

## 1. TELSTRA MULTILINE POWERED BY MOVIUS

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### Service Description

1.1 Movius MultiLine service is a cloud-based solution to enable an additional mobile or cellular (**MSISDN**) or fixed line (**DDI**) number to be added to a company issued or employee owned smart or mobile device (**Mobile Device(s)**). The service includes:

- (a) the right to use the Software by you accessing the Software and storing data on a cloud-based network which is managed and maintained by Movius or us (**Subscription Service**);
- (b) access to the Movius Portal; and/or
- (c) optional add-on features, including recording and storage of all inbound and outbound Short Message Service (**SMS**) or voice calls for quality, training, communication monitoring, evidentiary, Business Purposes or other lawful purposes (**Recording**),

(collectively known as **Service**).

The features of the Service are set out in Attachment 1.

### Pre-conditions to using the Service

1.2 To use the Service, you must ensure that:

- (a) each Subscriber has a Mobile Device with a functioning mobile voice and data plan from a third party mobile service provider (**Mobile Service**). The charges for the Mobile Service are separate from and in addition to the charges for the Service; and/or
- (b) in the case of DDI, a PBX integrated service on-site.

1.3 For the Service to function, Subscribers must download the Software to the Mobile Devices.

1.4 If you purchase additional services such as Telstra SIP Connect, Telstra GVOIP and any other Telstra services (**Additional Services**) to be used with the Service, the Additional Services will be provided based on separate Service Schedules.

1.5 The charges for Additional Services are separate and in addition to the charges for the Service.

### Reselling the Service

1.6 If you resell the Service, you must do so on the terms of this Agreement. You must:

- (a) ensure that you resupply the Service on terms that prohibit the End Customer from re-supplying it, and must diligently enforce that obligation;
- (b) enter into a contract with the End Customer containing substantially the same terms as those set out in this Agreement; and
- (c) ensure and procure that the End Customer complies with the terms of this Agreement.

**Appointment as agent**

- 1.7 You appoint us as your agent to record Communications on your behalf through the operation of the Service. You acknowledge that Communications are disclosed to you and the Subscribers, and Recordings created through the Service are made by you and the Subscribers.

**2 OPERATION OF YOUR SUBSCRIPTION SERVICE AND RECORDING SERVICE**

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- 2.1 If you choose the Recording Service, we will record and store both incoming and outgoing Communications to the additional number on the Mobile Device.
- 2.2 The Subscription Service and Recording Service does not record or store email, 'over the top' (OTT) messaging applications such as iMessage, Android Enhanced Messaging, Snapchat, WhatsApp, web browsing or other data communications. You acknowledge that some smartphones integrate OTT messaging in their native dialling applications, and despite the SMS or multimedia messaging service appearance, these messages will not be recorded when sent using a data connection.
- 2.3 The Recording Service will record Communications made while roaming internationally as long as these Communications are being made using the Software.
- 2.4 All SMS and voice records will be deleted from the Platform after 72 hours from the time the call is completed or when the SMS is sent or as otherwise agreed between the parties.
- 2.5 If multiple participants to a Communication are Subscribers who have the Subscription Service and Recording Service enabled, we will make a separate Recording for each Subscriber.
- 2.6 You may upgrade your license from non-recording to recording by contacting us to enable this function in the Movius Portal. Your authorized administrator may downgrade Subscribers from recording to non-recording in the Movius Portal at your discretion. You will still be charged for a recording license even though you have downgraded a Subscriber.

**3 MOVIUS PORTAL, RECORDED VOICE AND SMS STORAGE AND RECORDED VOICE ANNOUNCEMENT**

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**Movius Portal**

- 3.1 After the Service Order Form is executed, we will create an account for you in the Movius Portal and provide your authorized administrator with access credentials.

