



# SIP SERVICES SERVICE GUIDE

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## 1 OVERVIEW

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InterVision is a U.S. registered Competitive Local Exchange Carrier (CLEC). As a 'phone company', InterVision provides dial-tone services to customers through our SIP Trunking service. This service provided by InterVision to customer's on-premise or hosted voice systems is intended to facilitate a connection to the Public Switched Telephone Network (PSTN) for local, long distance, and International voice calls.

## 2 SERVICE DESCRIPTION AND DETAILS

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SIP signaling and termination will be supported by InterVision. InterVision provides SIP Trunking services in the US and Canada. .

### 2.1 DATA CENTERS AND GEOGRAPHIC REDUNDANCY

InterVision has data centers that support SIP trunking services in St. Louis, MO and Las Vegas, NV. The typical and recommended design is to include redundancy via the use of both data centers and redundant data paths.

### 2.2 LOCAL NUMBER PORTABILITY

Local Number Portability (LNP) is the ability of a telephone customer in the U.S. to retain their local phone number when switching to another local telephone service provider. Removing the inconvenience of having to get a new phone number when changing service providers increases competition among local service providers. Porting your US telephone number is a multistep process that can take up to four (4) weeks depending on the type of number you are porting and the country the number is located in. The process includes coordination between our upstream provider and your service provider to transfer the number to InterVision. Presently Local Number Portability (LNP) is only available in certain areas of the United States and Canada.

We can port your number if you meet the following 2 conditions:

1. You will need to verify that your number is portable to us by contacting your InterVision account team. If it isn't portable at this time then you may check again in the future to see if we are eventually able to port your number.
2. There is a one-time fee and monthly charge per number for porting. This fee is non-refundable. Please submit a completed Local Number Portability Authorization Form, available upon request, to process your porting. Customer may be subject to a \$10 per number disconnect fee for terminated or outbound number ports. In the event you transition to an alternate service provider in the future, InterVision will not prevent porting any US or Canada number from InterVision.

### 2.3 ANALOG DEVICE SUPPORT SERVICES

InterVision will troubleshoot issues with SIP trunks utilized by analog FXS ports. An FXS port will be considered to be functional if a standard analog phone or Group-3 compatible fax device is functional on the port. Please note that the use of modems, critical business analog lines such as police and fire alarms via an analog FXS port is NOT supported. In these cases, the usage of POTS lines directly provided by a local carrier is recommended.



## 2.4 STORAGE AND RETENTION POLICY

InterVision will store call detail records for a minimum of 90 days from the date they were initially created. Upon request from the Customer, InterVision will provide a copy of the call detail records that are scheduled to be purged as long as InterVision is notified in writing a minimum of 7 days prior to the scheduled purge date.

## 2.5 SIP TRUNKING USAGE CHARGES

The Customer's usage charge is based on the actual usage of InterVision's Service. Usage begins when the receiver of the called number is connected. The price to make a call may vary based on the destination of the call. Unless specified in an applicable Service Order charges for calls made to Hawaii, Alaska and US dependencies will be charged at higher rates.

The minimum call duration for all calls is sixty (60) seconds with sixty (60) second billing increments thereafter. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.

A customer's International rates and International billing increments are subject to change by InterVision to Customer.

Foreign Telecommunications Administrations may impose certain limitations, prohibitions or restrictions upon the portion of the end-to-end international service or facilities, which may have the effect of limiting the ability of Customers to utilize the services furnished by InterVision. It is the responsibility of the Customer to confirm any limitations, prohibitions or restrictions imposed by the Foreign Telecommunications Administration that may apply.

There is no billing for incomplete calls.

All taxes, fees, and surcharges not included.

Please contact your InterVision account manager to get the current and applicable pricing for any additional services not included on your initial order.

## 3 SERVICE ACTIVATION

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An on-boarding project team will be assigned to guide the Customer through the service activation and the work performed will be detailed in a separate professional services Work Order. It is assumed that the Customer will provide information such as a listing of telephone numbers requiring LNP porting to InterVision's service and/or the quantity of new telephone number that will be required for each geographical area code desired as requested by the on-boarding project team.

## 4 REPORTING

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The Service includes standard reports for SLA adherence, ticket customer satisfaction scoring, DID usage, and capacity planning. Development of new reports or making changes to or performing any customization to existing custom reports is available but not included.



