

PRODUCT AND SERVICE SCHEDULES

Schedule 1: VOIP Service

1. INTRODUCTION

- 1.1 The VOIP Service offers the customers the ability to make and receive calls through the Webfin and Delfin products using their internet connection.
- 1.2 The VOIP solution includes:
 - 1.2.1 Making calls over the internet via computers and laptops; or;
 - 1.2.2 Making calls over the internet using traditional telephone handsets, feature phones or smartphones.
- 1.3 The standard VOIP Service provides the customer with a new trunk and a new number per branch and the handset device is optional.
- 1.4 The VOIP Service is an integrated service and cannot be used on its own.
- 1.5 Delter has partnered with Interexcel World Connection (Pty) Ltd as its preferred VOIP service provider.

2. INTERPRETATION

- 2.1 In this Schedule, the words below have the meanings set out in this clause, unless the context clearly shows that the parties intended a different meaning:
 - 2.1.1 "VOIP" means Voice over Internet Protocol.
 - 2.1.2 "Trunk" means the interface that allows the Customer's branch to connect to a VOIP network without requiring an operator.

3. GENERAL TERMS AND CONDITIONS

- 3.1. Delter will assume that all software on the Customer premises are appropriately licensed and that the Customer is authorized to use the software in the manner used by the Customer. The responsibility of ensuring that such licensing is up to date rests solely on the Customer.
- 3.2. Delter will ensure:
 - 3.2.1 The VOIP installations and setup is completed.
 - 3.2.2 The Customer's staff is trained on the VoIP interface.
 - 3.2.3 That any hardware is installed and supported.
 - 3.2.4 That all Customer's queries regarding technical, billing and number porting issues are handled.

4. VOIP SERVICE TERMS AND CONDITIONS

- 4.1 Upon cancellation, the Customer's VOIP trunk and number is locked for 6 months whereafter it will be re-distributed.
- 4.2 If the Customer decides to return to Delter within 6 months and requests the same trunk and number, it will be available.

5. PORTING OF A CURRENT SERVICE

- 5.1 Porting Process
 - 5.1.1 The Customer must lodge the porting requests with Delter by completing the 'Porting request form'
 - 5.1.2 Delter will accept and process the porting request.
 - 5.1.3 The Porting request can take up to 7 days to process and complete.
- 5.2 Porting Terms and Conditions
 - 5.2.1 The Customer may not port its telephone number(s) if:
 - 5.2.1.1 The Customer has ported the same telephone number(s) within the last two (2) months.
 - 5.2.1.2 The Customer's telephone service has been "Suspended" by its current Network Operator from making calls or receiving calls, because the Customer has not paid its bill, as per the standard policy of the current Network Operator.
 - 5.2.1.3 The Customer's telephone number is one of those which are not allowed to be ported, for example a Toll-free number or another telephone number that is not a geographical number.
 - 5.2.1.4 The Customer has provided its preferred Network Operator with an incorrect account number for its telephone service at the time of making its port request.
 - 5.2.1.5 The Customer is not the legitimate owner of the telephone number(s).
 - 5.2.1.6 The Customer's requested porting of a block of numbers, but there are telephone numbers in that block allocated to other subscribers.
 - 5.2.1.7 Requested porting to change to yet another Network Operator, while its initial porting request is still in progress.
 - 5.2.2 The customer's responsibilities to its current Network operator (porting from):
 - 5.2.2.1 The Customer's contract with its current Network Operator will not be automatically cancelled.
 - 5.2.2.2 The Customer's current Network Operator is still entitled to any money owed on the contract and if not paid, could be seen as breach of contract.
 - 5.2.2.3 The Customer will have to continue to pay its monthly subscription to its current Network Operator until the end of the contract period, alternatively the Customer can pay a cancellation fee to end the contract.
 - 5.2.2.4 The pricing structure and conditions may vary, depending on the Customer's contract with its current Network Operator. The Customer will have to check the details with its current Network Operator before deciding to port.
 - 5.2.2.5 The Customer will have to contact its current Network Operator to confirm cancellation of the existing service.

6. VOIP HARDWARE HANDSET

6.1 Ordering of Hardware

- 6.1.1 On signup Delter will quote the Customer for the hardware required.
 - 6.1.1.1 Hardware Quotations are valid for 7 days from date of issue.
- 6.1.2 Once the quote is accepted, Delter will supply hardware.
- 6.1.3 Hardware will only be delivered and installed once full payment is received.
- 6.1.4 Delter will invoice the Customer directly.

6.2 Return policy and hardware warranties

- 6.2.1 To return an unwanted non-defective product, it must be:
 - 6.2.1.1 returned within 7 days of the product being purchased;
 - 6.2.1.2 returned in full resale condition and unused;
 - 6.2.1.3 returned with the original packaging, including all accessories;
 - 6.2.1.4 returned units will be credited to the Customer's account, strictly no cash refunds;
 - 6.2.1.5 a handling fee will be applied should Delter find that the product received does not meet the above requirements.
- 6.2.2 There is a warranty of 24 months on the product, against manufacturing defects
- 6.2.3 Returning defective or damaged products:
 - 6.2.3.1 If the product is received with a defect or factory fault, Delter will facilitate the repair or replace the exact product at no additional cost to the Customer.
 - 6.2.3.2 The Customer must notify Delter within 7 days of the product being defective or damaged.
 - 6.2.3.3 The customer must log a support ticket with Delter by e-mailing support@delter.co.za.
 - 6.2.3.4 Once a ticket number is generated, the Customer must send the faulty unit back to Delter's offices with a copy of ticket attached.
 - 6.2.3.5 The cost of transporting the handset to Delter will be the responsibility of the Customer.
 - 6.2.3.6 Upon receipt of the faulty unit, Delter will facilitate the assessment of the unit.
 - 6.2.3.7 Once the fault is determined and it is deemed to be a defective or factory fault, Delter will arrange a replacement unit within 5 working days.
 - 6.2.3.8 The Customer will be notified throughout the inspection and replacement process via email referencing its ticket number.
 - 6.2.3.9 The cost of transporting the new handset to the Customer will be for the Customer's account.

6.3 Provisions specifically relating to hardware

- 6.3.1 The Customer can request additional hardware which is available for use in the same branch.
- 6.3.2 There is no rental option available and the hardware is purchased by the Customer.
- 6.3.3 The hardware VOIP desktop handset model available:
 - 6.3.3.1 Yealink - Desktop T21 model
- 6.3.4 The Desktop handset requires an ethernet port and power.
- 6.3.5 The hardware is owned by the Customer and remains the property of the Customer.
- 6.3.6 Any hardware device purchased from Delter will be supported as part of the Services Agreement and no additional charges will be required unless the device is out of warranty where an out of warranty fee will apply.
- 6.3.7 If any hardware device cannot be exchanged via the warranty, the Customer will be required to buy a new device or will be liable for the repair costs.

7. VOIP FEES

- 7.1 All prices exclude VAT.
- 7.2 The customer will be liable for the Hardware handset costs:
 - 7.2.1 Out of warranty fee for hardware not purchased through Delter or out of warranty as referred to in clause 6.2.2.
 - 7.2.2 Collection and courier fees will be quoted to the Customer by Delter.
 - 7.2.3 Repair costs will be quoted to the Customer by Delter
- 7.3 Additional numbers on trunks: existing trunk for an existing branch.

Recommended retail price per number	R 10.00 excluding VAT per month
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