PRODUCT RIDER — VOICE SERVICES

UCaaS · SIP Trunking · POTS Replacement · Emergency Calling · Ver.2 · Effective 2026-10-18

This Rider applies to the Voice Services stated on the Order Form and is part of the CSA. It ranks as a Rider under Section 1.1 of the Terms and **governs the Voice Services; the Managed Services Schedule does not** (see Section 3 of that Schedule). Capitalized terms not defined here have the meaning given in the Terms.

> ***Emergency calling works differently from ordinary telephone service.*** *Section 3 states the limits, and what Customer must do.* ***Customer must read Section 3 and tell its users what it says.*** *Acceptance of an Order Form that includes a Voice Service is acceptance of Section 3.*

1. THE SERVICES AND THE PARTIES

1.1 What FiberFed provides. The Order Form states which Voice Services Customer has ordered:

Service	What it is
UCaaS	a hosted voice licence per user, with a supported handset or softphone, standard calling features and administrative access
SIP Trunking	SIP channels to Customer's PBX, with the concurrent channel count, calling plan and direct inward dial numbers stated on the Order Form
POTS Replacement (ATA)	an analog terminal adapter presenting one or more analog ports, delivered over Ethernet or over FiberFed's partner cellular network as the Order Form states

1.2 FiberFed is the carrier. FiberFed provides the Voice Services as the communications provider of record. **FiberFed does not support "bring your own carrier" or "bring your own trunk" arrangements**, and will not deliver a Voice Service over telephone service, SIP trunks or emergency call routing procured by Customer or by a third party. Any such arrangement requires an Addendum.

1.3 Relationship to the access Service. Each Voice Service is an **add-on to an underlying FiberFed Service** and terminates with it. Section 5 states which service levels apply to which part of the Service, and they are not the same.

1.4 Non-residential use. The Voice Services are business services. Customer will not resell them, except as Section 5.2 of the Terms permits, and acknowledges that reselling communications services may require regulatory authorization Customer does not hold.

2. WHAT IS NOT INCLUDED

2.1 Customer's own environment. Customer's LAN, wiring, switching, PoE, power, PBX, endpoints and their configuration beyond FiberFed's standard build. Customer's PBX security is Customer's responsibility.

2.2 Devices that are not telephones. FiberFed does not certify, and does not support, the operation of any alarm panel, fire alarm, elevator telephone, point-of-sale or credit-card terminal, medical monitoring or personal emergency response device, or facsimile machine over a Voice Service. Some of these devices do not work correctly over digital voice service, and some fail without any indication. **Customer must verify the operation of each such device with its own vendor and with the authority having jurisdiction**, and must maintain an alternative connection where the device's function requires one.

2.3 Call types not supported. Operator-assisted calling, collect calling, 900 and other premium-rate numbers, and 10-10 dial-around. **The failure of a call of a type FiberFed does not support is not a loss of platform availability and does not give rise to a Service Credit.**

2.4 Accessibility services. Access to 711 and IP relay services is provided **as is**, and FiberFed is not responsible for the accuracy or completeness of any message received, transmitted or not transmitted through a relay service.

3. EMERGENCY CALLING (911)

3.1 Acknowledgement. Customer acknowledges each of the following as a condition of the Voice Services being provided.

3.2 Registered Location. Emergency calls are routed using the **Registered Location** recorded for each endpoint. Customer must record a complete and accurate Registered Location for every endpoint before it is used, and **must update it before an endpoint is moved**. Responsibility is divided as follows, and Customer will make this division known to its users:

- **Customer's administrator** maintains the Registered Location for desk telephones, ATAs and any endpoint at a fixed position.
- **The end user** maintains the Registered Location for a softphone, mobile application or any endpoint they may move.
- **For SIP Trunking**, the Registered Location attaches to each emergency calling number and emergency response location Customer's PBX presents to FiberFed. **Customer must map every endpoint on its PBX to one of them**, and keep that mapping current.

