



## OUTBOUND CALLING (CARRIER) – TERMS AND CONDITIONS

900 Main Campus Drive, Suite 500  
Raleigh, NC 27606

These Outbound Calling (Carrier) - Terms and Conditions (the “**Terms and Conditions**”) supplement the Master Service Agreement (the “**MSA**”) (including any Exhibits, SOFs, Rate Sheet(s), and any other attachments to the MSA, all of which are fully incorporated by reference within these Terms and Conditions). Capitalized terms not elsewhere defined in these Terms and Conditions will have the meaning ascribed to them in the MSA or any applicable SOF.

- 1. Service Description.** Outbound Calling is an outbound call service only. Outbound Calling excludes: (a) Inbound Calling; (b) 911/E911; (c) Operator Services; (d) Collect Calling; (e) any and all other operator, assisted or intercept calling services; (f) Class 5 Features; and/or (g) 976, 900, and 1010xxx calling.

If applicable, Bandwidth will exercise commercially reasonable efforts to provide N11 Services, including, but not limited to, 411, 511, 711, 811 and NPA-555-xxxx (“**N11 Services**”) as follows: (i) Bandwidth will provide Customer with a valid telephone number for any published business or residential listing within the United States and Canada; Bandwidth also may provide “reverse lookup” information, including the name or owner of a particular TN, upon caller’s request; (ii) Director Assistance Services will be available 24 hours a day, seven days a week, 365 days a year; (iii) calls for Directory Assistance Services will be answered within six seconds of connection, regardless of time of day, 85% of the time; (iv) Bandwidth will maintain a minimum database accuracy rating of 95%; and (v) Bandwidth will maintain a successful fulfillment rate of 93%. Bandwidth will route all calls for N11 Services based on the originating ten-digit number received to determine the appropriate receiving party for the type of call for N11 Services place; Bandwidth is not responsible for the routing of calls to an incorrect receiving party if the originating ten-digit number received is not located or associated with the given local or regional receiving party.

- 2. 911 / E911 MATTERS.** CUSTOMER ACKNOWLEDGES, UNDERSTANDS AND AGREES THAT THESE TERMS AND CONDITIONS WILL BE STRICTLY LIMITED TO THE PROVISION TO CUSTOMER OF OUTBOUND CALLING. CUSTOMER FURTHER ACKNOWLEDGES, UNDERSTANDS AND AGREES THAT OUTBOUND CALLING DOES NOT CONSTITUTE “INTERCONNECTED VOIP SERVICE” AS DEFINED WITHIN 47 C.F.R. PART 9. THEREFORE, **NO E911 SERVICE OR BASIC 911 SERVICE WILL BE PROVIDED BY BANDWIDTH TO CUSTOMER, ANY END-USERS, OTHER CUSTOMERS, SUBSCRIBERS, OR ANY PERSON OR ENTITY PURSUANT TO THESE TERMS AND CONDITIONS OR THE OUTBOUND CALLING CONTEMPLATED BY THESE TERMS AND CONDITIONS.** CUSTOMER ACKNOWLEDGES, UNDERSTANDS AND AGREES THAT BANDWIDTH HAS NO INTENT TO AND WILL NOT PROVIDE E911 SERVICE OR BASIC 911 SERVICE PURSUANT TO THESE TERMS AND CONDITIONS OR THE OUTBOUND CALLING CONTEMPLATED BY THESE TERMS AND CONDITIONS. CUSTOMER WILL NOT REPRESENT IN ANY WAY OR THROUGH ANY MEANS TO ANY END-USERS, CUSTOMERS, SUBSCRIBERS, OR ANY PERSON OR ENTITY THAT BANDWIDTH PROVIDES ANY 911 / E911 SERVICE PURSUANT TO THESE TERMS AND CONDITIONS OR THE OUTBOUND CALLING CONTEMPLATED BY THESE TERMS AND CONDITIONS. CUSTOMER REPRESENTS AND WARRANTS TO BANDWIDTH THAT, IF CUSTOMER IS AT ANY TIME REQUIRED TO PROVIDE ANY 911 / E911 SERVICES DUE TO ANY TELECOMMUNICATIONS RELATED SERVICES CUSTOMER SELLS OR PROVIDES TO CUSTOMER’S END-USERS, CUSTOMERS, SUBSCRIBERS, OR ANY PERSON OR ENTITY AT ANY TIME THAT ARE, IN WHOLE OR IN PART, ENABLED BY THE OUTBOUND CALLING CONTEMPLATED BY THESE TERMS AND CONDITIONS, THEN CUSTOMER WILL ENSURE THAT 911 / E911 SERVICES ARE FULLY PROVIDED IN COMPLIANCE WITH SUCH 47 C.F.R. PART 9.

