If the address of User is not validated due to errors (for example a post code that is not matching the street name), then the correction of these errors shall not be done in real-time. The Emergency Call Services may therefore not be correctly supplied when the correction is being made.

If the primary method of routing of emergency calls is not available for the entire territories of United States or Canada, Supplier and its underlying suppliers shall utilize a second routing solution according to the applicable regulatory framework. Client understands and agrees that the following limitations to Emergency Call Service features will apply in case the emergency call is routed via this second solution:

- When the User places the Emergency Call, this may be routed to an Emergency Services Center, rather than to the Public Service Answering Point (“PSAP”) that would normally receive the emergency call placed from the User location.
- The User’s physical location and CLI will not be presented to the Emergency Services Center.
- If the User cannot speak, no information will be provided to the Emergency Services Center utilized to contact Supplier to obtain information that could allow them to dispatch emergency services to the User’s location.

Differences with traditional 911 Emergency Services

Cloud Voice is a VoIP telephony service. VoIP telephony services allow people to make or receive telephone calls over the Internet to or from the public switched telephone network. The nature of VoIP telephone calls, while appearing similar to traditional telephone calling services, creates unique limitations and circumstances, and Client acknowledges and agrees to the differences between traditional telephony service and VoIP telephony services. Client also acknowledges and agrees that VoIP telephone services may not provide the most timely or accurate location data if used for the Emergency Call Services, and there are certain circumstances under which the Emergency Call Services may not be available through VoIP telephony services or may be limited by comparison to traditional 911 service. Such circumstances include, but are not limited to, relocation of the User’s IP-compatible Client Premises Equipment (“CPE”) (i.e. laptop, PC, IP Phone, etc.), use by the User of a non-native telephone number, broadband connection failure, loss of electrical power, and delays that may occur in making an Address Declared available in or through the Automatic Location Information (“ALI”) database. Supplier will not be liable for such resulting errors or delays.

Client acknowledges and agrees that it is solely responsible for informing its Users of the differences between traditional telephony service and VoIP telephony services, including the lack of traditional 911 Emergency Services. Prior to establishing access to the Services for User, Client must take appropriate actions to ensure Users have a clear understanding of the limitations of Emergency Services Calls and must provide Users with a conspicuous notice as allowed by Applicable Law regarding the 911 service limitations. If Client or its Users are not comfortable with the limitations on VoIP 911 dialing, Client and Users should have an alternative means of accessing traditional 911 services. Additional details of those requirements can be found at <https://www.fcc.gov/consumers/guides/voip-and-911-service> for United States and <https://crtc.gc.ca/eng/phone/911/voip.htm#attachement2> for Canada.

Types of communication platforms

Cloud Voice provides the Dispatchable Location for 911 calls for all the standard communication platforms it is compatible with.

The Dispatchable Location for 911 calls setting applies at customer site level for the entire site.

In the case of “fixed-devices” systems (i.e. on-premises legacy IP-PBX systems), Client is responsible for providing accurate Dispatchable Location information and timely updates should a change be made.

NTT DATA will store such dispatchable location information in its databases and have it communicated with the relevant emergency services centers.

In the case of “non fixed-devices” (UCaaS based solutions such as MS Teams), our solution is compatible with the Presence Information Data Format – Location Object (PIDF-LO) SIP based technology to dynamically transmit location-based information to emergency services centers. Emergency calls made without PIDF-LO information natively embedded are routed to the US national emergency center. In the case of UCaaS platforms (or “non-fixed devices” as per the FCC), Client is responsible for maintaining the Dispatchable Location information up-to-date on its platform(s).

Calls failing to provide adequately documented emergency address in the United States and Canada will incur a one-time Charge per call. This charge covers for the costs of having the call being manually taken care of by a professional operator. This operator will verbally determine the location of the caller and have it forwarded to the most appropriate emergency center.

Such Charge is listed as part of NTT DATA standard regulatory rates, available on demand to NTT DATA sales representative.

Connection Time

For technical reasons, including network congestion, a 911 emergency call may produce a busy signal or may take longer to connect than a traditional 911 call.

Privacy waiver

The 911 calling party waives any privacy afforded by non-listed and non-published service to the extent that the Telephone Number (TN), address and name associated with the originating access line location are furnished to the PSAP. Client must instruct end Users not to block their TN number on their handsets when calling 911.

