

Telecoms Services Territory

Document Version	1.0
Document Owner	Sipcom Legal & Regulatory

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Telecoms Services Territory

This document identifies those countries that Sip Communications Group Limited and its affiliates and subsidiaries ("Sipcom") can deliver PSTN equivalent services. using session initiation protocol ("SIP") based voice over the internet ("VOIP") services (collectively in this document called "Telecom Services"). In the event of a conflict between the terms of this document and a negotiated customer agreement between Sipcom and Customer, the customer agreement shall prevail.

This document may be modified by Sipcom from time to time, upon reasonable notice, which may be provided via Customer's account, e-mail, or by posting an updated version of this at www.Sipcom.com. Your continued use of the Services on or after the date the modified version of this document is effective, and binding constitutes your acceptance of such updated document. If you do not agree to the modified version of this document, you must stop using the Services immediately. Sipcom encourages Users to review this document regularly.

Definitions

Terms capitalized when used within this document have the following meanings:

"Area Code" means that prefix, (usually the first 3 or 4 digits but not always) of the telephone number that defines the service area or geographical location of the telephone number. For international calling the telephone numbers initial 2 or 3 digits will define the country and these are then followed by the digits that determine the Area Code.

"Emergency Services" means those services (fire, police, ambulance etc) available by calling 911, 999, 112 or other country specific emergency Service number.

"Emergency Dialling" means use of the Telecoms Service by the Customer to call the Emergency Services.

"Local Numbers" means those telephone numbers with an Area Code that defines the geographical location of the Customer using the number.

"Local Termination" means the ability of the Customer to make national and local telephone calls to other in-country telephone numbers.

"Territory" means those countries identified in this document that Sipcom can deliver Telecom Services.

"Third Party" in the context of this Schedule means that telecommunications network and service provider that contracts with Sipcom to provide Telecom Services in a specific country.

"Porting" means the transfer of Customers telephone number(s) from the current service provider, ("the Losing Number Provider"), to the new service provider, ("the Gaining Number Provider")

"PSTN" is an acronym for the public switched telephone network. It is the worldwide network of switched telephone interconnections, enabling users to make and receive various types (local, national, non-geographic, emergency and international) of telephone calls.

Territory

The below table identifies those countries where Sipcom are able to provide Telecom Services and what limitations if any exists.

Country	Local Numbers	Local Termination	Emergency Dialling	Porting
Australia	✓	✓	✓	✓
Austria	✓	✓	✓	✓
Belgium	✓	✓	✓	✓
Brazil	✓	✓	x	✓
Canada	✓	✓	✓	✓

Croatia	✓	✓	✓	✓
Czech Republic	✓	✓	✓	✓
Denmark	✓	✓	✓	✓
Estonia	x	✓	✓	✓
Finland	✓	✓	✓	✓
France	✓	✓	✓	✓
Germany	✓	✓	✓	✓
Hungary	✓	✓	✓	✓
Ireland	✓	✓	✓	✓
Israel	✓	✓	✓	✓
Italy	✓	✓	✓	✓
Latvia	✓	✓	✓	✓
Lithuania	✓	✓	✓	✓
Luxembourg	✓	✓	✓	✓
Mexico	✓	✓	✓	✓
Netherlands	✓	✓	✓	✓
New Zealand	✓	✓	✓	✓
Norway	✓	✓	✓	✓
Poland	✓	✓	✓	✓
Portugal	✓	✓	✓	✓
Puerto Rico	✓	✓	✓	✓
Romania	✓	✓	✓	✓
Singapore	✓	✓	✓	✓
Slovakia	✓	✓	✓	✓
Slovenia	✓	✓	✓	✓
South Africa	✓	✓	x	✓
Spain	✓	✓	✓	✓
Sweden	✓	✓	✓	✓
Switzerland	✓	✓	✓	✓
United Kingdom	✓	✓	✓	✓
United States	✓	✓	✓	✓

Porting

Porting numbers can be complex and requires various documentation to be provided by the Customer to facilitate the process. If the required documents are not available and/or the Losing Number Provider does not assist, then this can be delayed or even prevented. Additionally due to restrictions that vary by country not all Area Codes can be ported and the Customer must check this with Sipcom to confirm Porting is available.

Local Numbers

Availability of Local Numbers can be restricted, and this varies by country and needs to be confirmed in advance by Sipcom. Additionally, the registration of Local Numbers can be complex and requires various documentation to be provided by the Customer to facilitate the process. If the required documents are not available, then this can delay or even prevent new Local Numbers from being provided.

Emergency Services

There are limitations and rules applicable to all of Sipcom's VOIP calling services (which include but are by no means limited to: Teams/Cisco/Zoom Direct Routing, SIP Trunking, SIP Origination/Termination, and Hosted IP-PBX). These are explained in detail within the Emergency Call Routing Service Schedule, which is available on request.

Terms and Conditions

The regulatory requirements and Third Party contractual conditions and obligations applicable to delivering Telecom Services varies by country and are subject to change. Specific requirements are available on request.

Change History

Version	Date	Updates	Approved
1.0	25/0142022	New Schedule Introduced	N Cooling