

Mainstream Digital Ltd
Voice Services Agreement
Version 1
30th Aug 2024

This Agreement applies to the provision to you, (the "Customer"), by us, Mainstream Digital Limited, a company incorporated in England and Wales with Company Number 02742235 whose registered office is at 701 Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire, GL10 3UT

Scope of this agreement

This agreement covers the provision of Voice Services and associated charges for the carrying of voice traffic.

1. Telephone Numbers

Any voice services provided by Mainstream will entitle the client to use the telephone numbers and associated services provided by Mainstream. All numbers will be managed by the underlying number range holder.

2. PSTN Voice Services

2.1 Any PSTN numbers that are provided over copper pair analog wiring will be subject to the changes being undertaken as part of the UK copper switch off program.
2.2 Mainstream will advise the client of any withdrawal of PSTN services as and when this is communicated to us by BT.
2.3 If the client experiences any faults with the PSTN services and they cannot be rectified by BT in a timely fashion, the service may be withdrawn at short notice and with no liability on Mainstream.
2.4 All call charges associated with the use of PSTN services will be billed at the end of the month.
2.5 PSTN Care Levels
a) Included in the analog line rental the entitlement is for Care Level 1
b) Enhanced services where contracted will be delivered accordingly but with the client being aware of point 2.3.
See Service Care Level definitions in Section 4
2.6 PSTN transfers are no longer possible and therefore Mainstream will not be able to take over an existing service and Mainstream services may not be taken over by another provider.

3. ISDN Voice Services

3.1 Any ISDN2 and ISDN30 numbers that are provided over copper wiring will be subject to the changes being undertaken as part of the UK copper switch off program.
2.2 Mainstream will advise the client of any withdrawal of ISDN services as and when this is communicated to us by BT.
3. 3 If the client experiences any faults with the ISDN services and they cannot be rectified by BT in a timely fashion, the service may be withdrawn at short notice and with no liability on Mainstream.
3. 4 All call charges associated with the use of ISDN services will be billed at the end of the month.
3.5 ISDN Care Levels
a) Included in the ISDN2 & ISDN30 service rental the entitlement is for Care Level 2
b) Enhanced services where contracted will be delivered accordingly but with the client being aware of point 3.3.

See Service Care Level Definitions in Section 4
3.6 ISDN transfers are no longer possible and therefore Mainstream will not be able to take over an existing service and Mainstream services may not be taken over by another provider

4. Copper Line service Levels

4.1 Level 1 (not applicable to ISDN)
Clear by 23:59 day after next, Monday to Friday, excluding public and bank holidays. For example, report Tuesday, clear Thursday.

4.2 Level 2 (base level for ISDN)

Clear by 23:59 next day, Monday to Saturday, excluding public and bank holidays. For example, report Tuesday, clear Wednesday.

4.3 Level Business2 Plus

Prioritised on the day, clear by 23:59 next day, Monday to Saturday, excluding public and bank holidays. For example, report Tuesday, clear Wednesday.

4.4 Level 3

Report 13.00, clear by 23:59 same day. Report after 13:00 clear by 12:59 next day, seven days a week, including public and bank holiday.

4.5 Level 4

Clear within six hours, any time of day, any day of the year.

4. SIP trunk Voice Services

4.1 For clients utilising SIP trunks into a voice platform – typically a PBX/Telephone System - any numbers that are provided will be from the underlying provider.
4.2 Call that are outside of the inclusive minutes included in the SIP trunk contract will be billed at the end of each month.
4.3 Due to the nature of SIP trunk call traffic should breaks in service or reductions in call quality occur, Mainstream may require cooperation with the clients IT and Network support teams (or 3rd party suppliers to the client).
4.4 Where underlying Internet technologies are experiencing interruptions Mainstream cannot be held liable for any issues arising from non-delivery of voice calls. We will use best endeavours to trace faults and advise customers accordingly.

5 Hosted Voice Services

5.1 For clients utilising our Hosted Services any numbers that are provided will be from the underlying provider.
5.2 Call that are outside of the inclusive minutes included in the hosted contract will be billed at the end of each month.
5.3 Due to the nature of Hosted call traffic should breaks in service or reductions in call quality occur, Mainstream may require cooperation with the clients IT and Network support teams (or 3rd party suppliers to the client).
5.4 Where underlying Internet technologies are experiencing interruptions Mainstream cannot be held liable for any issues arising from non-delivery of voice calls. We will use best endeavours to trace faults and advise customers accordingly.

6 Mobile/SIM Voice Services

6.1 Mainstream will provide the relevant SIM to the client based on the contracted service.
6.2 SIMs that are Voice & Data contracted may be limited by the underlying provider where the SIM is used only for Data Services and not any Voice Services. This is policed by the underlying provider and can vary

depending on the service provider and is outside the control of Mainstream.

7. Transfers

Where the client wishes to transfer out or transfer in numbers Mainstream will be required to ensure appropriate authority sign-off is undertaken with current Ofcom rules for voice service transfers.