

DigitalWell

DigitalWell

Voice Network

Voice Lines & Numbering

Services Schedule



1. Service Description

Voice Network Services from DigitalWell are provided in two categories as follows:

- Voice Lines are trunk lines provided for telephony services, usually sold in conjunction with bundles of calls. DigitalWell voice lines are SIP trunks unless otherwise stated on the order form and/or in the Bill of Materials (BoM) accompanying or associated with the service.
 - Legacy ISDN interfaces are only provided upon special request.
 - Voice line services from DigitalWell must be terminated on a call handling platform (such as a PBX).
 - The platform will only be managed by DigitalWell if additional Unified Communications and/or Contact Centre services state so on the order form and/or in the Bill of Materials (BoM) and/or in the Statement of Works (SoW) accompanying or associated with that service.
- Numbering is the assignment of Public Switched Telephony Network (PSTN) phone numbers for customer use.

The Services covered by this schedule are fully managed by DigitalWell and the customer will not usually be granted any direct administrative access to any of the software or equipment used to deliver the services. DigitalWell will provide reactive incident management services relating to outbound and inbound call issues.

2. Support

Definitions of Support services including incident management, Service Requests, Change Requests, and Service Delivery Management are detailed in appendix 7.

The support for Voice Network services are outlined below – refer to the order form and/or statement of Works (SoW) to confirm which applies to any given service.

Support	Voice Network	
	SIP Trunks Support	WLR (ISDN / PTSN) Support
Incident - OnSite	Y	X
Incident - Remote	Y	Y
Hardware Replacement	X	X
Service Request	Y	X
Change Request	X	X
Monitoring/Alerts	X	X
Back Office (Billing queries, Licence Admin & Renewals)	Y	Y

Minimum Usage and/or Duration - In relation to Local or International Numbers allocated to the Customer account (either via Port In action or New Number assignment), the customer will ensure that their usage of the service conforms to minimum usage levels. This constitutes an average of ten minutes of live inbound or outbound traffic per allocated number per month, or the figure specified in the authorisation, if prior written authorisation is provided by DigitalWell. If the minimum usage/duration requirement is not met DigitalWell reserves the right to either withdraw some or all numbers with usage below the threshold or levy an additional charge of €2.00 per number per month.

Call Charges - Call Charges are subject to change (increase or decrease) at the discretion of DigitalWell and without notification. DigitalWell will employ reasonable endeavours to ensure that any changes to services supplied, including Call Charges, will usually only be made within the last 5 working days of the month but reserves the right to make such charges at any time, and when made such changes will take effect immediately. The customer may request the full Call Charge rate sheet information applicable to their account at any time by contacting their account manager or requesting same through support@digitalwell.com.

Numbering & Call Routing - Where the customer has requested a geographical number allocation or requested a Port In of an existing number or range of numbers, please note that DigitalWell can only support numbers within the MNA (Minimum Numbering Area) as applicable to the customer's registered office or trading office address. As an example, if the customer office is in Central Dublin only Central Dublin area code numbers will be assigned. This is applicable to all Irish and International Number allocations. When a new number has been allocated or existing number ported In and assigned to a customer account and that customer does not have a registered address or trading office address in the same area code, DigitalWell may revoke the number allocation without notice or recourse. DigitalWell will not be held liable for any harm or loss you experience because of such actions. It should also be noted that regulatory changes may affect Calling Line ID (CLI) presentation suddenly and without warning and this is beyond the control of DigitalWell.

3. Customer Responsibilities

- You agree to use the Service(s) provided to you for legal and legitimate purposes. Unlawful, improper, and/or illegitimate use will be defined by DigitalWell or, any official government police agency or regulatory body, which notifies DigitalWell of your unlawful use of the Service we provide to you.
- You are liable for any and all content transmitted through the Service provided to you. You are solely liable for the content of any and all transmissions sent through DigitalWell systems as a result of your use of the Service, regardless of whether or not such content is solicited or unsolicited.
- DigitalWell reserves the right to restrict termination to certain geographical regions and/or certain special services hotlines at its sole discretion. Additionally, DigitalWell reserves the right to refuse service to certain geographical regions at its sole discretion.

- Should your use of the Service(s) provided to you by DigitalWell be deemed of a fraudulent, unethical, or otherwise prohibited nature, by DigitalWell or any local or in-country regulatory or government body, DigitalWell reserves the right to immediately close your account, terminate all Service to it, and repossess and re-assign any and all phone number(s) associated with said account, and deem forfeit any remaining balance on your DigitalWell account. DigitalWell will not be held liable for any harm or loss you experience as a result of such actions.
- You agree and understand that DigitalWell is unable to influence the outcome of your request to port a number(s) into or out of its systems. Port In and Port Out requests may not be facilitated or completed in all cases and DigitalWell will not be held liable for any harm or loss because of failed or refused porting activities.