

International Calling Authorization and Liability Waiver

Please read this form in full. It is a binding agreement about who pays for international calls.

This form authorizes Voiswitch Network Inc. ("Voiswitch") to enable international calling on the Customer's account and records the Customer's acceptance of the charges, risks and responsibilities that come with it. International calling is OFF by default on every Voiswitch account. It is enabled only when a person with authority to bind the Customer signs this form.

1. What is being enabled

Outbound calls from the Customer's Voiswitch services (Cloud PBX extensions, SIP trunks and/or apps listed in Section 9) to telephone numbers outside Canada and the United States.

Calls within Canada (and the United States, where the Customer's plan includes it) are not affected by this form and remain subject to the Customer's plan and Voiswitch's Fair Usage Policy.

2. Rates and billing

International calls are billed per minute at the rate for the destination dialed, as published at voiswitch.net/rates on the date of the call. Rates vary by country, region and network (landline, mobile, premium or special-service numbers) and are set by Voiswitch's underlying carriers; Voiswitch may change them without notice when carrier costs change.

International rates change frequently and without notice. They are set by Voiswitch's underlying carriers and by foreign telephone networks, and can rise — sometimes sharply — at any time. Voiswitch does not send notice of rate changes. The current rates are always available at voiswitch.net/rates, and it is the Customer's responsibility to check that page before placing calls to a destination. The rate in effect on the date of the call is the rate billed, whether or not the Customer checked it.

Billing increments, connection charges and minimum call durations are as shown for each destination on the rates page. Some numbers within a country — premium, satellite, directory, shared-cost and special-service numbers — cost substantially more than the typical rate shown for that country. The Customer is responsible for checking the rate before dialing an unfamiliar number.

International charges are added to the Customer's regular invoice and are due on the same terms as all other charges. They are not covered by any unlimited-calling plan.

Monthly credit limit. Each account has an international calling credit limit of \$300 per calendar month. When accumulated international charges reach that limit, international calling is automatically disabled for the remainder of the month and is re-enabled on the first day of the next month. The limit is a safeguard against runaway charges, not a cap on the Customer's liability: all charges up to the point of disablement remain payable, and short overruns can occur while calls in progress complete. A Customer who needs a higher limit must request an increase from Voiswitch in writing (email or the support form); Voiswitch may approve, decline or condition any increase, and the increased limit then applies on the same terms.

3. The Customer is responsible for every international call

The Customer agrees to pay for ALL international calls placed from its services, extensions, devices, apps and SIP credentials, whether or not the Customer authorized, intended or benefited from those calls. This includes, without limitation, calls placed by employees, contractors, visitors or former staff; calls placed from lost, stolen or shared devices; calls placed through a compromised PBX, voicemail system, softphone, router or password; and calls generated by malware or by any third party who gains access to the Customer's equipment, network or credentials ("Toll Fraud").

The Customer acknowledges that Toll Fraud is a well-known risk of enabling international calling, that it can generate thousands of dollars of charges in a matter of hours, that Voiswitch pays its carriers for every completed call and has no ability to reverse those costs, and that Voiswitch does not insure, credit or forgive fraudulent international charges.

4. Security obligations

The Customer will: (a) use strong, unique passwords on every extension, device, app, voicemail box and administrator login and change any default password; (b) keep its PBX, phones, routers, firewalls and computers patched and secured; (c) restrict international dialing to the users who need it, where the Customer's equipment allows; (d) remove access promptly when staff leave; (e) never share SIP credentials outside the organization; and (f) tell Voiswitch immediately — by phone at 416-800-1110 — if it suspects unauthorized use.

Voiswitch will, on request and where its platform allows, help the Customer apply per-extension dialing restrictions on request, in addition to the monthly credit limit described in Section 2. These tools reduce risk but do not eliminate it and do not transfer responsibility for charges to Voiswitch.

5. Voiswitch's rights and limits

Voiswitch may suspend international calling — with or without notice — if it detects calling patterns that appear fraudulent, abusive or inconsistent with the Customer's normal use, or if the account is past due. Suspension protects the Customer and Voiswitch and is not a breach of service. Voiswitch is not obliged to monitor for fraud and is not liable for failing to detect it.