**Recorded Voice and SMS Storage**

- 3.2 The following storage options are available to you:
- (a) **API RETRIEVAL** – If your Service Order Form indicates you have chosen the API RETRIEVAL recording option, this applies to you.
- An API guideline will be provided to you on how to retrieve the recorded storage within 72 hours from when a call is completed or SMS is sent.
- (b) **Direct SIPREC CONNECT** – If your Service Order Form indicates you have chosen the DIRECT SIPREC CONNECT recording option, this applies to you.

The Service will not include any voice recording on the Platform and all voice recordings will be transported via direct network links to your platform. We are not responsible for the storage of voice recordings made by you.

- (c) **SFTP PUSH** – If your Service Order Form indicates you have chosen the SFTP PUSH recording option, this applies to you.

SMS message records are created on the Subscription Service as the SMS messages traverse the Platform. The SMS records will be made available to you in CSV format each day by the export of the records to a CSV file. We will transfer the CSV file over secure file transfer to your nominated server once every 24 hours for storage. All SMS records will be destroyed from the Platform after 72 hours from when a call is completed or SMS is sent or as otherwise agreed between the parties.

With respect to (b) and (c) above, we will enable and maintain the call data feeds for your voice recording on your infrastructure.

#### **Recorded Voice Announcement**

- 3.3 Despite the recorded voice announcement, you must ensure all participants to a Communication are aware and consent to recording of the Communication. The recorded voice announcement is played when connected to the Communication and in some circumstances may not be received by a party to the Communication, including when:
  - (a) additional participants later join the Communication (for example joining a conference call);
  - (b) the Communication connects and is subsequently redirected to another person (for example calls answered by a receptionist); and
  - (c) the Communication initially connects to an automated system, such as a call routing service.

## **4 TERM AND EARLY TERMINATION CHARGES**

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### **Term**

- 4.1 The Service is for a minimum term of 12 months from the Service Start Date.

### **Termination and Early Termination Charges**

- 4.2 If you cancel or terminate a Service for any reason other than our material breach of this Agreement:
  - (a) prior to the Service Start Date for the Service, you must pay us an Early Termination Charge equal to the costs reasonably incurred by us as a result of the termination (including any amounts payable by us to our Service Provider as a result of the cancellation of the Service); or
  - (b) during the Initial Period for the Service, you must pay us an Early Termination Charge in an amount equal to 100% of the monthly service charges for the Service for the remaining of the unexpired term.
- 4.3 You acknowledge that the Service may be provided by our Service Provider. If a Service Provider ceases or suspends the supply of a service that is necessary for us to provide the

Service, we may suspend or cancel the Service with 30 days' notice to you. If this happens, you will not be required to pay any Early Termination Charges.

## 5 CHARGES

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### Charges

5.1 The charges for the Service are set out in your Service Order Form and may include:

- (a) non-recurring charges (**NRC**);
- (b) monthly recurring charges (**MRC**); and
- (c) variable charges based on the call usage rates set out in the rate card in your Service Order Form (**Rate Card**).

### Charges for changes to the Service

5.2 If you ask us to make changes to your Service, we may charge you an adds, moves and changes fee which will be notified to you before we commence work.

### Payment and invoices

5.3 The monthly invoice will set out the charges against each service:

- (a) the Subscription Service and Mobile Call Charges;
- (b) the Subscription Service, Recording Service and Mobile Call Charges;
- (c) the Subscription Service and Direct Call Charges; and/or
- (d) the Subscription Service, Recording Service and Direct Call Charges.

5.4 The Service will be billed in United States Dollars. You will pay the invoices in accordance with the exchange rates set out in the invoices.

5.5 We may change the rates in the Rate Card by providing you with 30 days' prior written notice.

### Charges for Calls and SMS

5.6 You will be charged for calls and SMS made while using the Service. This is in addition to charges for the Subscription Service.

5.7 The call and SMS MRCs will be provided against one service for billing purposes only even though the call and SMS usage is accounted across more than one service.

5.8 Except as otherwise set out in the Rate Card, there is no set up charge for calls connected with usage. Call charging is priced per minute and charged rounding up the duration of the call to the next minute.