## 5 PLATFORM MANAGEMENT

### 5.1 ROLES AND RESPONSIBILITIES MATRIX

Application and Device Support	InterVision	Customer
Cloud hardware and software maintenance	X	
24 x 7 x 365 remote support	X	
Alarms for fault monitoring, performance thresholds, and SNMP traps	X	
Customer portal for service tickets and device management	X	
Customer portal for reports	X	
Vendor escalation and case management	X	
Capacity Management	X	
On-premise collaboration hardware and software		X
US- Emergency call routing	X	

## 6 OFFERING SPECIFIC TERMS AND CONDITIONS

### 6.1 UNAUTHORIZED OR FRAUDULENT USE

The Customer is responsible for the payment of charges for all calls originated using the Customer's provisioned Services including, but not limited to, payment for calls or services originating at the Customer's number(s); accepted at the Customer's number(s) (i.e., collect calls); forwarded or transferred by the Customer's number(s); and billed to the Customer's number via third number billing. Customer is responsible even if the charges were incurred as the result of unauthorized use or fraudulent intrusions. It is the Customer's responsibility to protect username, passwords, and pins for accessing the system. InterVision disclaims any responsibility to protect username, passwords, and pins. Any charges or fees incurred from unauthorized access via Customer credentials will be the sole responsibility of the Customer. In no event shall InterVision be liable for any claim relating in any way to unauthorized use or toll fraud.



## 6.2 PRIVACY

Customer Proprietary Network Information ("CPNI") is Customer information acquired by InterVision from provisioning regulated telecommunications services to Customer. CPNI includes, among other things, Service identities, quantities and locations; information on how Service is being used; and Service billing information. InterVision will not share Customer CPNI with third-parties without Customer's prior written approval except as required to furnish the Services or as required by legal process or a governmental entity. Data and voice transmissions related to the Services may traverse public airways and circuits such as the Public Switched Telephone Network ("PSTN") or Internet. InterVision disclaims any responsibility for disclosure of Customer information that is communicated through public airways and circuits.

## 7 SERVICE LEVEL AGREEMENT ("SLA") FOR SIP TRUNKING

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### 7.1 SERVICE COMMITMENT

InterVision commits that the SIP services platform will be available 100% in a given calendar month. The service credit applied will be calculated by multiplying the base trunk charges (not including per minute usage charges) for SIP during the month we failed to meet the commitment by the percentage credit you qualify for in the table below:

SIP Trunking Monthly Availability %	Service Credit
<100% to 99.9%	3%
<99.9% to 99.5%	5%
<99.5% to 99.0%	10%
<99.0%	20%

### 7.2 DEFINITIONS

SIP Trunking Platform refers to InterVision's SIP termination services for Local, Long Distance, and International voice calls. The "SIP Trunking Platform" represents multiple termination points for the customer to terminate voice calls. "SIP Trunking Platform Monthly Availability %" is calculated on a monthly basis, as 100% minus: Total SIP Trunking Platform downtime minutes, divided by total minutes in a given month. Downtime minutes are accrued starting after the first 20 minutes during which the SIP Trunking Platform was reported unreachable and continue until the ability to communicate is restored.

### 7.3 CHRONIC OUTAGE

Customer shall have the right to terminate their SIP Trunking Service in the event of any "SIP Trunking Chronic Service Quality Problem" (as hereinafter defined) upon fifteen (15) days written notice to InterVision. As used herein, the term "SIP Trunking Chronic Service Quality Problem" shall mean: five (5) or more confirmed Interruptions lasting more than one hour each in any thirty (30) day period. In the event of a termination of SIP Trunking Service for a Chronic Service Quality Problem, Customer shall only be responsible for the payment of charges for the Service incurred prior to the termination date plus any applicable Early Termination Fees relating to Broadband Circuits.



## 7.4 EXCLUSIONS

The inability to access to the SIP Trunking Platform due to any of the following are not covered by this SLA:

- Customer does not properly configure or utilize redundant termination paths to the SIP Platform.
- Accessing SIP Trunking over the Internet.
- Any equipment or communication failures by customer or 3rd party between the customer locations to the InterVision SIP Platform.
- Any violation to the InterVision Acceptable Use Policy.
- Outages caused by manufacturer software defects.