For Services provided in the United States, the Client acknowledges and agrees to comply the following additional requirements:

- **Kari’s Law Compliance:** Kari’s Law requires that all outbound dialing Multi-Line Telephone Systems (MLTS) must provide direct access to 911 service without the caller having to dial an initial number, digit, prefix or other access number before dialing 911. Clients with enterprise phone systems are required to be configured as follows:
 - Enable dialing 911 directly without requiring a prefix or outside code;
 - Notify an on-site party such as the receptionist or security manager when an emergency call is placed from within the organization; and
 - Send a valid callback number that a 911 dispatcher can utilize to reconnect with the 911 caller. (Client should not send the main number of its office as it could connect the dispatcher to a receptionist or auto attendant, instead of the 911 caller).
- **Ray Baum Act Compliance (Dispatchable Location):** Section 506 of the Ray Baum’s Act requires that all Multi-Line Telephone Systems (MLTS) customers provide a “dispatchable location” on all emergency 911 calls. A dispatchable location is defined not only as the street address of the 911 calling party, but also must include additional information such as room number, floor number, or similar

information necessary to adequately identify the location of the calling party. Client acknowledges and agrees that Client is responsible to ensure their Multi-Line Telephone Systems are up-to-date and compliant with the dispatchable location requirements of the Ray Baum Act.

Japan

When providing the outgoing call routing service in Japan and when such routing service relates to Emergency Calls for 03B-J numbers only:

Client acknowledges that the information of end-user may cause a misidentification of the User of the Emergency Call. Client therefore agrees that Emergency Calls Service may be restricted, disabled or that Emergency Calls cannot be used. When Emergency Calls cannot be supported, alternative to Emergency Calls should be used by the end-user, Users should always have access to another solution for calling emergency services (i.e. Mobile phone line).

China

Emergency Call Service is not available in China. Alternative means to place emergency calls should be used by the end-user, Users should always have access to another solution for calling emergency services (i.e. Mobile phone line).

1.8.3 Other limitations

Remote Workers

By default, NTT DATA will configure the emergency address of the official business location of Remote Workers.

Should Client elect to assign Remote Worker's home address as the official emergency address, then an additional add-on fee may apply.

Roaming

When the Universal Calling Plan service is used while roaming in a foreign country, emergency calling should not be used as these calls would be placed to the officially assigned Emergency Address of the end-user (Home country address).

Client understands that all such use of resources from National Numbering Plans in roaming circumstances must be done in a lawful manner.

1.9. Call Routing capabilities

1.9.1 Call-Forwarding

Description

Client can enable call-forwarding settings on a per-phone-number basis.

N.B. Call-Forwarding calls will be rated using the 2 legs of the call (Inbound Call + Outbound Call) and respective charges be applied as overage if applicable.

Limitations

The Call-Forwarding service is only available from and to countries where Cloud Voice services are available, including Pay-as-you-go service.

The Call-Forwarding service may present limitations in some jurisdictions, notably for fraud protection reasons. Limitations often involve CLI-manipulation rules to prevent identify theft and other fraudulent behavior. Such CLI-Manipulation rules may end-up erasing the Original CLI.

NTT DATA Cloud Voice does not populate the redirecting number (Diversion Header) when setting up Call-Forwarding.

Feasibility study should be sought from NTT DATA at Presales stage to understand specific impact of Call-Forwarding to CLI handling.

1.9.2 On-net call routing

NTT DATA Cloud Voice natively enables on-net call routing and rating for Universal Calling Plans.

All calls between 2 Phone Numbers registered on NTT DATA Cloud Voice network will be routed as being an on-net call and rated as such.

NTT DATA will rate calls as being “on-net” in the below use-cases:

From / To	Off-net PSTN number	On-net non-registered number ¹	NTT EX number	BYON EX	NTT CX number	BYON CX
Off-net PSTN number	N/A	N/A	Incl.	N/A	CX Dial-in	N/A
On-net non-registered number ¹ (Client SIP Trunk)	Dial-out	Dial-out (routed to PSTN)	Dial-out	Dial-out	On-net CX DI	On-net CX DI
NTT EX number	Dial-out	N/A	On-net DO	On-net DO	On-net CX DI	On-net CX DI
BYON EX	Dial-out	On-net DO	On-net DO	On-net DO	On-net CX DI	On-net CX DI
NTT CX number	Dial-out	N/A	On-net DO	On-net DO	On-net CX DI	On-net CX DI
BYON CX	Dial-out	On-net DO	On-net DO	On-net DO	On-net CX DI	On-net CX DI

¹ Number on-net from a VoIP/SIP trunking standpoint but not registered/unknown to NTT DATA Cloud Voice systems. I.e. A call coming from a Client’s BYON SIP trunk.

