



Schedule B53 – Service Description Comwave Business VoIP

1. Service Name

Comwave Business Voice

2. Service Term

All services under this schedule shall individually each be on a Service Term as defined in the applicable Schedule C or Service Order, which commences when the service is accepted and billing begins. In the absence of an applicable Schedule C or Service Order, the Service Term shall be 3 years. Upon each expiration, the term shall renew automatically for an additional term equal to the Service Term listed herein (each a “Renewal Service Term”) unless the Service is terminated at the end of the Service Term or at the end of any Renewal Service Term by a Party notifying the other in writing of such intention no later than ninety (90) days prior to the end of the Initial Service Term or Renewal Service Term, as the case may be. At the end of each Renewal Service Term, an additional Renewal Service Term will commence unless the Service is terminated in accordance with the foregoing.

3. Service Description

Hosted PBX: Comwave’s Hosted PBX is a cloud-based business phone system. It provides an IP interface for interconnecting with a Comwave IP phone over an existing internet connection or Comwave broadband private network connection. A local phone number is provided, or an existing phone number can be ‘ported’, provided the location is in the Comwave local number service area. Locations that are outside Comwave’s local number service area can be serviced with an 800 number for incoming calls at additional cost.

SIP Trunking: IP-Based voice channels that are added to a compatible PBX. They replace traditional PRLs for phone lines. Each channel is one concurrent call.

DBL: IP-Based phones lines that utilize a Comwave supplied ATA (Analog Telephone Adapter) to deliver VoIP to traditional phones, faxes or phone systems that would otherwise not be able to used with VoIP services.

Comwave’s Business Voice Services offers a form of 9-1-1 service (9-1-1 Dialing) that is similar to traditional 9-1-1 service but has some important differences and limitations when compared with Enhanced 9-1-1 service (E9-1-1) available in most locations in conjunction with traditional telephone service. See section 8 for details.

4. Service Specifications

A Comwave IP phone or App is required for each HPBX plan.

Feature	Basic	Essential	Enhanced
Telephone # (Canadian)	✓	✓	✓
Unlimited Local & Comwave-to-Comwave Calling	✓	✓	✓
Quality of Service on the Comwave network ¹	✓	✓	✓
Standard Calling Features (incl. Caller ID, Call Waiting, 3-Way Conferencing and more)	✓	✓	✓
Call Forwarding (always, busy, no answer)		✓	✓
Block Unknown Numbers		✓	✓
Busy Lamp		✓	✓
Sequential Ring		✓	✓
Enhanced Voicemail		✓	✓
Voicemail to Email		✓	✓
Find Me Anywhere			✓
Secondary Line Appearance Support			✓



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Network Directory			✓
Auto Attendant (dial by name)			✓
Call Control Mobile App & Toolbars			✓
Compatible with IM & P, and Collaboration			✓

1. Quality of Service requires Comwave Connectivity/Private Network and managed POE Switch, both sold separately.

Comwave VoIP services do not support access to an operator (0), 900/976, 311, 611, or collect calls. Voice Over IP (VoIP) may not be compatible with all security systems.

Standard Calling Features

- Alternate Numbers (additional charge for TNs)
- Call Hold
- Caller ID - show who's calling from inside/outside
- Call Return
- Call Transfer
- Call Waiting
- Do Not Disturb
- Hide My Number
- Last Number Redial
- Music on Hold
- Paging
- Select Your City (rate centre)
- Unlimited Local Calling
- Unlimited Comwave to Comwave Calling

Key Features

Enhanced Voicemail

This is a fully featured voicemail service which supports virtually unlimited simultaneous calls so callers won't receive a busy signal. The mailbox can be accessed from anywhere for easy retrieval. The Comwave 'cloud' voice mail enables a number of additional enhancements such as voice mail to email, virtual fax, and recording messages during busy re-directs so no calls are missed, even in failover situations.

Voicemail to Email

This feature is available if you subscribe to Comwave's voice mail service. An email is sent to you when a voice mail has been received, with an audio file attachment containing the message. The email header provides the time, data and caller ID for the message and by clicking onto the attachment the message can be played on the speakers of your device.

Find Me Anywhere

Provides you with a 'direct' local phone number which can simultaneously ring on a number of phones. You no longer need to be chained to your desk to receive your business calls and with new cell offerings of unlimited local calling or unlimited incoming calling no additional cellphone costs are incurred. Calls will automatically follow you and ring your cell phone or any other phone line (cottage, home etc.). Anywhere calls prompt to 'entering a digit' to answer the call and can therefore be easily identified from personal calls made directly to the phone line.