5.9 We will supply all origination and termination services for voice and SMS. These will be charged on a monthly usage basis and are subject to change. When prices do change from our Service Providers, we will notify you about these changes in advance.

5.10 The invoices will set out in detail the call usage and SMS breakdown. All outbound calls and SMS will be subject to fees as outlined in the tariff table in Attachment 2.

- 5.11 Calls made to unidentifiable numbers or locations will be rated to the closest call type as reasonably determined by us.
- 5.12 If fraudulent calls originate from your network, we will charge you for such calls in accordance with the rates in the Rate Card or our standard rates and you agree to pay such charges. You may request for a waiver of the charges by providing us with a written request and sufficient evidence of the fraudulent calls (such as a national police report). The grant of such waiver is at our sole discretion.

**Price Commitment for On Boarding Additional Countries**

- 5.13 The on-boarding of any additional countries is subject to mutual agreement between the parties and as agreed in a separate Service Order Form. The charging rates for the additional countries will be set out in the Service Order Form.

**6 CALL QUALITY, TELEPHONE NUMBERS AND LOCAL NUMBER PORTABILITY**

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**Call Quality**

- 6.1 We do not guarantee that the call quality on calls made using the Subscription Service will meet or exceed a certain level. The voice activity is entirely dependent on the available bandwidth of the Subscriber's Mobile Device, receiving WiFi or data roaming not provided by us.

**Telephone Numbers**

- 6.2 You may choose and manage the telephone numbers in the Movius Portal. The telephone numbers in the Movius Portal are provided in a single block or multiple blocks of either 1, 10 or 100 contiguous numbers in accordance with applicable laws.
- 6.3 If required by applicable laws, we may publish the telephone numbers you choose, your name and address in a telephone directory (in any medium) for directory services purposes.

**Local Number Portability**

- 6.4 Local number portability is available in some (but not all) Available Countries as an option for customers who want to change their phone company and keep their existing telephone number. This process is known as porting. If you require number porting, you must notify us and we will work with our vendors and any other relevant parties to perform the number porting in accordance with the Service Guide.
- 6.5 Additional charges may apply for number porting.

**7 DOCUMENTATION**

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- 7.1 Within 5 days of Service Order Form signing, we will provide you with the following documentation:
  - (a) Service Guide for Telstra MultiLine powered by Movius (**Service Guide**); and
  - (b) Telstra MultiLine powered by Movius Portal user-guide.

**8 YOUR RESPONSIBILITIES AND OBLIGATIONS**

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- 8.1 Without limitation, you agree to comply with the following obligations which are your responsibilities:
- (a) You will ensure each Subscriber register its name, mobile or fixed line telephone number, email address and any other required information in the Movius Portal.
  - (b) You must comply with our reasonable directions when using the Service.
  - (c) You will ensure that each Subscriber complies with the EULA.
  - (d) You manage and maintain your organisational structure in the Movius Portal, including adding and removing individual user accounts and the allocation of telephone numbers and be responsible for deactivated numbers.
  - (e) If you have opted for DIRECT SIPREC CONNECT recording option, you provide, support and maintain in an operational state the voice recording system, media storage and associated infrastructure. The voice recording system will include a “Session Recording Server” that will be SIPREC compliant.
  - (f) You co-operate with us and our subcontractors and vendors in configuring the voice recording application and infrastructure to integrate with the Software.
  - (g) You must separately order the private network data circuits from us that are required between the Subscription Service and the sites where the voice recording infrastructure resides. You will require dual SIPREC voice recording streams to be sent to your recorders:
    - (i) if one of your recorders is not available to set up the SIPREC connection, or becomes unavailable during a call. In this case, the call may continue and will be recorded on the remaining available recorder; and
    - (ii) if both of your recorders are unavailable to set up the SIPREC connection, or becomes unavailable during a call. In this case, calling will not be available and calls in progress will terminate.
  - (h) You provide the LAN environment within your applicable sites and manage the failover of the transport streams on the data circuits.
  - (i) You will provide a primary and secondary authorized administrator authorized by you to access and administer the Movius Portal and Recording Service. Details of the authorized primary and secondary administrators will be included (and amended as necessary) in the Service Order Form.
  - (j) You will install and use the latest Operating System Software Update if required by us to correct a reported Fault.
  - (k) You will promptly notify us of anything in the configuration of the Software or connected systems which may affect the functioning of the Software or if you detect any Fault.
  - (l) You will comply with all applicable laws and regulations when using the Service.

