



Business Voice Service Schedule

This Service Schedule forms part of the Agreement and is applicable between You and Superloop for Services entered into between You and Superloop from 10 March 2026.

The Superloop Business Voice Services are Voice products that are part of the suite of Voice over Internet Protocol (VoIP) services that Superloop provides to facilitate your business telephony requirements. Superloop is not responsible for the guarantee of the voice quality of the products where the reliance is on the underlying internet service.

1. Service Description

1.1 General

The Superloop Business Voice Services are comprised of the Superloop TotalTalk, SIP Trunks, Inbound and Superloop Microsoft Teams Voice solutions (**Service**), that include the following features:

- (a) Base configuration of the tenant as per requirements sheet provided during the provisioning phase;
- (b) Inclusive calls to domestic Australian Local, National, Mobile and 13/1300 numbers;
- (c) Remote Setup and configuration of the Business Voice platform including:
 - (i) Porting and configuration of DIDs on your tenancy; and
 - (ii) The setup of any 13, 1300 or 1800 numbers;
- (d) Setup of required queues, IVR, Auto Attendant, Forwarding and automated office hours; and
- (e) Assistance with remote testing;
- (f) All applicable Business Voice Platform licenses. For Microsoft Teams, You are responsible for having both a base Microsoft 365 license and a Microsoft Teams Voice license (for example Teams Phone Standard), as these are not included in our Service;
- (g) The provisioning of Superloop supplied devices and, where required and supported, the provision of existing devices onto the Service;
- (h) Ongoing access to Superloop's VOIP support team; and
- (i) Access to administer your Business Voice solution to perform actions including, but not limited to, Business Hours and holiday hour adjustments, voicemail changes and forwarding rules.

1.2 Platform

The Business Voice Platform provides You with the ability to:

- (a) Make and receive VOIP phone calls through a soft phone or desk phone (additional fees apply for any new hardware); and

- (b) Make minor adjustments to Business Hours and holiday hour adjustments, voicemail changes, forwarding rules.

2. Provision of Services

2.1 Provisioning

- (a) Superloop will provision the Business Voice Platform as per Your Service Order.
- (b) Superloop will provide You with detailed information of any required internal firewall changes needed to facilitate the setup of the Service.
- (c) Superloop or our suppliers will engage with your previous provider to initiate a port of your current DIDs (phone numbers) on your behalf. During the number porting process, a brief service interruption may occur as numbers are transitioned from the previous provider to Superloop. This may result in a temporary outage for incoming calls. Superloop takes steps to minimise this impact, but customers should be aware of a short window where inbound calls may not be received.
- (d) Remote setup and configuration of the Business Voice Platform including:
 - (i) The setup of any 13, 1300 or 1800 inbound numbers;
 - (ii) The setup of all users and DIDs;
 - (iii) Setup of required queues, IVR, Auto Attendant, Forwarding and automated office hours;
 - (iv) The setup of any hardware, headsets, or handsets, if applicable, a compatibility check will be performed to ensure Your device is supported; and
 - (v) Assistance with remote testing.

2.2 Use of the Service

- (a) You:
 - (i) will use the Service in accordance with the Acceptable Use Policy available at: <https://files.superloop.com/terms/SL-TelephonePolicy-Terms.pdf>;
 - (ii) will guarantee that the use of the Service is lawful in Your location and where Your systems are situated;
 - (iii) acknowledge that these Services carry inherent risks. While we will take reasonable precautions to perform the Services, to the fullest extent permitted by law, we are not responsible for any

losses or downtime that may result from these Services;

- (iv) guarantee that You will assess the impact and associated risks of implementing any recommendations We provide in our reports. You are in the best position to determine the suitability of security procedures and updates for Your environment;
- (v) acknowledge that We depend on the timeliness and accuracy of the information You supply;
- (vi) must promptly confirm to any external body, including law enforcement agencies, that We were acting with proper authorisation should You report any actions we perform as part of the Services; and
- (vii) must indemnify Us against any claims, costs, losses, or liabilities that may arise due to Your breach of any obligation or warranty under this clause. This indemnity is not subject to the limitations and exclusions of liability outlined in the Agreement (if any).

2.3 Termination

- (a) At the expiry of the Service Term or upon a valid termination of the Service by either party, You will promptly return or delete any Confidential Information that You have received from Superloop during the Service Term of the Agreement.
- (b) Cancellation Charges will apply if termination occurs within the Service Term.

3. Your obligations

3.1 Warranties to Superloop

In order for Superloop to provision the Service, You must:

- (a) Provide accurate and complete information to Superloop as required for the deployment of the Service. You may be liable for any costs incurred by Superloop due to any incorrect, false or misleading information You provide.
- (b) Perform any changes to firewalls or infrastructure to facilitate the function of the Services, as required.
- (c) If You change any major details of sites, users, DIDs and configuration prior to the delivery of the Service, pay Superloop's reasonable costs and fees (if any) arising from the changes.

3.2 Connectivity and Overage

You agree to pay the fees or charges associated with Your inbound and outbound calls that are outside of the scope and usage limitations of the Services.

