

## BALTNETOS KOMUNIKACIJOS

### RULES FOR THE PROVISION OF FIXED-LINE TELEPHONY SERVICES

#### 1. DEFINITIONS

**1.1. Additional maintenance works**

Works that are carried out at the Client's request and that concern additional service configuration or/and the installation of new services.

**1.2. Fixed-line telephony (Voice-over-Internet Protocol, VoIP)**

A telephony solution that transmits voice over data networks (the Internet) using the Internet Protocol (IP).

**1.3. Virtual PBX**

A special server located at Baltmeta's data center used for processing and terminating internal and external calls.

**1.4. Virtual dedicated PBX**

A PBX defined in the server space allocated to a particular client. It is used for processing and terminating internal and external calls.

**1.5. Data center**

A Baltmeta-owned, specially equipped facility located at 26 Panerių St., Vilnius (Panerių g. 26) and 160c Liepkalnio St., Vilnius (Liepkalnio g. 160c).

**1.6. IP phone**

A fixed-line phone used to process calls based on the VoIP technology.

**1.7. TVA**

A special device (adapter) used to convert digital voice signals to IP packets and the other way around.

**1.8. PSTN (external) phone number**

A fixed-line or cell phone number used in public phone networks at country or world level.

**1.9. Internal (short) phone number**

A phone number used only for calls within the private phone network of the company.

**1.10. Call log**

Information on all completed (answered) outgoing external calls, for a given period.

**1.11. Call detail record (CDR)**

Detailed information on all external and internal calls, for a given period.

#### 2. TELEPHONY PLANS AND FUNCTIONALITY

**2.1. Mini**

A call forwarding service. Incoming calls to a PSTN phone number in Baltmeta's network are forwarded to another operator's network.

**2.2. Plan 1**

A virtual PBX capable of serving up to 16 internal phone numbers and up to 100 external phone numbers. Such virtual PBX provides all basic functionality of a physical telephone exchange.

**2.3. Plan 2**

A virtual PBX that can serve up to 60 internal phone numbers and up to 1,000 external phone numbers. Such

virtual PBX provides all possible functionality of a physical telephone exchange and can be integrated with CRM and business management systems.

2.4. **Personal**

A physical server acting as a PBX that can serve up to 60 internal phone numbers and up to 1,000 external phone numbers. This type of PBX is usually placed at the Client's facility and used with special hardware connected to it, such as manufacturing equipment, digital PBXes, various gateways, etc.

2.5. **Short numbering system**

Short four-digit phone numbers that can be assigned to any of the company's fixed-line phones in Baltmeta's network.

2.6. **Call sequence**

A fixed path for incoming calls, created using time-based and order-based rules. With such a path, every incoming call is forwarded from one company phone to another until it is answered or the call termination time is up. The sequence can include not only the company's internal numbers but also numbers in other networks.

2.7. **Call waiting**

A function that puts incoming calls on hold if the called party's line is busy. One phone line can process up to 30 active calls at the same time.

2.8. **Call forwarding**

A function that forwards/redirects incoming calls to other internal or external numbers. IP phones allow subscribers to forward calls without operator assistance.

2.9. **Ring group**

Groups the company's internal numbers together. Incoming calls to a number in the group can be then be forwarded to another number in the same group.

2.10. **Ordering and viewing call logs**

A special application that allows users to order and view a log of outgoing calls for a given period.

2.11. **Call detail record (CDR)**

A special application that allows users to view detailed information on all incoming and outgoing calls.

2.12. **Voice mail**

The calling party can leave a message if the called party does not answer the call. The message is recorded and sent to a predefined company email address.

2.13. **Incoming call routing**

Processes and redirects incoming calls based on predefined rules.

### 3. ADDITIONAL SERVICES

3.1. **Interfax**

A virtual fax that allows users to receive fax messages as email. Fax messages are sent using special software.

3.2. **Conference room (in the office and beyond)**

A virtual conference room that allows users to set up voice conversations involving multiple parties. The parties may be located in networks run by different operators.

3.3. **Special call plan**

A service that allows users to order call tariffs that suit your company's needs.

3.4. **DISA (for calls abroad)**

A virtual Lithuanian phone number that allows the Client to make international calls from a cell phone over Baltmeta's network.

3.5. **DISA (for calls from abroad)**

A virtual foreign phone number used to make calls from abroad over Baltmeta's network.

3.6. **Seller's platform**

Special call termination and accounting software for telephony services operators. This application allows users to perform the functions of a telephony operator themselves and without any additional equipment.

3.7. **GSM SIM 4 port rental**

This service allows the Client's company to make some or all of its fixed-line calls using SIM cards of a selected mobile network operator.

3.8. **700 number**

A Lithuanian 8-digit phone number whose first three digits are 700.

3.9. **Foreign phone number**

A virtual foreign phone number that allows the Client to receive incoming calls.

3.10. **IVR interactive menu**

The calling party is provided with a prerecorded voice menu that allows him/her to use his/her phone's keypad to choose where to direct the call.

3.11. **Call recording**

Records incoming and/or outgoing calls at the PBX.

3.12. **Baltmeta call center**

An application that allows users to select and analyze incoming call statistics by date, time, operator, operator group, answered or missed calls.