**8A SOFTWARE OWNERSHIP AND LICENCES AND CUSTOMER INFORMATION**

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**Software Ownership and Licences**

- 8A.1 The Intellectual Property Rights in and to the Software, Subscription Service and any documentation provided by us to you will vest in us or our Service Providers' licensors at all times.
- 8A.2 Subject to the terms and conditions of the Agreement (including payment of all relevant charges under this Service Schedule), the Subscription Service is licensed to you solely for the Business Purposes in the Territory for the Service Term. All additional rights not expressly granted in this Service Schedule (unless they are core features or functionality reasonably required for the Software or the Subscription Service) are reserved to us or the Service Provider.
- 8A.3 You will not, and will not permit any third party or Subscriber, to:
- (a) copy, modify, use or reproduce the Software, except as expressly permitted under the terms of this Service Schedule;
  - (b) adapt, alter, modify, remove, reverse engineer, decompile, disassemble or attempt to derive the source code, structure, algorithms or ideas underlying the Software, or otherwise obscure any proprietary notices on the Software or Subscription Service;
  - (c) rent, loan, sublicense, distribute or otherwise transfer the Software or the right to receive the Subscription Service to any third party;
  - (d) encumber or suffer to exist any lien or security interest on the Software;
  - (e) publish or provide to any third party, results or any benchmark or comparison tests of the Software; or
  - (f) use features, functionality or ports of the Software (or of the Subscription Service) for which we have not been paid.
- 8A.4 You own all rights in your Recordings and records on the Platform created through your use of the Service.
- 8A.5 Agreements for third party software licensed in or with the Service may require that we advise the Service Provider of the Subscriber's name, address and use of the Software (or the Subscription Service). In this case, you agree that we may provide the Service Provider with a copy of the relevant license agreement, any Service Order Form and purchase order in advance.
- 8A.6 You agree to be audited by us or our Service Providers for compliance with the terms of this Agreement unless prohibited by applicable laws. We will provide you with prior written notice of such audit.

**Customer Information**

- 8A.7 For the purposes of providing the Service, you agree that we may disclose your Customer Information to our vendors, partners and subcontractors provided that those persons first agree to observe the confidentiality of such information.

For the purposes of this Service Schedule, Customer Information means:

- (a) terms of this Agreement; and
- (b) all information provided by you in relation to this Agreement, including any technical, operational, billing, pricing and commercial information in relation to the Service.

**9 NO DIRECT ACCESS TO EMERGENCY SERVICES**

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- 9.1 The Service is not intended to support or carry emergency calls to any type of hospitals, law enforcement agencies, medical care unit or any other kind of services that connect a user to emergency services personnel or public safety answering points (**Emergency Services**). Access to Emergency Services are provided through the Mobile Service on the Mobile Devices.
- 9.2 You acknowledge and agree that:
  - (a) you will ensure each Subscriber has a Mobile Service; and
  - (b) the Service is not a replacement for the Mobile Service's access to Emergency Services.
- 9.3 If a Subscriber attempts to place an emergency call via the local emergency number, the Subscriber will be directed to the emergency numbers using the Mobile Service.