List of rates classification:

- N/A: Not Applicable
- Incl.: No charges associated
- CX Dial-in: Dial-in PAYG rate for Service Numbers (Cloud Voice for CX)
- Dial-out: PAYG rate for outgoing PSTN calls and rated according to Client subscription
- On-net DO: On-net per minute rate for outgoing calls
- On-net CX DI: On-net per minute rate for incoming calls to CX numbers

1.10. VoIP specifics

1.10.1 CLI-Presentation

CLI must be formatted using E.164 global format. This CLI should normally be placed in the FROM header of the SIP INVITE which initiates the call. Any calls where a valid CLI is not set, may be classified as a spoofing attempt and blocked.

For Domestic outbound calls NTT DATA guarantees the CLI being delivered provided end-users are not using CLI-Restriction methods.

For International outbound calls, NTT DATA cannot guarantee the CLI being delivered to called party but ensures transmitting it, provided end-users are not using CLI-Restriction methods.

For International inbound calls, NTT DATA cannot guarantee the validity of the CLI presented.

Client use of CLI-Presentation must, at all times, be in accordance with Applicable Law.

1.10.2 CLI-Manipulation

NTT DATA does not provide a CLI-Manipulation service but ensures transmitting manipulated CLI(s) when the desired CLI to be presented belongs to Client and is supplied by NTT DATA.

Should Client require to present a CLI other than one of the User Numbers held by Client, then advice should be sought from NTT DATA regarding the specific requirements as the capabilities and obligations vary by country.

1.10.3 CLI-Restriction

If Client wishes to apply CLI-Restriction (CLIR) when an outbound call is sent, then Client should configure its communication platform (e.g. IP-PBX or Session Border Controller) to use the privacy header (as described in RFC 3325).

To set CLI-R, Client should manipulate signaling on an outbound call so that:

1. The privacy header is set to privacy: id
2. The FROM header is set to [sip:anonymous@anonymous.invalid](#)
3. The valid CLI should be set in the P-Asserted Identity header

1.10.4 Directory Services Registration

Description	Directory Services Registration means a national directory listing that publishes Users information of a telephone number upon User request and might also provide reverse query and/or enquiry services regarding this information.
Prerequisites	Client must provide accurate information for Directory Services Registration (and its modifications) of Users to NTT DATA. Client will fully indemnify NTT DATA of every cost, fees and other expenses paid by NTT DATA as a consequence of inaccuracy of the Directory Information transmitted by Client.
Limitations	<p>Client acknowledges and agrees that the Directory Services as defined below published in the universal directory of the country where the Number was allocated may also be transferred to other commercial directory services providers of the country.</p> <p>NTT DATA reserves the right to refuse to publish Directory Information in the applicable directory of a specific country:</p> <ul style="list-style-type: none"> • in case information is missing or are incorrect in applicable mandatory fields • if the address of the User linked to the number does not meet all applicable regulatory requirements of that specific country, including but not limited to the relevant local address requirement that imposes the address of the User to correspond to the relevant geographic zone of a telephone number. <p>Directory Services Registration is not available in China.</p>

1.10.5 Caller ID Name (CNAM)

Description	<p>The Caller ID Name Service (or CNAM Service) is a service allowing Client to offer to its Users the possibility of receiving CNAM data from the calling party that enabled the emission of such service.</p> <p>The CNAM data means the calling name information and/or other identification information of a User as associated to a specific User Number.</p>
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Prerequisites	Client must order all targeted numbers from NTT DATA to benefit from the CNAM option.
Limitations	This service is only available in the United States and is subject to feasibility study as some very specific locations in the United States are not available to date.

1.10.6 Voice codecs

As a prerequisite, Client must support the G.711 PCMU and/or PCMA codecs. By default, audio transcoding is not supported as a standard feature.

1.10.7 SIP-level failover mechanisms

Cloud Voice provides SIP Hunting capabilities which permit the definition of a set of failover SIP routes to reach the main SIP target. This mechanism requires customer’s SIP estate to support SIP Options Ping requests.

1.11. Standard compatibility with UCaaS platforms

Our Cloud Voice services are compatible with the below listed Global UCaaS platforms. Benefitting from Cloud Voice services with standard UCaaS platforms does not require to build a dedicated SIP trunk prior to rolling out the services.

1.11.1 Microsoft Teams Phone System Features

Teams Phone System

Universal Calling Plans are fully compatible with MS Teams Phone System features. The service is natively available on both Direct Routing as a Service and Operator Connect. Should Microsoft provide feature updates to Phone System, NTT DATA will aim at adding such new features as early as possible. Preview countries are only available via Direct Routing as a Service. N.B. Appropriate Microsoft licensing is required for Client to benefit from Microsoft Teams Phone System capabilities.