3.3 When emergency calling will not work. An emergency call may fail, may reach the wrong emergency authority, or may report the wrong address:

- during a loss of electrical power at the Service Location;
- during a loss of the underlying access Service or of Customer's network;
- while the Voice Service is suspended, including suspension for non-payment;
- where an endpoint has been moved and its Registered Location has not been updated;
- where the Registered Location recorded is incomplete, inaccurate or not a dispatchable address;
- where Customer equipment is configured in a way that prevents the call from reaching FiberFed.

3.4 Alternative means of calling emergency services. Customer must maintain a means of calling emergency services that does not depend on the Voice Services or on FiberFed's network — a wireline telephone service or a mobile telephone — and will inform its users of it.

3.5 Notice to users, and labelling. Customer will inform every person who may use a Voice Service of the limitations in this Section, and **will affix a notice of those limitations to each telephone, ATA and computer used as a softphone**. **FiberFed supplies a warning label with each telephone and ATA it provides, and supplies labels for every other endpoint at activation.** FiberFed keeps a record of Customer's acknowledgement of this Section.

3.6 Direct dialing and on-site notification. Where a Voice Service serves a multi-line telephone system, **the system must permit a user to dial 911 without first dialing a prefix or access code**, and must send a notification to a location on Customer's premises where someone is likely to see or hear it when a 911 call is made. FiberFed configures equipment it provides and manages to meet this requirement. **Where Customer provides, configures or manages the telephone system, Customer is responsible for meeting it**, and for the dispatchable location information conveyed with a 911 call.

3.7 Nomadic use. A softphone or mobile application may be used from a location other than the Registered Location. **Before each use away from its Registered Location, the user must update the Registered Location** by the method FiberFed provides; otherwise an emergency call may be sent to the wrong emergency authority with the wrong address. Where it is technically feasible, FiberFed conveys the dispatchable location of the device with an emergency call. Where a mobile device has a native dialer, use it for emergency calls.

3.8 Allocation of liability. To the maximum extent permitted by law, including 47 U.S.C. § 615a, and in addition to Section 8 of the Terms, **FiberFed, its Access Providers, its emergency call routing providers, and their officers and employees are not liable for any claim arising from a failure**

or error of emergency calling, whatever the cause, including any act or omission of an emergency response authority or of a third-party emergency call routing provider. Customer releases them from, and will indemnify them against, any such claim brought by Customer's users or by any person at a Service Location. **THIS RELEASE AND INDEMNITY APPLY EVEN WHERE THE CLAIM ARISES FROM THE ORDINARY NEGLIGENCE OF FIBERFED OR OF ANY OTHER PERSON IT PROTECTS, BUT NOT WHERE IT ARISES FROM THEIR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.** As Section 2.1 of the Terms permits, **this Section varies Sections 8 and 9.1 of the Terms** for claims arising from emergency calling. **This Section survives termination.**

4. NUMBERS AND PORTING

4.1 Numbers. Telephone numbers FiberFed assigns are not Customer's property, and are used only in connection with the Voice Services.

4.2 Porting in. FiberFed will accept a port of Customer's numbers where the losing carrier and the number's status permit it. Customer must supply a letter of authorization and a current service record, and is responsible for their accuracy. **A porting date is a target, not a commitment**, and Section 2.1A of the SLA applies.

4.3 Porting out. FiberFed will not delay or refuse a port-out because of an unpaid balance or a Termination Charge, which remain payable, and will not charge a fee to release a number. FiberFed completes a simple port-out within the interval the law requires. **Porting a number out does not terminate the Voice Service or the CSA, and charges continue until the Service is terminated under Section 6 of the Terms.**

4.4 Numbers on termination. Numbers not ported before the Voice Service terminates may be released, and once released may not be recoverable.

4.5 Porting charges. Port order changes, expedites and snapbacks are charged as stated on the Order Form or in the Professional Services and Dispatch Rate Card Ver.2: **$10 per number** where the change is requested more than 3 business days before the port date · **$50 per number** where it is requested 3 business days or fewer before it · **$75 per order** to expedite · **$450 per number** to reverse a completed port (snapback). These charges are payable whether or not the port completes on the requested date.

