



Order Form for Cloud Numbers

SIP Trunking, Inbound Services and Voice Termination

This Order Form is attached to and makes integral part of the Master Carrier Service Agreement signed on 05 May 2026 between BICS and VOX TELECOMMUNICATIONS (PTY) LIMITED ("VOX"), (the "Agreement"). References to Service/Product Plan in the Agreement must be interpreted as reference this Order Form and the related Service Reference Document.

The provisioning process will start only after signature of the Master Carrier Services Agreement, prior or together with the Order Form (the "Agreement").

This Order Form is subject to the terms of the Master Carrier Services Agreement and to the Service Reference Documents available on your MyBICS.

In the event of a conflict of interpretation between the terms of the Order Form and the terms of the Service Reference Document on your MyBICS, the terms of this Order Form shall prevail.

Service Commencement Date :

Planned Service Commencement Date (SCD): [REDACTED]

In the absence of the planned service commencement date (SCD), the SCD, is determined after confirmation from both Parties of the successful completion of testing or, in the lack of such confirmation, by occurrence of either the first number order/port by VOX or the first VOX's traffic.

Contract duration: 12 months as from start of the service invoicing (= Initial Term).

Products, services and features:

The below table defines all the products, services and features for Cloud numbers.
Features not ticked are not part of the standard Service.

☒ **Cloud Numbers (General Services & Features):**

- ☒ Voice inbound calling (origination)
- ☒ Online portal access or API for ordering and managing Numbers
- ☒ Online legal and service specifications per country
- ☒ Call Detail Records (CDRs) download
- ☐ 24/7 Customer service support with online service portal access
- ☒ Support for number portability

Optional Features:

- ☐ Cloud Communications Webvision
- ☐ Rated Call Detail Records (CDRs)

☒ **Cloud Numbers (Inbound Services)**

- ☒ Local Number Service
- ☐ International Freephone Number Service
- ☐ Universal International Freephone Number Service
- ☐ Shared-cost Number Service

☒ **Cloud Numbers (Outbound Services)**

- ☒ Voice international and national inbound and outbound calling from BICS SIPT Trunking Cloud Numbers

Optional Outbound Features:

- ☐ Voice international and national outbound calling from any other Numbers (associated charges shall apply)
- ☐ Emergency service calling (*) (Annex 1 EDSA)
- ☐ Directory services (*) (Annex 1 EDSA)

☐ **Transactional Fraud Prevention (FraudGuard)**

- ☐ Traffic loop (inbound and/or outbound)
- ☐ Inbound traffic monitoring and filtering (A number barring)
- ☐ Managed Services (inbound and/or outbound traffic filtering, monitoring, investigation and action)
- ☐ Basic Service (inbound and/or outbound traffic filtering and monitoring)

(*) Depend on coverage and/or country regulation and service features

Pricing per Number Services

BICS will confidentially send its pricelists to interconnect@voxtelecom.co.za

BICS may modify the rates by providing a notice of at least seven (7) days prior to the rate change.

The Parties may agree to a shorter notice period for price decreases.

All rates shall be quoted in ZAR per minute or per number and are exclusive of any tax.

Access rate per country:

- XX ZAR NRC
- XX ZAR MRC

Number rate per country:

NRC and MRC as per SIPT price list.

Traffic per minute rate (inbound, fixed and mobile outbound):

Billed per minute as per SIPT price list.

Emergency services:

Emergency Services management per number:

- XX ZAR NRC
- XX ZAR MRC

Emergency services activation per country

- XX ZAR NRC
- XX ZAR MRC

Emergency Services will be charged outside of this Order Form with a BICS pricelist.

Number Portability:

Number portability depends on coverage and/or country regulation for the specific activated services and will be charged outside this Order Form with a BICS pricelist. VOX shall migrate/port-in non-BICS Number to BICS within three (3) months of this Order Form, failure to do may render the traffic of these Numbers being blocked.

Minimum Payment:

Minimum payment is waived/not applicable.

Additional fees apply for the following optional product/features:

- Cloud Communications Webvision: ZARXX
- Call Detail Rated Records (CDR's): ZARXX
- Transactional Fraud Prevention: ZAR XX (with 3 months' free trial)

Use Case Descriptions

The Service shall only apply to the use cases defined as follows and any misuse of the Service from the COMPANY shall constitute a material breach of the Agreement.

The applicable use-cases are (mandatory field):

- 1) Outbound calling: A USA number, rented from BICS, will be issued to a contact center located in South Africa [this contact center is the outbound contact center (BPO) for a USA brand] – example: debt collection on behalf of the USA company. A call from the BPO is made to a USA consumer / company who has a USA number. This call will be treated as a local USA call and billed by BICS to VOX as a local USA call.
- 2) Inbound calling. A USA number, rented from BICS, will be issued to a contact center located in South Africa [this contact center is the inbound contact center (BPO) for a USA brand] – example a customer experience center on behalf of the USA company. A USA consumer (with USA number) makes a call to the contact center. This call will be treated as a local USA call and billed by BICS to VOX as a local USA call.

In the use cases above, the USA number is interchangeable with a number in any other country, where the same use cases are intended (all calling will be local).