**Customer is strictly prohibited from displaying on any outbound caller ID any number for which Customer has not obtained from either Bandwidth or any other third party 911 services with respect to such number. By displaying any number in any outbound caller ID, Customer represents and warrants to Bandwidth that Customer has obtained from either Bandwidth or any other third party 911 services with respect to such number.**

- 3. Connection.** Customer must connect to Bandwidth’s network in a manner and at locations determined by Bandwidth. Customer will, at Customer’s sole cost, be responsible for providing all equipment (including proxy servers), software, facilities and IP connectivity (including, without limitation, connectivity to Customer’s End Users, customers or subscribers) necessary for Customer’s Outbound Calling applications and Customer’s network to operate with Outbound Calling, and for providing and ensuring the successful installation of all equipment and software necessary for Customer’s End Users, customers or subscribers to use services sold to such End Users, customers or subscribers. Customer will have the sole responsibility to input, validate and maintain accurate information with respect to Customer’s End Users, customers and/or subscribers; Customer will furthermore be solely responsible for any and all support of and for Customer’s End Users, customers, and/or subscribers as it relates to Outbound Calling. For clarity, with respect to any and all Class 5 Features Customer may offer to Customer’s End Users from time to time, Customer will provide to Bandwidth any and all accurate information required to support Outbound Calling with respect to such services, even if Customer obtains such information from Customer’s applicable End Users.
- 4. Interoperability.** If applicable, Customer and Bandwidth will reasonably cooperate with each other to test to ensure interoperability between Bandwidth and Customer’s networks and systems. All necessary interoperability testing will be completed within a reasonable time. If after completion of initial interoperability, Customer plan to make upgrades, updates and/or enhancements (collectively “**Configuration Changes**”), Customer will notify Bandwidth prior to implementing a Configuration Change so that Customer and Bandwidth may work

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together in good faith to determine how best to proceed regarding such Configuration Change. If at any time an interoperability condition occurs that adversely affects Bandwidth's network that cannot be adequately remedied within a reasonable period, taking into consideration the severity of the interoperability condition and the effect on Bandwidth's network, Bandwidth may, at its sole discretion, suspend the provision of Services pursuant to these Terms and Conditions. The Parties will communicate as reasonably necessary to isolate and repair any problems in their respective networks; provided, however, each Party will remain solely responsible for any costs or liabilities incurred in connection with the repair of any problem with respect to such Party's network.

5. **Charges and Rates.** All Services are provided pursuant to the Rate Sheet.
6. **Call Completion.** Bandwidth reserves the right to block or otherwise restrict termination of calls to any and all termination calling destinations, whether or not included in Rates provided to Customer, and without notice to Customer, in accordance with applicable law. Bandwidth does not guarantee call completion, and the failure to complete any or all calls, regardless of reason in accordance with applicable law, will not constitute a breach of these MSA, the SOF and/or these Terms and Conditions.
7. **Responsibility to Control and Manage Traffic.** In addition to any other terms and conditions of the MSA and/or these Terms and Conditions, Customer will: (i) manage the integrity of the traffic egressing Customer's network, (ii) manage and correct, as necessary, any fraudulent calling patterns or calling patterns perceived as fraudulent that may harm Bandwidth's network; and (iii) screen and block calls destined to (x) invalid single numbers, (y) unassigned NPA-NXX-X, and/or (z) numbers with invalid formats. If Customer fails to comply with the foregoing obligations of this Section 7, Bandwidth will have the right (but not the obligation) to take protective action against Customer to protect Bandwidth's egress network. Bandwidth's protective actions may include, without limitation, the temporary blocking of Customer's traffic until the applicable problem is resolved in Bandwidth's reasonable discretion.
8. **Fraud.** Customer will not participate in or assist in any fraudulent Usage, in any form or by any means, either Customer, Customer's Users, Customer's customers and/or any End Users. If Customer suspects, knows of, or should have known of any fraudulent Usage, Customer will immediately stop all fraudulent Usage and notify Bandwidth. Customer acknowledges, understands and agrees that Bandwidth does not provide, is not required to provide, and does not warrant, any fraud prevention. If Bandwidth becomes aware of unusual Usage volumes or patterns, Bandwidth will make commercially reasonable attempts to notify Customer; provided, however, Bandwidth will have no obligation to notify Customer of any such volumes or patterns. Bandwidth's sole obligation to Customer with respect to any actual, alleged or suspected fraudulent Usage will be to reasonably cooperate with Customer, upon Customer's request and at no expense to Bandwidth, to assist Customer's efforts to stop any fraudulent Usage that Customer report to Bandwidth. Customer will be solely responsible for all risks, expenses and liabilities arising from or relating to fraudulent Usage by Customer, Customer's Users, Customer's customers and/or Customer's End Users, or any other person or entity directly or indirectly utilizing Outbound Calling. Notwithstanding anything in this Section 9 to the contrary, Customer is and will remain solely responsible for any and all Usage, fraudulent or otherwise.
9. **Regulatory Responsibilities of Customer.** Customer (i) will be solely responsible for and will undertake all required action(s) before the FCC, any PUC, any state regulatory agency, any court or any other controlling regulatory bodies, agencies, commissions or other authority, (ii) will obtain any required governmental approval(s), and (iii) will fully comply with any and all applicable laws, regulations, including, without limitation, all applicable and/or FCC requirements, such as CALEA and CPNI, in each case as such actions, approvals and/or laws and regulations apply or relate to the utilization of Outbound Calling by Customer, Customer's Users, Customer's customers, Customer's End Users, or any other person or entity to which Customer provide any services utilizing Outbound Calling.
10. **Relationship.** Bandwidth has no relationship with or obligation to any of Customer's End Users or any other person or entity to which Customer provide any services utilizing Outbound Calling, none of whom is a third-party beneficiary of the MSA or these Terms and Conditions. Customer is solely responsible for all pricing, billing and collections, and/or compliance with any applicable laws or regulations related to any services Customer provide to Customer's End Users or any other person or entity to which Customer provide any services utilizing Outbound Calling. Customer will provide technical support to Customer's End Users and will conduct customary problem resolution and troubleshooting activities directly with Customer's End Users to determine whether any condition affecting any Service(s) is attributable to Bandwidth's network prior to reporting a Service Outage pursuant to Section 11 of the MSA.

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