5. SERVICE LEVELS

> ***Two different commitments apply to a voice call, and they are not the same figure.*** *The **platform** is highly available. The **access Service** carries the Service Tier it was sold at. A call depends on both.*

5.1 Platform availability — 99.99%. FiberFed commits that the **FiberFed voice platform** will be available at least **99.99%** of each calendar month. *Platform availability* means the platform's ability to accept new call attempts and complete calls.

5.2 What platform availability does not include. Voicemail and other secondary capabilities are not included in platform availability. Nor is any period of **less than five consecutive minutes**, which is not counted.

5.3 The access Service is measured separately, at its own tier. The availability of the access Service carrying the Voice Service is measured under the SLA at **the Service Tier stated on the Order Form for that Service Location** — Business Fiber 99.5%, Enterprise Fiber 99.9%, or Enterprise Fiber Diverse 99.99%. **Only Enterprise Fiber Diverse carries a 99.99% access commitment.** A Voice Service delivered over a single access circuit is not a 99.99% end-to-end service, and must not be described as one.

5.4 Causes outside platform availability. A loss of platform availability does not include, and no Service Credit arises from, anything caused by: the access Service or any other network FiberFed does not provide; Customer's network, equipment, PBX, endpoints or configuration; Customer Delay; Scheduled Maintenance; suspension under the AUP or for non-payment; number porting, inbound or outbound; or an event excluded under Section 8 of the SLA. **Where the cause is the access Service**

and that Service is FiberFed's, it is credited under the SLA at its own tier — the same event is not credited twice.

5.5 Service Credits. Where platform availability in a calendar month falls below 99.99%, Customer may claim a Service Credit calculated on the **monthly recurring charge for the affected Voice Service**:

Platform availability in the month	Service Credit
99.9% up to 99.99%	10%
99.0% up to 99.9%	20%
98.0% up to 99.0%	30%
95.0% up to 98.0%	40%
below 95.0%	50%

5.6 How a credit is claimed and limited. Section 3 of the SLA (Tickets and measurement) applies. In addition, under this Rider: **a Ticket is required**; the claim must be made **within 7 business days after the end of the month claimed**, or it is waived; only one Service Credit is available for a Voice Service in a calendar month; **the total credit for a Voice Service in a month may not exceed 50% of that Service's monthly recurring charge, and Section 4.5 of the SLA does not apply**; and no credit is due for any period in which an undisputed amount on Customer's account is past due. **Service Credits are Customer's sole and exclusive remedy for any failure of platform availability.**

5.7 No other voice commitment. FiberFed gives **no commitment as to voice quality, latency, jitter, mean opinion score, call setup time or the completion of any individual call**, and none of these gives rise to a Service Credit. Voice quality over any network FiberFed does not provide is outside FiberFed's control.

5.8 Service levels for add-ons. No service level applies to a Voice Service that the Order Form does not state a charge for, or to POTS Replacement delivered over a partner cellular network, where coverage and performance depend on that carrier's network.

6. USE OF THE SERVICE

6.1 Fair use of unlimited calling. Where the Order Form states unlimited calling, it is for **Customer's own normal business use**. It does not cover automated dialing, predictive or power dialing, telemarketing, call centre traffic, fax broadcasting, continuous or uninterrupted call connections, conference bridging as a service, or resale. Where Customer's usage materially exceeds normal business use, or where the average duration of Customer's outbound calls indicates dialer traffic, FiberFed may, on notice, apply per-minute charges, require a different plan, or suspend the Service under Section 6.1 of the Terms.

6.2 Toll fraud. Customer is responsible for all charges for calls made through its accounts, endpoints, PBX or credentials, including calls made fraudulently, and without regard to how the fraud occurred. FiberFed may, but is not required to, monitor for unusual usage, and may suspend or restrict a Voice Service without notice where it reasonably suspects fraud or a threat to the FiberFed Network. Customer will maintain a firewall and secure its PBX and credentials.

6.3 Calling from the Registered Location. Calls are rated by the Registered Location, not by the place from which the call is actually made. **FiberFed may block traffic that does not originate from the Registered Location.** Not blocking such traffic is not approval of it.