1.11.2 Cisco WebEx Calling Voice Features

Cloud Voice services are fully compatible with the Cisco WebEx Calling PBX features through Cloud Connected PSTN framework (CCP). Preview countries are not available on CCP. N.B. As an exception to the above description around Dynamic Emergency Calls routing in United States and Canada, NTT DATA is not providing this feature as it is natively covered by the vendor – Please refer to Cisco’s Webex Service Description for further details on this feature. N.B. Appropriate Cisco licensing is required for Client to benefit from Webex Calling capabilities.

1.12. Standard compatibility with Client specific platforms

Benefitting from Cloud Voice services with standard real-time communications platforms dedicated to Client platforms does require to build a dedicated SIP trunk prior to rolling out the services.

1.12.1 List of standard platforms validated

Our Cloud Voice services solution has been tested and validated with the below platforms:

- Skype for Business CCE appliances
- Skype for Business Server 2015
- CISCO Cube
- Audiocodes Mediant session border controllers
- Oracle Communications session border controllers
- Ribbon session border controllers

1.12.2 SIP trunking specifics

Client's SIP trunking peering equipment must be compatible with NTT DATA SIP Profile and SIP exchange, as described in this document.

Audio Real time traffic doesn't tolerate high network latencies (quality drops after 150ms).

NTT DATA recommends that the following requirements are met:

Criteria	Thresholds
One-way delay	< 150 ms to ensure a good level of quality for most conversations
Jitter	< 40 ms
Packet Loss	< 2%

Client is required to share information describing the brand, model and hardware or software version of the SIP peering device(s) which terminates the SIP trunk(s) to NTT DATA.

1.12.3 SIP features

NTT DATA SIP profile is compliant with SIPv2 standards and a large variety of SIP features. Features out of below lists can be studied upon request.

Number formatting

The default numbering format is international +{E.164}.

SIP signaling

RFC Standard	Control Plan	Supported
[RFC3261]	IETF RFC 3261 "Session Initiation Protocol (SIP)"	Yes
[RFC2327]	IETF RFC 2327 "Session Description Protocol (SDP)"	Yes
[RFC3264]	IETF RFC 3264 "An Offer/Answer Model with the Session Description Protocol (SDP)"	Yes
[RFC3311]	IETF RFC 3311 "The Session Initiation Protocol (SIP) UPDATE Method"	Yes
[RFC4028]	IETF RFC 4028 Session Timers in the SIP	Yes

Media coding

RFC Standard	Media	Supported
[ITU-T G.711]	ITU-T Recommendation " Pulse code modulation (PCM) of voice frequencies"	Yes
[RFC2833]	IETF RFC 2833 Telephone Events	Yes
[RFC4733]	IETF RFC 4733 "RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals"	Yes

Fax over IP

NTT DATA Cloud Voice network is natively compatible with a subset of Fax over IP protocols when used with Audiocodes Mediapacks' ATA. The equipment used to terminate or originate fax calls should be configured to support T.38 fax, and G.711 pass-thru as a secondary option. Any other fax configuration requires bespoke PS engagement and needs to be discussed with our Advanced Services teams.

Our Cloud Voice network is compatible with below specs:

RFC Standard	Media	Supported
[RFC3362]	IETF RFC 3362 Real-time Facsimile (T.38)	Yes
[RFC6913]	IETF RFC 6913 Indicating Fax over IP Capability in the Session Initiation Protocol (SIP)	Yes

Transport protocol

- UDP 5060: Default
- TCP: Supported

SIP methods

Method name	Supported
Invite	Yes
Re-Invite	Yes
Update	Yes
Ack	Yes
Bye	Yes
Cancel	Yes
Options	Yes

SIP response codes

SIP	Answers	Supported
1xx	100 Trying	Yes
	180 Ringing	Yes
	183 Session Progress	Yes
2xx	200 OK	Yes
3xx	302 Moved	Yes
4xx	400 Bad Request	Yes
	401 Unauthorized	Yes
	403 Forbidden	Yes
	404 Not Found	Yes
	405 Method Not Allowed	Yes
	406 Not Acceptable	Yes
	408 Request Timeout	Yes
	413 Request Entity Too Large	Yes
	414 Request-URI Too Long	Yes
	415 Unsupported Media Type	Yes
	416 Unsupported URI Scheme	Yes
	480 Temporarily Unavailable	Yes
	481 Call/Transaction Does Not Exist	Yes
	482 Loop Detected	Yes
	483 Too Many Hops	Yes
	484 Address Incomplete	Yes
	486 Busy Here	Yes
488 Not Acceptable Here	Yes	
487 Request Terminated	Yes	
6xx	600 Busy Everywhere	Yes
	603 Decline	Yes
	604 Does Not Exist Anywhere	Yes
	606 Not Acceptable	Yes