#### 4. SERVICE LEVEL AGREEMENT (SLA)

4.1. **Failure registration time**

Failures may be registered 24 hours a day by calling 8 700 800 88 or sending an email to pagalba@balt.net.

4.2. **Response Time**

The response time to a request for change or information shall be 4 h. Requests for change or information shall be completed on business days from 8:00 a.m. to 5:00 p.m.

Incident response times shall be as follows: 60 min for SLA 1, 30 min for SLA 2, and 15 min for SLA 3.

4.3. **Failure fixing**

Failure fixing shall only be performed after the Client provides all the necessary information about the incident and ensures full access to the hardware located at the Client's facility. Failures related to telephony services shall be fixed 24 hours a day.

The failure fixing times during business hours shall be as follows: 6 h for SLA 1, 4 h for SLA 2, and 2 h for SLA 3.

The failure fixing times outside business hours shall be as follows: 12 h for SLA 1, 8 h for SLA 2, and 4 h for SLA 3.

4.4. **Hardware replacement**

Faulty or not-fit-for-purpose rented hardware shall be replaced on business days from 8:00 a.m. to 5:00 p.m.

The hardware replacement times shall be as follows: 48 h for SLA 1, 32 h for SLA 2, and 24 h for SLA 3.

4.5. **Request completion**

A request means any additional works and changes that are not mentioned in the original service configuration. Requests shall be completed on business days from 8:00 a.m. to 5:00 p.m.

The request completion times shall be as follows: 16 h for SLA 1, 8 h for SLA 2, and 4 h for SLA 3.

#### 4.6. Compensation

Non-compliance with the SLA shall result in compensation, whose amount per day shall be calculated as follows: the percentage indicated below is multiplied by the service's monthly fee (call minutes are not included).

The amounts of compensation per day shall be as follows: 4% for SLA 1, 10% for SLA 2, and 20% for SLA 3.

The amount of compensation may not exceed 100% of the monthly fee paid. The compensation shall be provided in the form of a discount on the monthly fee for the current month.

### 5. OBLIGATIONS OF THE PARTIES

- 5.1. The Client shall be fully liable for any damage to the hardware rented, shall use it for its intended purpose only, and shall keep it in good technical condition during the entire term of the contract. In the event that the Client damages or destroys the hardware, the Client shall pay compensation for the harm caused. The Client shall ensure that Baltmeta has the exclusive right to perform maintenance of the hardware rented and that Baltmeta employees have unrestricted access to the hardware rented.
- 5.2. The Client shall keep confidential and do not disclose to any third party the access credentials provided by Baltmeta (usernames, passwords, etc.) and intended to be used by the Client or its representative. The Client shall immediately inform Baltmeta about any situation where it is necessary to change the access credentials provided and/or to block access.
- 5.3. Baltmeta shall be fully liable for any losses caused to the Client as a result of unauthorized access to the Client's PBX, provided that Baltmeta is responsible for performing all monitoring and maintenance works on the PBX. Where the maintenance of the PBX is performed by the Client or where, at the Client's request, Baltmeta has provided access to the PBX from any IP address, the Client shall be the party liable for any unauthorized access to the PBX.
- 5.4. The Client shall be fully liable for any claims made against Baltmeta by third parties that arise out of the Client's actions taken using the service provided by Baltmeta. In the event that Baltmeta determines that the Client, while using the service, violated other persons' rights, the law or international treaties, Baltmeta shall have the right to terminate the service provision immediately.

It shall not be deemed a reduction in the service's availability or a disruption of service caused by Baltmeta if the disruption of service is caused by the Client's actions or the Client's software, by unauthorized access or willful malicious attacks (hacking), by the sending of mass unsolicited messages containing advertisement or any other information (spam), by scheduled preventive system maintenance, or by failures caused by events or circumstances beyond Baltmeta's reasonable control (force majeure).

- 5.5. Baltmeta shall not be responsible for ensuring that any software installed by the Client is legal and compatible with the parameters of the service provided and with any other software.

### 6. OTHER TERMS AND CONDITIONS

- 6.1. At the Client's request, Baltmeta shall submit a written request to other communications service providers to migrate the Client's phone numbers to Baltmeta's network. At the Client's request, Baltmeta shall provide the Client with new Lithuanian and foreign fixed-line phone numbers and cell phone numbers.
- 6.2. Baltmeta shall ensure that the correct number of any calling party (caller ID) is shown only in Baltmeta's network.
- 6.3. Baltmeta shall ensure DTMF signal transmission to foreign phone numbers only in Baltmeta's network.
- 6.4. Call tariffs shall be described in an additional agreement signed by both parties. Baltmeta may change call tariffs unilaterally, provided that it gives written notice to the Client at least 30 days before the change.
- 6.5. Additional works connected with making changes to the configuration and original settings shall only be performed after the Client submits a request by sending an email to [pagalba@balt.net](mailto:pagalba@balt.net) and receives a reply confirming that the request has been registered and informing the Client about the expected start date and time of the works.
- 6.6. Additional services that are not included in the initial agreement shall only be deployed after the parties sign the supplementary agreement to the main service contract.