6.4 Jurisdiction of traffic. Customer represents that traffic it originates and terminates over the Voice Services is what it is presented as, and that Customer is entitled to have it treated that way for the purpose of carrier compensation. Customer will not present traffic in a manner that misrepresents its origin or jurisdiction.

6.5 Messaging and outbound campaigns. Where a Voice Service includes messaging, Customer must register each brand and campaign as the messaging ecosystem requires before sending, and is responsible for having the recipient's consent, for honouring do-not-call and opt-out requests, and for

compliance with the law governing automated calls and messages. **Customer will indemnify FiberFed against any claim arising from its calling or messaging.** FiberFed may suspend messaging that is unregistered or generates complaints.

6.6 Call recording. Where Customer uses a recording feature, **Customer is responsible for obtaining every consent the law requires**, which varies by state and by the location of each party. An announcement FiberFed plays to inbound callers does not discharge that responsibility, and no announcement is played to the recipient of an outbound call.

6.7 Lawful intercept. Customer agrees that FiberFed may, on lawful request by an authority, monitor, intercept and disclose the existence and content of communications carried over the Voice Services, without further notice to Customer.

7. CUSTOMER INFORMATION

7.1 CPNI. Information about the quantity, technical configuration, type, destination, location and amount of Customer's use of the Voice Services is **customer proprietary network information**. FiberFed uses it to provide, bill, maintain and protect the Services, to protect against fraud and unlawful use, and as the law requires or permits. **FiberFed does not share CPNI for the marketing purposes of others.** FiberFed authenticates a caller before discussing call detail, and notifies Customer and the authorities of a breach of CPNI as the law requires. Customer's name, telephone numbers and address are not CPNI.

7.2 Directory listing and caller name. Where Customer requests a directory listing, FiberFed will submit it as given; FiberFed is not responsible for a third party's error or omission, for removal after cancellation, or for the content of any third-party caller-name database. FiberFed sets the caller name presented on outbound calls and may change it where a regulatory or industry requirement applies.

7.3 Call authentication. FiberFed or its underlying provider signs the calls originated over the Voice Services in accordance with the industry call-authentication framework, and FiberFed will cooperate with lawful traceback requests. Customer represents that the identity and contact information it has given FiberFed are accurate and that it will not originate unlawful robocalls, and **Customer will respond to a traceback request concerning traffic it originated within 24 hours**.

8. EQUIPMENT

8.1 Voice equipment. Handsets, ATAs and other equipment FiberFed provides with a Voice Service are **FiberFed-owned CPE under Sections 4.4 and 4.5 of the Terms** unless the Order Form states that Customer purchases it. FiberFed-provided equipment is supplied configured for the Voice Services and is to be used only with them.

8.2 Approved equipment. Where Customer provides its own endpoints or PBX, FiberFed supports only equipment it has stated is compatible. **FiberFed is not obliged to support, and gives no service level for, a Voice Service delivered to unapproved equipment.**

8.3 Return. Equipment not returned or returned damaged is charged at the amount stated on the Order Form for that item or, where none is stated, at replacement cost under Section 4.5 of the Terms.

9. CHARGES

9.1 Taxes, regulatory fees and surcharges. Section 3.4 of the Terms applies, and Customer's attention is drawn to it. Voice Services attract charges that data services do not, including universal service contributions, 911 and 988 fees, and state and local telecommunications fees. **These are billed in addition to the charges, as separate line items, at the rate in force when billed, and a rate set by an authority changes without notice.**

9.2 Tax location. Voice charges are sourced for tax purposes to Customer's place of primary use for each Service, which Customer states on the Order Form and must keep current.

9.3 Per-event charges. Directory assistance **$1.25 per call** · payphone-originated calls **$0.65 per call** · international calling at the rates stated on the Order Form or quoted on request. Usage charges are billed in arrears.

9.4 Term, renewal and termination. Sections 2 and 6 of the Terms apply. **A Voice Service cancelled before the end of its term makes the Termination Charge in Section 6.3 of the Terms payable, calculated on that Voice Service's MRC.** Terminating the underlying access Service terminates the Voice Services that depend on it, and Section 6.3 applies to each.