1.12.4 Load-balancing

NTT DATA can deliver below load-balancing routing options:

- Main-Backup/Top-Down routing
- Round-Robin (i.e., 50/50) routing

1.13. Network access to the service

1.13.1 Public Internet

By default, Cloud Voice is available over the Internet and connectivity is made secure thanks to SIP-TLS and Secure RTP based encryption.

The below Cloud Voice clusters are enabled for Public Internet access:

- Atlanta
- Chicago
- London
- Paris
- Singapore
- Tokyo
- Sydney
- Melbourne

1.13.2 Dedicated Network connectivity

The Cloud Interconnect service can also be used, both single and dual access options, to consume our Cloud Voice services.

In case of dual-access, both the Main/Back-up and the Load-Balancing methods are available.

1.13.3 NTT DATA Global Network services

Client can consume Cloud Voice services directly from its NTT DATA Global Networks-based WAN or SD-WAN solutions without the need to purchase Cloud Interconnect service.

1.13.4 Hybrid network access

The service can be accessed using a mix of the above access types.

1.14. Limitations

1.14.1 User Numbers and phone-system applications

By default, User Numbers are designed to be assigned to physical persons. As such Client may only assign a User Number to one and only one physical person. Phone system applications such as Call Queues, Auto-Attendants and Reception-Desk, can be configured with Service Numbers, which are numbers specifically designed to cater for important number of concurrent calls.

Contact-center/CX applications are not supported and NTT DATA Cloud Voice for CX must be subscribed.

1.14.2 Geographical assignment of Universal Calling Plans

Due to the uncertainty of the legal status of the use of the Services abroad in certain countries, which is not clearly either prohibited or authorized, any use of the Services in such countries on a permanent basis, will be at Client's own risk without any warranty of any kind.

In addition, Client shall not resell or distribute the Services or any licenses thereof.

1.14.3 Service Use Policy

NTT DATA maintains a Service User Policy detailing more specifically the limitations of its Cloud Voice services. NTT DATA's Universal Calling Plans are designed to support personal business use of telephony services and are plan specific, to be used by a single user. Normal, reasonable use on NTT DATA's plans must be in accordance with this Service Use Policy, our Specific Terms and consistent with the types and levels of usage by typical customers on the plan. Unauthorized, fraudulent or excessive use beyond that normally experienced by business customers may result in service suspension or termination.

Client (and its Users) shall use the Services pertinently, reasonably, and legitimately. Accordingly, Client and its Users undertake not to (i) access, use, encourage, promote, facilitate and allow other persons to access or use Services in an illegal, harmful or damaging manner; (ii) transmit, store, display, distribute or make available illegal, damaging, or harmful content or data.

Universal Calling plans cannot, under any circumstances, be used for, amongst other examples:

- Call-in lines or IVRs
- Call centers or other shared-line systems
- Continuous or extensive call forwarding
- Autodialing (including automatic outbound dialing systems or call distribution systems)
- Transcription services
- High volume, spamming, robot or multi-person calling purposes
- Calls to numbers (individual, sequential, or automatic) outside individual communications, in order to generate income for the Client or for any third party, including any activities that violate applicable anti-spamming, robocalling, deepfake or other illegal AI practices, data protection, or privacy laws and regulations
- "protected health information" as defined by the United States' Health Insurance Portability and Accountability Act of 1996 as amended, except in connection with the "conduit exception" or other applicable exception to requiring a Business Associate Agreement.

Based on the above examples or beyond, NTT DATA 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.

The following practices are also considered as non-legitimate uses of the Services:

1. The resale or distribution of Services enabling the generation of any income therefrom
2. Access to or use of Services and equipment in breach of the Applicable Laws or any third-party right including but not limited to:
 - i. the use or transmission without authorization of data protected by an Intellectual Property Rights;
 - ii. the use or transmission of equipment, Services or software constituting a threat or breaching applicable export control laws;
3. The transmission of obscene, offensive, defamatory, or anyway reprehensible content;
4. Access to or use of Services in order to:
 - i. damage the security or integrity of any network, computer or communications system, software application, or any connected hardware;
 - ii. obtain or attempt to obtain unauthorized access to an account or password of other clients or Users;
 - iii. harm the access capacity of other clients.