Secondary Line Appearance Support

Provides a line appearance on compatible devices to allow an administrative assistant or other team member to select and answer or place calls from your line.

Network Directory

The Network Directory allows you to share contacts with members of your group or enterprise.

Auto Attendant

Auto attendant allows callers to select your name and extension from a directory to complete calls to your extension.

Call Control Mobile App and Toolbars



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This mobile app provides the ability to setup phone forwarding and other parameters and place calls on smartphones as if you were at your desk. The toolbars reside in Outlook and Internet Explorer and display your phone status and permit answering and placing calls by clicking on contacts.



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Long Distance Calling Options

Pre-purchased plans can be subscribed to on a per user basis:

- Unlimited Canada Calling*
- Unlimited Canada & USA Calling*

Long Distance Calls outside of pre-purchased packages are rated at \$0.029/minute in Canada; \$0.039/min. US and toll free. Unused minutes will not be carried over to the following month. For International calling rates, please see schedule. The Customer is responsible for the security of the telephones and telecommunications systems. Customer shall be responsible for all charges associated with the Services and Comwave shall assume no responsibility or liability whatsoever for misuse, fraud, theft or otherwise.

*Reasonable Use: Comwave voice services are for typical business use. Comwave reserves the right to charge an explicit rate for Long Distance calls to Canadian Independents (including 867) if it exceeds 3% of total monthly Canadian minutes, to USA Independents (including 808 and 907) if it exceeds 30% of total monthly USA minutes, whether the minutes are part of a package or not. Unlimited plans are subject to a reasonable use aggregated limit (excluding incoming, Comwave VoIP to Comwave VoIP and internal calls) of 5000 minutes per month. Comwave reserves the right to substitute an alternate call plan should your use contravene this policy. The use of outbound auto dialers or predictive dialing software is NOT permitted unless specifically approved by Comwave in writing.

Optional Services

Hunt Group: A hunt group provides the availability to deliver a call to additional business lines in the group if the dialed number is busy.

IVR/Auto-Attendant: Comwave's cloud based IVR or auto-attendant let you automatically route calls to different departments or directly to an individual's phone number. Callers are prompted to select a department or an individual or have the option of searching the company directory. The auto-attendant eliminates the need for a telephone receptionist.

Call Recording: Record calls for legal and quality assurance purposes, on a per user basis. Management portal included.

Toll-Free 800 Service: For as low as \$0.99/month you get an 800 number accessible anywhere in Canada with a low inbound per minute rate of \$0.039/minute. Comwave's Toll-Free reporting includes the call details for each incoming call.

Fax to Email: The virtual fax service receives fax transmissions and forwards them privately to your email account as attachments. This is an add-on to the voice mail service.

Off-Premise Extension: Allows subscribers to be defined via extension, which terminates off-net from the network. This is for directing calls outward from a group service like auto-attendant or hunt group.

Parking Extension: A unique extension where a call can be parked and then retrieved by another user by dialing this fixed extension. This feature requires an available line/user on the phone and will take one of the lines on the phone.

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Unified Communications Options

Comwave Connect – PC and Mobile Softphone

Make/receive calls and adjust call settings from a PC, laptop or mobile devices. Windows, iOS, Android apps available. If used as primary call appearance, any Hosted PBX plan may be used.

Comwave Connect – IM & P and Collaboration

- Send and receive instant messages with other Comwave Connect users. The conversation sessions sync across the devices with the app installed under the same user account.
- Presence shows the real-time status of users, whether available, busy, in a meeting, or on a call.
- Collaboration adds My Room Conferencing and screen and file sharing for team collaboration. The number of attendees that can join My Room is determined by the subscription plan.

Requires Enhanced Hosted PBX plan. At least one softphone plan (PC and/or mobile) must be purchased in order to subscribe to IM & P and/or video calling support.

Video Support

Enables the Comwave Connect app, the Collaboration app, or IP Video Phone to support video calling and video conferencing.

Comwave Connect – for Skype for Business

Use Comwave Connect as the back-end telephony system to enable audio calling to the public telephone network via the Skype for Business application. Users will be able to make and receive calls from the Skype for Business interface as well as highlight-to-call in Outlook or browsers. Requires Enhanced Hosted PBX plan.