3.3 Indemnity to Superloop

You indemnify Us against any claim, cost, loss or liability which may arise in connection with Your breach of the warranty in clause 3.1 above.

4. Privacy

4.1 Use of Personal Information

- (a) You agree and consent that:
 - (i) We may use and disclose Personal Information that is made available to Us as is reasonably required in order to provide the Services to You including disclosing Personal Information to Third Parties including Our subcontractors and suppliers who provide Services to Us; and
 - (ii) We may use or disclose Personal Information in accordance with the Superloop Privacy Statement available at <https://files.superloop.com/terms/SL-Residential-privacy-policy.pdf>, this section of Our Superloop Business Voice Service Schedule and in accordance with our Agreement with You.

4.2 Using and Collecting Personal Information

- (a) You agree and consent that:
 - (i) You have taken all steps necessary in accordance with Privacy Laws to permit Us and any Third Parties who provide services to Us to collect Personal Information and to use, disclose, store and transfer such Personal Information as contemplated under this clause; and
 - (ii) You have notified or made the relevant individual aware of the matters, required in relation to notification of the collection of Personal Information under Privacy Laws, in respect of the use and disclosure of that individual's Personal Information as contemplated under this clause.

5. Risks and Adverse Impacts

5.1 Access Risk

- (a) You understand the Services will involve access to data and systems accessible via Your systems and there is a risk that the Services may result in:
 - (i) damage, loss, modification or impairment of such data and systems (including in respect of reliability, security, performance and operation);
 - (ii) reduction in the availability of network services and functionality; and
 - (iii) impairment of electronic communications.
- (b) Superloop excludes all liability for any and all direct Loss and Consequential Loss, including in relation to any negligent act or omission of Superloop in relation to Superloop's access to Your data and systems.

5.2 Superloop Business Voice Services and VOIP Limitations

- (a) You understand that in relation to the Services:
 - (i) The Services have a fair use policy for reasonable business use only.
 - (ii) VoIP Services require a stable power and internet connection and any power or internet outage will result in loss of service. This means that during any power or internet outage, you will not be able to make or receive any calls, including calls to emergency services (I.e. 000). You should ensure that you have an alternative method to make calls such as a mobile phone.
 - (iii) VOIP Service quality is dependent on Your LAN configuration, router and QoS settings. We are not responsible for voice issues caused by third-party networks or non-VOIP optimised setups.
 - (iv) Number porting is subject to carrier acceptance and porting timeframes and may result in temporary service interruptions during porting.
 - (v) International calls are not included in the base pricing and will be charge at rates outlined in our international rate card.

5.3 Assessment and Release of Liability

- (a) You must make your own assessment of the information and any recommendations provided by Us and must satisfy its appropriateness for Your specific requirements, prior to implementing any recommendation We provide.
- (b) For the avoidance of doubt, Superloop's obligations are strictly limited to the Services described in this Service Schedule. Superloop has no liability whatsoever for any service, scope of works, activity or

matter that is not listed in this Service Schedule or a Service Order.

- (c) Furthermore, The Customer agrees and acknowledges that Superloop will configure the Service as per your guidance. You are responsible for providing the information needed and for approving the design of the Service.
- (d) Superloop excludes all liability for any and all direct Loss and Consequential Loss, including in relation to any negligent act or omission of Superloop in installing, configuring, deploying or maintaining the solution for the Customer.

5.4 Industry Practice

You must use Good Industry Practice procedures and measures to avoid or minimise the impact of the risks identified in this clause 5.

5.5 Material Adverse Impact

- (a) If You reasonably believe that the Superloop Services are materially or adversely impacting any person, system or data, You:
 - (i) Must notify Us as soon as possible; and
 - (ii) May direct us to suspend the Superloop Services if reasonably required to minimise the material adverse impact.

5.6 Suspend the Service

- (a) If You direct Us to suspend the Services in accordance with clause 5.5, We will:
 - (i) Suspend the Services as soon as possible; and
 - (ii) Discuss with You within 24 hours (or such other agreed period) to agree the timeframe to resume the Services and any changes reasonably required to minimise the likelihood the material adverse impact will recur.

6. Maintenance

6.1 Planned Outage Periods

Superloop will, wherever reasonably practical in the circumstances, give You at least 10 days prior notice of any Planned Outage Period (Proposed Outage) and will consider any reasonable representations and requests by You in respect of that Proposed Outage. You acknowledge that such prior notice will not always be reasonably practicable, and that Your requests in respect of a Proposed Outage may not be acted on.

6.2 Minimise Disruption

Superloop will use its reasonable endeavours to minimise disruption to any affected Service arising from any Planned Outage Periods.

7. Faults and Fault Tickets

7.1 Reporting Faults

If you encounter any issues or faults with the Services, You will be required to notify the Superloop VOIP Support team who will then perform investigation and where required and in-scope by Superloop, remediation activities.