Client is responsible for immediately alerting NTT DATA should Client identify a breach of NTT DATA Service Use Policy and cooperate with NTT DATA to investigate and remedy such violations.

1.14.4 Suspension of services

If Client's use of the Services is suspended for any reason under the Agreement (including, without limitation) for breach of payment obligations or violation of Applicable Laws), NTT DATA is, during such Suspension Period, entitled (among any other rights otherwise reserved) to limit Client's access to the Services to only receiving inbound calls and dialing emergency calls.

Client understands and agrees that in the event Services are terminated pursuant to the Agreement, Users will not be able to access Emergency Service Centers from the User's Phone Number.

1.14.5 Concurrent Calls capacities

NTT DATA allows up to 3 concurrent calls (IN+OUT) handled at the same time on a User Number.

Should this capacity be overridden at one point in time, NTT DATA reserves the right to throttle such overage calls.

2. Service Operations

2.1. Scope

Support for the Client's own communication platform (e.g. IPPBX, Contact-center, UCaaS solutions) is not included when the Customer only subscribes to *Cloud Voice services*.

The scope of the support provided as part of Cloud Voice services is limited to the elements under NTT DATA' control. These elements include:

- NTT DATA' backbone network
- NTT DATA' voice infrastructures
- NTT DATA' connectivity to partner carriers
- NTT DATA' connectivity to UCaaS platforms listed in this Service Description

2.2. Global Integrated Operations Centre (GIOC) service-desk

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

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

The NTT DATA 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 DATA.

2.3. High Availability

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

2.3.1 In-DC N+1 redundant design

The Cloud Voice network relies on high availability clusters: Our VoIP 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.

2.3.2 Geo-Redundancy

In case of a full DC outage, our Cloud Voice network platforms provide alternate routes via different locations to reach a destination, notably thanks to multi-homing of upstream carriers' connectivity, and multi-homing of connectivity to Cloud Voice platforms.

2.4. 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 DATA Global Network services type of accesses are used, then BGP-peering state is monitored.

2.5. Incident Management

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

2.5.1 Incident logging

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

2.5.2 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. no calling / one-way audio)

Medium impact: Service partially available (i.e. Unable to reach some PSTN destinations, some outbound calls are failing, etc.)

Low impact: Poor service quality (i.e. Voice quality is not good, Ringback tone is strange, etc.)

2.5.3 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
P4	N/A	N/A	N/A

2.6. Monthly Service Availability Service Level Agreement (SLA)

2.6.1 Description

NTT DATA Cloud Voice Monthly Service Availability SLA applies from within Cloud Voice service boundaries (notably the NTT DATA Cloud Voice network, its connectivity to our ingress PSTN carriers and the interconnection with standardized EX cloud platforms). 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:

$$\text{MSA} = (\text{Total Monthly Minutes} - \text{Valid Downtime}) / \text{Total Monthly Minutes}$$

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

- End-user is unable to receive PSTN calls (IN)
- End-user is unable to place domestic PSTN calls (OUT)¹
- End-user does not have access to emergency calls

¹For 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.

2.6.2 Scope

The Monthly Service Availability is calculated on a per subscription basis (i.e. per Universal Calling Plan basis). Unassigned DDIs are not included in this SLA.

For example, should Client have 100 Universal Calling Plans assigned and the service becomes unavailable for 10 Universal Calling Plans users 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%.

2.7. Patch Management

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

2.8. Data Management

Data management specifics are detailed in the NTT DATA Privacy Fact Sheet for Cloud Voice.

2.9. Data security policies

2.9.1 Datacenter security policies

NTT DATA 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.

2.9.2 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 DATA's internal network and secure remote access facilities with multi-factor authentication.

2.9.3 Vulnerability scanning and penetration testing

NTT DATA 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 DATA Group policy. In addition, annual penetration tests are performed to evaluate the security of the NTT DATA' external cloud footprint. The penetration tests are scoped to include all identified external IP ranges and align with testing based on industry standard methodology.

2.9.4 Traffic encryption

For Internet-based accesses to the service, NTT DATA TLS encryption settings are the below ones:

- TLS version 1.2
- TLS Key: 2048 bits
- Encryption algorithm: AES-256 (256 bit key, 128 bit block)

Authentication mode: encrypted credentials (login/password) and SSL Certificate.

2.9.5 At-rest data encryption

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

2.9.6 Backup policies

NTT DATA 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.

2.9.7 Limitations and Exclusions

NTT DATA's 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 DATA.