Comwave Connect Functionality Dependencies:

- The Comwave Connect application and softphone call quality and performance is dependent upon: the quality, speed and capability of the user's data connection (cellular, WiFi or LAN), network latency, jitter, stability, Signal Strength, network congestion, proper handoff; and the capability of the PC & Smart Phone hardware and Operating system environment and device drivers compatibility, including the number of simultaneous applications running on the PC or Smart Phone, memory available, processor capability & sensitivity.

Call Centre

Agents

A call centre agent/supervisor requires a HPBX subscription plan and phone. Agents log in and out of queues via their approved phones or Apps

- Standard Agent: can only join Standard Queues.
- Premium Agent: can join Standard or Premium Queues

Agent Console: Web interface to view the call queue.

Supervisor

A supervisor can have access to any and all agents/queues. Supervisors do not have agent capabilities (if a person is both an agent and supervisor they require both services). Includes thin client for queue and call management.

Supervisor Dashboard (optional upgrade to the thin client):

- Manage Call Centre Agents & Queues.
- Visual Call Control, Availability, and Disposition Codes (if Premium).
- Call Centre Live and Scheduled Reporting
- Execute dozens of pre-canned Live and Scheduled Call Centre Reports.
- Upgrade to Premium Call Centre and add additional intelligence with Call Disposition Codes (i.e. "Requires Follow-up", "Issue Resolved", "Print Advertising", "Web Site", etc.).



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Queues (minimum 1 required)

Standard Queue: maximum 50 calls, queueing and overflow, agent status (wrap-up, unavailable, etc.), compatible with supervisor dashboard & reporting.

Premium Queue – maximum 525 calls, standard features plus:

- Supervisor silent monitoring
- DNIS routing and custom messaging (multiple TN on one queue with different messages)
- Custom comfort bypass messaging
- Advanced routing (holiday service, night service)
- Enhanced bounced and stranded call options
- Skills-based call routing
- Disposition codes
- Call Centre monitoring

5. Standard Prices and Fees

Standard Pricing set forth herein shall apply to any items not explicitly set forth in Service Order – Hosted PBX. These are the current rates for these services and are subject to change without notice.

Optional Services

Feature	Monthly Recurring Fee	Service Charge
Group Voice Mail	\$10.00	\$50.00
Hunt Group	\$10.00	\$50.00
IVR (per level)	\$15.00	\$50.00
Call Recording – per user	\$15.00	\$50.00
Toll-Free Number	\$0.99	\$0
Additional Number		\$0
-Canada	\$2.00	
-US	\$5.00	
-International	\$9.00	
International Calling Plan (up to 5,000 minutes to over 20 countries)	\$15.00	\$50.00
Fax to Email	\$6.00	\$50.00
Off-Premise Extension	\$10.00000000	\$50.00
Parking Extension	\$5.00	\$50.00
Small Office Receptionist - up to 25 users	\$15.00	\$50.00
Medium Office Receptionist - up to 50 users	\$22.00	\$50.00
Enterprise Receptionist -> 50 & multi-site	\$39.00	\$50.00
Comwave Connect - PC Softphone	\$ 2.95	\$50.00
Comwave Connect - Mobile Softphone	\$2.95	\$50.00
Comwave Connect - IM & P	\$2.95	\$50.00
Comwave Connect - IM & P Collab 5	\$12.95	\$50.00
Comwave Connect - IM & P Collab 20	\$32.95	\$50.00
Comwave Connect - IM & P Collab 100	\$52.95	\$50.00

Customer Premise Equipment

Customer Premise Equipment has a 90-day warranty from the manufacturer. Optionally, Customer may purchase an extended warranty for all devices, which provides warranty against failures in normal operation during the term of service



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(see Service Responsibilities – Comwave below). If a CPE has to be replaced due to loss, damage from fire, water, abuse, or use other than its intended use, Comwave may charge customer replacement value plus shipping fees to replace the failed unit.

IP Phones

The customer requires a Comwave IP phone from the various models that Comwave has available, which may change from time to time. IP Phones may be purchased up front or leased on a 3 or 5 year term.

Analog Telephone Adapter (ATA)

An ATA can be used to VoIP enable analog devices such as faxes, cordless phones, door buzzers and more.

PoE Switch

Comwave has a number of LAN switches available that provide connectivity and Power of Ethernet (PoE) to the IP Phones, and are configured for quality of service (QoS). The model depends on the requirements of the site. The PoE Switch is exclusively for use with IP Phones, and customer PCs, if the PC and phone are deployed inline on a single Ethernet drop. It is not replacement for a multi-purpose LAN switch.

