



## SERVICE LEVEL AGREEMENT

### SIP SERVICES (SESSION INITIATION PROTOCOL)

#### 1.0 Service Description

Vision CTS, LLC ("VCTS") SIP is a service utilizing IP technology to provide converged voice and data services over a single IP connection to a Customer Premises (hereinafter "Customer Service Location" or "CSL") via a SIP trunk furnished by VCTS.

SIP Service accommodates inbound and outbound voice traffic to and from the CSL, as well as branch locations interconnected with the CSL ("Branch Locations"), by utilizing bandwidth available on the SIP trunk. SIP Service supports multiple concurrent sessions ("Sessions"), subject to Customer's selection of capacity, and provides local, long distance, and data communications service capabilities.

For interconnections between the CSL and Customer Branch Locations, Customer may elect to use either VCTS-provided VPN or third-party networks. SIP Service may be delivered over fiber, broadband, or other IP access circuits, and the voice quality of the SIP Service may be affected by the type and quality of the access connection.

#### 2.0 Local Services

SIP Service includes local calling minutes subject to usage requirements described herein. Features may include Local Directory Assistance, Local Operator Services, and Directory Listings at the rates set forth by VCTS.

"Site-to-Site" calling (i.e., calls between internal Customer locations) is managed by the Customer's private data network.

#### 3.0 Long Distance Services

Long Distance Services refers to usage outside the local calling area (IntraLATA, Intrastate, Interstate, and International). Unless otherwise set forth on VCTS's Service Agreement, Domestic Long Distance calls (IntraLATA, Intrastate, and Interstate) are billed in six (6) second minimums and six (6) second increments and rounded up to the nearest penny.

If in any given month more than ten percent (10%) of Customer's Long Distance calls are six (6) seconds or less ("Short Duration Calls"), then VCTS will bill, and Customer agrees to pay, a surcharge of one cent (\$0.01) per Short Duration Call.

International Long Distance calls are billed at VCTS's standard international rates or at VCTS's actual cost plus ten percent (10%), whichever applies under the Service Agreement.

#### 4.0 Data Services

**4.1 Dedicated Internet Access (DIA):** Customers may purchase DIA service in conjunction with SIP. Available bandwidth may vary depending on simultaneous voice usage.

#### 4.2 IP VPN Component

If Customer elects to obtain IP VPN Service (Internet Protocol Virtual Private Network) from VCTS between Customer branch locations, an additional IP VPN feature charge will apply. VCTS will provide IP VPN Service to Customer for use with SIP Service pursuant to the Terms and Conditions located at:

<https://www.visioncts.com/pdfs/terms-and-conditions.pdf>

## **5.0 Other Requirements**

### **5.1 Usage Requirements**

Customer may not use SIP Service for resale applications, auto-dialers, foreign exchange services, public telephone services, ISP dial-up pools, or aggregated end-user traffic inconsistent with typical business use. VCTS reserves the right to discontinue service or move Customer to an alternate plan if usage is inconsistent with this policy.

### **5.2 E911 Capability**

Customer must acknowledge the E911 Disclosure Addendum. Limitations include loss of service during power outages, broadband disruptions, suspension for non-payment, incorrect service address information, and potential delays due to congestion. Customer is responsible for maintaining alternate means of accessing 911 and informing end users.

### **5.3 Equipment**

SIP requires either VCTS-managed or Customer-managed equipment located on Customer premises.

### **5.4 Customer PBX and SBC Configuration**

Customer may connect SIP trunks via Customer-provided Session Border Controllers (SBCs) or directly to a PBX. While VCTS may provide configuration support, it is ultimately the Customer's responsibility (and the responsibility of its PBX vendor) to ensure interoperability, security, and suitability for business requirements.

- VCTS will make reasonable efforts to interoperate with commonly deployed PBXs, but compatibility with all systems cannot be guaranteed.
- Customer remains responsible for configuration, patching, and ongoing maintenance of PBX systems.
- If VCTS provides troubleshooting or support for PBX-related issues, such work may be billable at VCTS's then-current rates.

### **5.5 Security and Toll Fraud Responsibility**

Customer is solely responsible for securing its own network, including but not limited to PBXs, SBCs, firewalls, and end-user devices. Customer shall implement reasonable security measures, including strong authentication, access controls, and monitoring.

- VCTS shall not be liable for unauthorized use, toll fraud, or network compromise originating from Customer's side of the demarcation point.
- All usage, whether authorized or unauthorized, shall be deemed the responsibility of the Customer.
- Customer is fully responsible for all charges incurred through its systems, including those resulting from a breach, misconfiguration, or inadequate security practices.

### **5.6 Virtual DIDs**

Virtual Direct Inward Dialing numbers ("Virtual DIDs") enable Customers to receive local telephone calls from remote markets. Customer must comply with all applicable laws and regulations governing numbering.

### **5.7 Use of VCTS SIP**

SIP Services are for Customer's internal business use only and may not be resold or shared with third parties. Customer may not intermingle SIP traffic with traffic from other carriers in violation of FCC or state regulations.

Customer agrees to comply with the **VCTS Acceptable Use Policy** and the **Terms and Conditions** located at:

<https://www.visioncts.com/pdfs/terms-and-conditions.pdf>

In addition, Customer must comply with all applicable laws and regulations, including the Telephone Consumer Protection Act (TCPA), Do-Not-Call rules, and other consumer protection or telemarketing regulations.

VCTS may audit Customer's traffic to ensure compliance with the Terms and Conditions, the Acceptable Use Policy, and applicable regulations.

### **6.0 Features and Price Changes**

Applicable Non-Recurring Charges (NRCs) and Monthly Recurring Charges (MRCs) will be listed in the Service Agreement. VCTS may adjust rates with notice; reductions apply immediately, increases may permit termination under the Service Agreement.

### **7.0 Termination Charges**

Early termination charges equal to 100% of the MRC multiplied by the remaining months of the Service Term will apply if Service is terminated early (including for non-payment).

### **8.0 Service Extension Charges**

VCTS installs Service at the minimum point of entry (MPOE) at Customer premises. If extensions are required beyond the MPOE, additional charges will apply. Any unforeseen work will be quoted and must be approved in writing before proceeding.