7.2 Fault classification

Faults are classified by Superloop in accordance with the following table:

Priority Matrix				
Impact	Urgency			
	Critical	High	Medium	Low
Superloop Business Voice Services	P1	P2	P3	P4

Critical: Major platform/service failure. Most users affected. Endpoints not registering.

High: Partial service issues. Interruptions without full outage. May include carrier routing problems.

Medium: Ongoing voice quality issues impacting usability. Service still functional.

Low: Intermittent voice issues, endpoint glitches, or general support requests. Non-critical features.

7.3 Fault Tickets

Upon receiving a Fault report from You, the Superloop VOIP Support team will assign a reference number to the Fault (Fault Ticket) and will issue that reference number to You.

7.4 Closure of Fault Tickets

When Superloop has remedied a Fault, it will notify You that the Fault Ticket is "closed".

7.5 Faults reported in error

If You report a Fault to the Superloop VOIP Support team in circumstances where the Service disruption is not due to a Fault within the Service (for example where the Service is unavailable due to an issue with Customer Equipment or a Third-Party network) or the Fault is due to an issue or damage caused by You, You will bear any and all costs incurred by Superloop to investigate the reported Fault.

7.6 Fault restoration target

Superloop will use its best endeavours to remedy each Fault within the Fault Restoration Target (unless otherwise stated) in accordance with the Fault table set out below:

Fault	Response	Restoration Target
P1	15 minutes	4 hours
P2	30 minutes	8 hours
P3	4 hours (during business hours)	24 business hours
P4	8 Business Hours	3 Business Days
Service Request	2 Business Days	n/a

7.7 Information updates

During the Remedy Period, the Superloop VOIP Support team will provide updates in respect of the progress of any

Fault resolution to You where such information is reasonably available to Superloop.

8. Service Availability

8.1 Service Availability Target

The Service Availability Target is best efforts only where no Service Credits will apply in relation to this Service if the Service Availability Target is not achieved.

9. Change Management

9.1 Changes

You may at any time make a written request in a manner nominated by Superloop to upgrade the Service or to change the Service. Superloop will respond to Your request and advise, in its absolute discretion, whether the Service can be upgraded or changed. You acknowledge that additional fees and/or Charges may apply.

9.2 Variations by Third Parties

Without limiting Superloop's rights under any other clause of the Agreement, Superloop may, on written notice to You, vary this Service Schedule or a Service Order (excluding the Charges) if a Third-Party's supply terms or agreement with Superloop is varied, terminated or replaced and as a result Superloop considers (on reasonable grounds) that a variation to this Service Schedule or the Service Order is necessary.

10. Defined terms

Any capitalised terms in this Service Schedule, which are not defined below, have the meaning given to those terms in the Agreement. All other capitalised terms in this Schedule have the following meaning, unless the context otherwise requires:

Agreement means the agreement between Superloop and You (incorporating the following documents:

Business Voice Platform means either the Superloop TotalTalk platform or Superloop's Microsoft Teams Telephony platform.

Customer Equipment means all of the equipment used by You, including, but not limited to, cross-connects and cables, in connection with the Service that is not provided by Superloop.

DIDs mean a telephone number that allows external callers to reach a specific internal extension, user, or device directly, without going through a main switchboard or receptionist.

Excluded Services refers to Services provided via Third Party network or Services which are qualified in a Service Order as being excluded.

Fault has the meaning given in clause 7.2 but excludes circumstances arising as a result of a Force Majeure Event or as a result of damage caused by You or Your staff, agents or contractors. For the avoidance of doubt:

- (a) except to the extent that a Planned Outage Period exceeds the planned outage window notified in accordance with clause 6.1, Planned Outage Periods are not Faults for the purposes of the Agreement; and

- (b) the failure of multiple Services over a single Fibre or device is treated as a single Fault.

Fault Restoration Target has the meaning given in clause 7.6.

Fault Ticket has the meaning given in clause 7.3.

Good Industry Practice means the practice of a reasonable and prudent operator in the same business as the party required to comply with good industry practice.

Planned Outage Periods means the period during which Superloop, or a party on behalf of Superloop, may carry out work on its facilities, networks or systems for any reason, including arising out of or in connection with:

- (c) installation of infrastructure;
- (d) maintenance requirements (including scheduled maintenance);
- (e) infrastructure upgrades; and
- (f) Network relocation.

Ready for Service (RFS) Date means the requested date for delivery of the Service, as agreed between Superloop and You and specified in the relevant Service Order.

Remedy Period means the period that:

- (g) commences on the earlier of when the Fault is reported to the Superloop Support team, or when Superloop otherwise becomes aware of the Fault; and
- (h) ends when the Fault is closed by Superloop.

Service means the Superloop Business Voice Service as described in clause 1 and specified in a Service Order.

Service Availability Target has the meaning given at clause 8.1.

Site means each of Your physical premises, including Facilities, located at the site addresses specified in the Service Order.

Superloop Equipment means devices and appliances owned by Superloop used in the solution design deployed at Your premises.

Superloop VOIP Support team means a service offered by Superloop accessed by a telephone number or email address, as advised by Superloop from time to time, which may be used to convey potential fault information to Superloop.