Early Termination and Service Change Fees

If, prior to the end of the Service Term and Renewal Terms, or if Comwave cancels the service due to a breach of this agreement by Customer, then Customer hereby agrees to pay the Early Termination fee set forth below.

Service Change	Fee
Disconnection prior to end of Service Term	75% of remaining charges to end of Term 100% of remaining charges to end of Term for User Configuration, equipment rental, and Onsite Installation, if monthly fee option is chosen.
Order cancellation before installation - Within 3 business days of order placement - Thereafter	No Charge \$75 per user/line

6. Service Responsibilities

Comwave Shall:

- Provision a new telephone number or port an existing number onto the telephone line
- Inform the customer of the services ordered and relay the activation date to the Customer
- Ground ship the CPE to the Customer Premise or other location designated by the Customer
- Provide email and toll free technical support during business hours
- Comwave will repair and/or replace CPE that is determined by to be defective and not the subject of Customer misuse unless the devices are purchased or leased without warranty. Comwave will use commercially reasonable efforts to send replacement CPE via next business day delivery. Model and specifications for the CPE are subject to change without notice. Replacement of the CPE is at the sole discretion of Comwave. The CPE that is replaced must be returned to Comwave. If the CPE is not returned within 20 business days, Comwave may charge for the full cost of the CPE.

Customer Shall:

- Provide correct information about the current telephone phone system. Information to include but is not limited to; customer’s existing phone line provider, building address including suite number as displayed on the phone provider’s invoice.
- Provide a Letter of Authorization to Comwave to permit porting of telephone numbers.



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- Provide a mounting location and power for the phone line that is accessible and at a location appropriate for the CPE near the telephone demarcation.
- Be responsible for all premise internal wiring
- Be responsible for the installation of shipped equipment, unless Onsite Installation has been ordered.
- Be responsible for any long distance charges incurred through use of the account.

7. Installation

Self-Installation

The self-installation package includes IP Phones and installation instructions. Customer is responsible for the installation of the equipment.

Onsite Installation

If Onsite Installation is purchased, a Comwave-contracted technician will visit the Customer premises at a time agreed to by the Customer once the connectivity and site is ready for the phone line installation. Technicians will install each phone or Comwave provided device at the desired location in the office and confirm its operation. Installation does not include LAN cabling. Customer must provide a layout of the area, the location of all devices and confirm LAN/network/power availability in advance for each device. If this needs to be augmented on installation, then extra charges will apply.

Onsite installation requires a minimum 6 extensions at a location, or a surcharge per visit will apply in addition to the per extension fee in Service Order – Hosted PBX. Availability and cost depends on the particular location and may be subject to travel fees. If a location is not within a Comwave zone one POP, travel charges will be applied. For such locations, Comwave will identify the fees for the customer's approval prior to dispatching the technician.

In order to provision Onsite Installation, Comwave requires the customer acknowledge and meet the following criteria:

- Customer's staff must be aware a technician will be onsite, and provide access to the premise
- Staff at site must know where equipment (CPEs shipped by Comwave) is within the premise
- Comwave will request the name of the customer's onsite contact and this individual must either be present for the installation or be available by telephone

These requirements are imposed to ensure that a technician need only be dispatched one time per location. Should Customer fail to meet these obligations Comwave reserves the right to charge Customer a Return Visit Fee. If Customer requests to reschedule the installation with less than two full business days advance notice, Comwave reserves the right to charge Customer a Schedule Change Fee.

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8. 911 Service

Comwave offers a form of 9-1-1 service (9-1-1 Dialing) that is similar to traditional 9-1-1 service but has some important differences and limitations when compared with Enhanced 9-1-1 service (E9-1-1) available in most locations in conjunction with traditional telephone service.

(a) With both traditional 9-1-1 and E9-1-1 service, your call is sent directly to the nearest emergency response centre. In addition, with E9-1-1 service, your call back number and address are visible to the emergency response centre operator. With Comwave's 9-1-1 service, your call is sent to a national emergency call centre. The call centre operator will confirm your location information and then transfer your 9-1-1 call to the emergency response centre nearest your location. You should be prepared to confirm your address and call-back number since the operator may not have this information. Do not hang up unless told directly to do so and if disconnected, you should dial 9-1-1 again.