Voiswitch's Service Level Agreement does not apply to international calls. Call quality, completion and caller-ID display to international destinations depend on foreign carriers outside Voiswitch's control.

To the fullest extent permitted by law, Voiswitch, its directors, officers, employees and agents are not liable to the Customer for any loss, cost or damage arising from international calling or Toll Fraud, including indirect, consequential or special damages, and the Customer will indemnify and hold harmless Voiswitch against any claim, cost or charge (including carrier charges and reasonable legal fees) arising from calls placed from the Customer's services.

6. Billing disputes and changes

The Customer may dispute an international charge only on the basis that Voiswitch billed a rate other than the published rate for that destination on the date of the call, or billed a call that was never completed. Disputes must be raised in writing within 30 days of the invoice date. "I did not make or authorize that call" is not a basis for dispute under Section 3.

The Customer may ask Voiswitch to disable international calling at any time; the request takes effect within one business day and charges incurred before then remain payable. This form stays in force until international calling is disabled in writing, and supplements — it does not replace — Voiswitch's Terms and Conditions, Acceptable Usage Policy and Fair Usage Policy.

7. Scope

This authorization applies to ALL extensions, users, devices, apps and SIP trunks on the Customer's account, at every location, for as long as international calling remains enabled. It is not limited to particular users or hours. If the Customer wants international dialing limited to certain extensions, it is the Customer's responsibility to configure that restriction on its own equipment where possible, or to request it from Voiswitch in writing; any such restriction is a convenience and does not change Section 3.

8. 911 does not work from devices used outside Canada

Voiswitch's 911 / E911 service is provisioned for the Canadian service address registered on the Customer's account. It relies on Canadian emergency networks and on that registered address to route a 911 call to the right emergency answering point.

When a Voiswitch phone, desktop app or mobile app is used OUTSIDE Canada, dialing 911 will NOT reach local emergency services in the country where the user is located. The call may fail, may route to a Canadian answering point that cannot dispatch help abroad, or may connect to nothing at all. Users travelling or working outside Canada must dial the local emergency number of the country they are in from a local landline or mobile phone (for example 112 in the European Union, 999 in the United Kingdom, 000 in Australia).

The Customer is responsible for informing every user of its Voiswitch services of this limitation, including staff who work remotely from another country, and for keeping the registered 911 address on the account current. Voiswitch is not liable for any loss, injury or damage arising from an attempt to reach emergency services from a device used outside Canada. This section supplements Voiswitch's 911 Explained and 911 Calling Suggestions notices, which continue to apply.

9. Services covered by this authorization

Account / business name

Service(s): Cloud PBX, SIP trunk, app

Main number(s)

10. Acknowledgements — initial each line

I understand that international calls are billed per minute at voiswitch.net/rates, that some numbers cost far more than the typical rate, and that a \$300 monthly credit limit automatically disables international calling when reached, with any increase requiring a written request to Voiswitch.

I understand that international rates change frequently and without notice, that Voiswitch will not notify me of changes, and that the latest rates are always published at voiswitch.net/rates for me to check before calling.

I understand that my organization pays for EVERY international call placed from our services, including calls placed by unauthorized persons or through hacked equipment or stolen credentials (Toll Fraud), and that Voiswitch will not credit or forgive such charges.

I understand that Voiswitch may suspend international calling without notice if it sees suspicious activity, and that the SLA does not apply to international calls.

I understand that 911 does NOT work from Voiswitch phones or apps used outside Canada, that users abroad must dial the local emergency number from a local phone, and that it is my organization's responsibility to tell every user this.

11. Authorization

By signing below, I confirm that I have authority to bind the Customer named above, that I have read and understood this form, and that I authorize Voiswitch to enable international calling on the terms set out here. This agreement is governed by the laws of Ontario and the federal laws of Canada applicable in Ontario.

Customer — authorized signatory

Name

Title

Signature

Sign here

Date

Voiswitch Network Inc.

Name

Title

Signature

Sign here

Date

Keep a signed copy with the customer file. International calling is not enabled until Voiswitch receives this form signed.