Specific Conditions/deviations to the Service Reference Document:

1. VOX shall only sell the Services for its own retail customers.
2. VOX will not be able and is not allowed to use the service for Microsoft's 'Operator Connect' solution
3. Section Contract duration: 1 year as from start of the service invoicing (= Initial Term). Notice period as per 3.2.1. in Service Reference Document.
4. Warranty Against Retroactive Re-Rating and Bypass. Note: Article 7.3 of the BICS MSA General Terms limits liability to EUR 500,000 per year. Notwithstanding article 7.3 of the Master Services Agreement, this clause 4 (and its sub-clauses) explicitly carves out this limitation for re-rating penalties.
 - 4.1 Warranty of CLI Legitimacy: BICS warrants and represents that all Caller Line Identities (CLIs) provided to COMPANY under this Order Form are legitimate, properly allocated local CLIs, and that the routing of traffic originating from COMPANY utilizing these CLIs complies with all applicable national numbering regulations and interconnect agreements in the destination country.
 - 4.2 No Legalised Bypass: BICS warrants that the Services provided hereunder do not constitute unauthorized or 'legalised bypass' of international traffic. BICS confirms that terminating operators accept the traffic under local-rate commercial frameworks.
 - 4.3 Indemnification for Re-rating: BICS assumes full responsibility and financial liability for the commercial rating of the traffic. In the event that any regulatory authority or downstream terminating operator retroactively re-classifies, re-rates, or disputes the local classification of the traffic (resulting in back billing or international rate charges), BICS shall bear all such costs. BICS completely indemnifies and holds VOX harmless against any such retroactive charges, disputes, or penalties.
5. Traffic Policing, Traceback, And Stir/Shaken (NANP Specific). To be included specifically for USA/NANP Order Forms.
 - 5.1 STIR/SHAKEN Authentication: BICS confirms that, as the number provider and originating service provider for the North American Numbering Plan (NANP) numbers issued under this Order Form, it assumes full responsibility for STIR/SHAKEN authentication. BICS warrants that it performs STIR/SHAKEN authentication on all traffic originating on BICS-owned CLIs before delivering the traffic to downstream networks.
 - 5.2 Traceback and Mitigation: BICS shall act as the primary point of contact for the Industry Traceback Group (ITG) and foreign law enforcement regarding traffic originating on BICS-provided CLIs. BICS will notify VOX without delay upon receiving any traceback request or notification of suspected illegal traffic. VOX agrees to cooperate fully with BICS to identify the originating end-user and to take

immediate steps to mitigate and suspend illegal traffic within the timeframes mandated by the relevant regulatory authority.

Technical Interconnection specifications and contact:

BICS Project Technical Leader		VOX Project Manager	
Name:		Name:	
Title:		Title:	
Phone:		Phone:	
E-mail:		E-mail:	
Escalation:			
Name:		Name:	
Job title:		Job title:	
Phone:		Phone:	
E-mail:		E-mail:	

General information CUSTOMER & BICS:			
VOX Information		BICS Information	
Company Legal Name:	Vox Telecommunications (Pty) Ltd	Contact Person:	[REDACTED]
Country:	South Africa	Job title:	[REDACTED]
State:	Gauteng	Fixed Number:	
City & Zip code:	2090	Mobile Number:	[REDACTED]
Street & Number	5 th Floor, 5 Magwa Crescent, Waterfall Midrand, Johannesburg 2090	E-mail:	[REDACTED]
VAT Number:	[REDACTED]	LEA contact	[REDACTED]
Contact Person:	[REDACTED]	LEA E-mail	[REDACTED]
Job title:	[REDACTED]		
Fixed Number:	[REDACTED]		
Mobile Number:	[REDACTED]		
E-mail:	[REDACTED]		
Billing Contact Person:	[REDACTED]		
Job Title:	[REDACTED]		
Fixed Number:	[REDACTED]		
Mobile Number:	[REDACTED]		
E-mail:	[REDACTED]		
LEA contact	[REDACTED]		
E-mail	[REDACTED]		

Services escalation List (All services except Capacity)

Repair	Customer Care (via Support Center) For critical issues only call +32 2 547 51 51
1st level escalation	On Duty Escalation Manager e-mail to level1.service.escalation@bics.com and call +32 2 547 51 51
2nd level escalation	Nadja Stojkovic (Head of Customer Care) e-mail to level2.service.escalation@bics.com and call +32 2 547 51 51 (Escalation Manager on duty)
3rd level escalation	Yaunese Aazibou (CTO) e-mail to level3.service.escalation@bics.com and call +32 2 547 51 51 (Escalation Manager on duty)
To notify BICS about planned works	Send emails to report.maintenance@bics.com

Porting escalation List

Repair	Porting support team e-mail to
1st level escalation	On Duty Escalation Manager e-mail to
2nd level escalation	Gert Timmerman (Head of Porting team) e-mail to
3rd level escalation	Talia Goldstein (VP Porting department) e-mail to

Porting Service Contacts		CUSTOMER Porting contacts	
BICS' Porting Contacts		Customer Porting	
Name:		Name:	
Job Title:		Job Title:	
Phone:		Phone:	
E-mail:		E-mail:	
Escalation			
Name:		Name:	
Job title:		Job title:	
Ph one:		Phone:	
E-mail:		E-mail:	

Signatures COMPANY and BICS:

For CUSTOMER		For BICS	
Date:		Date:	
Name:	██████████	Name:	██████████
Title:	Executive Head: Commercial	Title:	CRO Telco Market
Div./Dept: Sales:	Product / Commercial	Div./Dept: Sales:	Sales
Signature:		Signature:	