(b) Your 9-1-1 Dialing service is enabled when you activate your Comwave VoIP service. You should ensure your location information is kept current at all times. This information can be updated under the 9-1-1 section within the "[Business Care](#)" portal. In case you are not able to speak during the 9-1-1 call, the operator will dispatch emergency response vehicles to your last registered address. Remember that you must update your 9-1-1 information if you move your device to a different location, travel in Canada with your Home Phone service, and if you add a new line to your account.

(c) Remember that your 9-1-1 Dialing service will not function in the event of a power or broadband outage or if your broadband, ISP or Comwave service is suspended or terminated. We suggest purchasing a UPS (uninterrupted power supply) from a local retailer to ensure that your VoIP Equipment stays powered during short power failures.

(d) You should inform all telephone users who may be present at the physical location where you utilize your VoIP Equipment, of the important differences and limitations of VoIP 9-1-1 Dialing service as compared with E9-1-1 service as set out above. Comwave provides stickers warning of the 911 limitations. It is your responsibility to place these stickers on the equipment you use to access the Hosted PBX and VoIP services. If you have not received a sticker or require additional 911 stickers, please call Comwave at 1.866.500.4107.

(e) When traveling with 9-1-1 unlike traditional phone lines, you can use your Comwave VoIP services anywhere. Comwave VoIP services are portable to any location with broadband Internet access. Since the national emergency call centre uses the address you provide to determine the nearest emergency response centre, you must update your new location when you move, or travel with your Comwave VoIP services in Canada or the USA. Simply log into "[Business Care](#)" at <https://BusinessCare.Comwave.net>, and click on the 9-1-1 Address option to update your address.

(f) Customers traveling outside of the USA and Canada will not have 9-1-1 Dialing services.

(g) You Acknowledge and agree that neither Comwave nor its officers or employees may be held liable for any claim, damage, or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to our 9-1-1 Dialing service unless such claims or causes of action arose from our gross negligence, recklessness or willful misconduct. You shall defend, indemnify, and hold harmless Comwave, its officers, directors, employees, affiliates and agents and any other service provider who furnishes services to you in connection the Service, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, legal fees and expenses) by, or on behalf of, you or any third party relating to the absence, failure or outage of the Service, including 9-1-1 Dialing, incorrectly routed 9-1-1 Dialing calls, and/or the inability of any user of the Service to be able to use 9-1-1 Dialing or access emergency service personnel.

If you subscribe to any Comwave Voice over IP, you agree to the following as part of this agreement.

I acknowledge and agree that:

1. I have received, read and understood the Terms herein relating to the Services including 9-1-1 service limitations.
2. I and all staff understand the nature and limits of 9-1-1 Service associated with Voice over IP.
3. If I change the location in which I use the Service in any way, I must immediately update my address online, and failure to do so may adversely affect my 9-1-1 service.

9. Availability SLA

Where Comwave provides all elements of the voice services which must include, as primary connection, back-up connection, routing and switching, Comwave provides a service availability target for telephony and call centre services of 99.99% for each calendar month. For simplicity, 99.99% availability is defined as up to 4.5 minutes of Outage per month.

An Outage is defined as a critical problem resulting in the inability to receive and place calls for all users on any devices at any location. A user must configure Comwave Anywhere, Call Re-direct or have Comwave Connect on a mobile device, which allows for receiving VoIP calls should connectivity to the site be disrupted.

The measurement period for an Outage begins when the Customer reports a service interruption through the opening of a trouble ticket and makes such specific affected services available for testing and repair. The measurement period for an Outage ends when interruption is resolved.

Exclusions:

- Outages due to pre-announced maintenance (outside business hours), power interruptions, fire, flood, acts of God and war.
- Inability to use Comwave Connect application due to loss of connectivity to the cellular network or other connectivity external to site.
- Inability to use Comwave Connect application due to PC hardware or operating system performance issues.
- Customer fails to report interruption or request trouble ticket.
- Outages or delays arising out of, but not limited to: failure of service or equipment that is not part of the Comwave Business Voice Services, any inside wiring, lack of access to Customer premises as reasonably requested by Comwave, or any act or omission on the part of Customer or Third Party.

Remedy:

- Upon written request by the Customer within 30 days of an outage exceeding the SLA.

Length of Interruption	Credit Per Seat Affected
4.5 minutes to 1 hour	1 day
1 hour 1 minute to 24 hours	3 days
24 hours 1 minute or more	10 days

- Customer's sole and exclusive remedy, and Comwave's sole and exclusive liability and responsibility, for any failure to meet the SLA Objective are limited to the applicable service credits, if any.