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

2.10. Personnel Security

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

3. Security and fraud management

Our Cloud Voice product is fully featured with state-of-the-art Fraud Management systems to protect our clients against the main voice fraud schemes.

3.1. Main fraud schemes managed

Amongst the various fraudulent activities which may occur in voice networks, the below listed ones are usually quite impactful for enterprises. Our solution is designed to prevent such frauds.

3.1.1 Toll-Free fraud/Toll-Free traffic-pumping

Toll-Free fraud involves making multiple calls to a Toll-Free number—and staying on the call as long as possible, often navigating the automated IVR prompts and avoiding connecting to a live operator.

3.1.2 Call transfer fraud

In this scenario, the fraudster hacks into a PBX and uses that PBX's services to make free long-distance calls. By instructing the compromised PBX to transfer the call to the hacker's own phone service, subscribers to the fraudster's phone service can speak to their international destinations through the hacked PBX.

3.1.3 Telecom denial-of-service

Telecom denial-of-service ("TDoS") attacks are typically made of a huge number of phone calls to one organization's set of User Number(s), keeping them up for long durations, and overwhelming the capacity of an organization's phone network.

3.1.4 Wangiri fraud

Wangiri, in Japanese, means "one and cut." That is, one ring and a cut off phone call. A Wangiri phone fraud scheme relies on this single ring method. A fraudster will set up a computer to dial many phone numbers at random. Each rings just once, then hangs up. This leaves a number as a missed call on the recipients' phone. Users often see the missed call and believe a legitimate call was cut off, or are simply curious as to who called, so they dial the missed number. The number turns out to be a premium rate number.

3.1.5 Revenue sharing fraud

Revenue share fraudulent activities are those which abuse carrier interconnect agreements. The fraudster's goal is to pair up with a destination that can charge high rates, and then inflate traffic to his numbers at little or no cost to himself. It often involves compromising a PBX or an auto-attendant system. These types of schemes can occur within a country, or across international borders.

3.2. Security and Fraud management mechanisms

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

3.2.1 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).

3.2.2 Central Black and White-lists management system

NTT DATA 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 DATA 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.

3.2.3 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)

3.2.4 IP White-listing

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

3.2.5 STIR/SHAKEN

These acronyms stand for:

- STIR: Secure Telephony Identity Revisited. A framework for authenticating and verifying caller ID.
- SHAKEN: Secure Handling of Asserted information using toKENS. A specific framework built on top of the STIR framework that details how tokens should be used.

In a nutshell, this technology allows for verification that calls are coming from a real caller ID instead of a spoofed or fake caller ID.

STIR/SHAKEN is actively being used by NTT DATA in United States and Canada.

3.3. Client Obligations

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

- Ensure that only authorized people use the Cloud Voice connected phone system to make and receive calls.
- 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.

Additionally, NTT DATA requires that Client use a valid CLI in the FROM or P-Asserted Identity headers on outbound calls. Generally, this CLI must be one of the User Number DDIs provided by NTT DATA and presented in E.164 format. If Client originates outbound calls without a valid CLI, or with a CLI which is not among Client's assigned User Numbers, NTT DATA may block the call as this scenario may be considered by PSTN carriers as an attempt to "spoof" a CLI. It may be possible to present a different CLI, by arrangement with NTT DATA.

4. Selfcare, Reporting and QoS

By default, Client gets access to a set of online reporting elements on NTT DATA's selfcare portal via the "Cloud Voice" app or via Cloud Voice APIs.

4.1. Reporting and QoS

Here-below are the main reporting elements provided with current release:

- Usage, Consumption and Quality of Service dashboards
- Custom reports (with ability to generate and download these reports)

NTT DATA also measures several KPIs to track QoS, including the below:

4.1.1 Mean Opinion Score (MOS)

NTT DATA measures the quality of speech by monitoring calls placed on the Cloud Voice network. This measurement provides a qualitative indicator between 1 (lowest perceived quality) and 4.5 (highest perceived quality possible). The maximum values obtained highly depend on the Codec being used for the call. For example PSTN calls using the G.711 codec (most commonly used codec for PSTN calls) have a maximum value for MOS of 4.4.

The Mean Opinion Score ("MOS") will be measured as the average of all qualitative indicators for the calls placed on the Cloud Voice Network during the month.

The targeted MOS for Cloud Voice (G.711) is ≥ 4.1

4.1.2 NTT MOS Degradation

The NTT MOS Degradation is a KPI measuring the impact of NTT DATA Cloud Voice network on the end-to-end Mean Opinion Score of a PSTN phone-call.

This KPI is computed on a per-CDR basis and covers the call path between the NTT DATA Cloud Voice ingress SBC to the NTT DATA Cloud Voice egress SBC.

The targeted NTT MOS Degradation score for Cloud Voice is < 0.4 .

4.1.3 Post Dialling Delay (PDD)

Post Dial Delay ("PDD") is the time interval between the end of user or terminal equipment dialling and the reception of the appropriate network response.

Post Dialling Delay can be influenced by Client dialling behaviour and/or the types of network, e.g. variable number lengths, that are interconnected, and in some cases, by the type of service that is being carried on the end-to-end telecommunication networks.

NTT DATA measures the average monthly PDD on its Cloud Voice network.

NTT DATA commits on an **average PDD ≤ 4 seconds**

5. Billing

5.1. Standard Charges types

The Cloud Voice Service as described in this document is structured with the following SKU's:

SKU name	Description	Charge type
Domestic Per-minute Calling Plan	Charge applied to all registered Users of the solution benefiting from a Domestic Per-minute Calling Plan	Monthly Charges Recurring
Domestic 180 Calling Plan	Charge applied to all registered Users of the solution benefiting from a Domestic 180 Calling Plan	Monthly Charges Recurring
Domestic Unlimited Calling Plan	Charge applied to all registered Users of the solution benefiting from a Domestic Unlimited Calling Plan	Monthly Charges Recurring
Domestic and International Calling Plan	Charge applied to all registered Users of the solution benefiting from a Domestic and International Calling Plan	Monthly Charges Recurring
Unassigned DDI rate (per country)	Charge being applied to all phone numbers not being covered by a service subscription	Monthly Charges Recurring
Pay-as-you-go based Consumption	Per minute charges for overage outgoing calls consumption to the PSTN	Per-Minute Consumption Charges
BYON EX Number Registration	Per EX DDIs registered on the NTT DATA Cloud Voice network	Monthly Charges Recurring

List of billing charges

5.2. Billing Cycles

NTT DATA 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. Universal Calling Plans) 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 DATA does not provide pro-rated charges but rather full month rating and invoicing.

5.3. One-Time Charges

5.3.1 Default Cloud Voice setup fee

The default Cloud Voice setup fee covers the below items:

- Creation of Client's in NTT DATA administration systems for selfcare, support and billing
- Provide Client with required porting data collection forms
- Review of port or net new number submission form, as submitted by Client, to ensure all fields are completed
- Port submission with updates on port status
- Net new number acquisition: Ordering of new phone numbers is a streamlined process. Delays in obtaining phone numbers may vary from one country to another and are subject to local numbering resources availability.
- Upload and routing of Client DDIs within NTT DATA's systems

5.3.2 Other One-Time Charges

Additional One-Time Charges are to be charged only once and following conditions described in the SOW or in the SOW for Professional Services or Voice Transition Statement of Work ("VTSOW") activities are also included.

In case of the latter, the detailed description of what is covered by such charges shall be described in the VTSOW.

5.4. Monthly Recurring Charges

5.4.1 Universal Calling Plans Charges

Billing of Monthly Recurring Charges for Universal Calling Plans occurs every month and is based on the observed number and type of Universal Calling Plans on the last calendar day of the month.

Changes made to an Unassigned DDI license (Calling Plan allocation) is taken into account immediately.

Should changes be made to a Calling Plan subscription already attached to one User Number during the course of the billing cycle, then the new subscription assigned to the DDI on the last calendar day of the month is the one which will be taken into account, moving forward in the next billing cycle.

Should a Calling Plan 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.

5.4.2 DDI renting fees

Unassigned User Numbers

Client shall pay NTT DATA for unassigned User Numbers DDIs on a monthly basis.

Prices for renting unassigned User Numbers DDIs are defined on a per-country basis.

5.5. Pay-as-you-go consumption charges

5.5.1 Call Termination Charges

Outgoing PSTN calls not included in the Users Calling Plan will be considered as overage consumption and shall be charged by NTT DATA to Client as Pay-as-you-go service.

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

Calls are billed in 30 seconds 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).

Minimum call duration is 30 seconds, and all calls will be rated accordingly.

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

5.6. Monthly Minimum Commitment

Client understands and agrees that NTT DATA is entitled to charge a Monthly Minimum Commitment (MC) as defined in the SOW.

Said MC 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 MC amount. In such case the MC only will be charged to Client superseding the sum of the other Cloud Voice charges (excluding One-Time Charges).

The MC is computed at the Billing Account level.

5.7. Other charges

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

5.8. Billing and Invoicing capabilities

By default, NTT DATA 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.