**10 DATA ENCRYPTION**

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- 10.1 Where we are providing the circuits to connect the Service to your recording infrastructure, we will be responsible for the encryption of the data flows over those circuits. We will not be responsible for encryption once the data has passed through our routers at your site.
- 10.2 In the event that the circuits are provided from an alternative third party provider, we will cooperate with such provider to enable the encryption over their links in accordance with the clause above subject to payment by you of any associated costs for the encryption.

**11 LIMITED WARRANTIES AND INDEMNITY**

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**Limited Warranties**

- 11.1 The Service will be provided in accordance with this Service Schedule, and we will perform such maintenance and repair activities as may be required to cause the Service to be in compliance with the terms of this Service Schedule. No oral or written information or advice given by us, our agents or employees will in any way increase the scope of warranties.
- 11.2 Except as provided within this Agreement, we make no warranty of any kind with regard to the Software, the Service or any other services provided by us to you. We expressly disclaim all other warranties, express or implied, including, but not limited to, all implied warranties of merchantability, fitness for a particular purpose, non-infringement, and any warranties arising out of course of dealing, usage or trade. No advice or information, whether oral or written, obtained from us or elsewhere will create any warranty not expressly stated in this Service Schedule.

**Indemnity**

- 11.3 You indemnify us against any claim, cost, loss or liability which may arise in connection with your failure to comply with all of the terms in this Service Schedule.



**12 EXPORT REGULATIONS**

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- 12.1 The Software is a 'commercial item' as defined at 48 C.F.R. 2.101, consisting of 'commercial computer software documentation' as such terms are used in 48 C.F.R. 12.212. Under 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 to 227.7202-4, United States government users acquire the Software only with the rights set forth therein. The references in this clause are to the Code of Federal Regulations contained within Title 48 – Federal Acquisition Regulations System.
- 12.2 You acknowledge that the Service (including the Software) and technology or direct products thereof, supplied by us under this Service Schedule are subject to export controls under the laws and regulations of the United States, including the U.S. Department of Commerce Export Administration Regulation, as amended from time to time, and therefore, you agree to comply strictly with all such laws and regulations of the United States. You agree that the Service and technology or direct products thereof will not be used for any purpose prohibited by law, including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.
- 12.3 You must comply and must ensure that Subscribers of the Service (and separately the Software) comply, to the extent required by law to do so, with the U.S. Foreign Corrupt Practices Act and all applicable export laws, restrictions and regulations of any United States or foreign agency or authority and not to export or re-export, or allow the export or re-export of, any product, technology or information it obtains or learns pursuant to this Service Schedule (or any direct product thereof) in violation of any such laws, restrictions or regulations by you or your Subscribers to the extent you are subject to and required by law to comply with such laws, restrictions or regulations.
- 12.4 You indemnify us against all loss, damage, liability, costs or expenses incurred by us as a result of a claim against us arising from or in connection with any breach of clauses 12.2 and 12.3 above by you or your Subscribers.

**13 DEFINITIONS**

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- 13.1 In this Service Schedule (and Service Order Forms), unless otherwise stated:

**Available Country** means the countries in Attachment 3.

**Business Purposes** means your or Subscriber's use of the Service as part of its normal and ongoing operations to support itself and its customers.

**Communication** means a voice call or SMS to or from the Mobile Device with the Software installed and Recording Service enabled, subject to any functional limitations described in this Service Schedule.

**Direct Call Charges** means the charges for fixed line calls made using the Service.

**EULA** means the end user license agreement which is contracted directly between you or the Subscribers and Movius which authorizes the Subscriber to use the Service. When such Subscribers are first authorized to use the Service, they will be required to agree to the EULA, the current version of which can be found at <http://moviuscorp.com/TelstraMoviusEULATERMS.pdf> or any other url as notified by us to you.

**End User** means your customer in the ordinary course of business to which you will resell the Services in accordance with this Agreement.

**Fault** means a malfunction or error in the Software which results in the Software not operating in accordance with the manufacturers' or suppliers' specifications or standard operating procedures.

**IVR** means Interactive Voice Response.

**Mobile Call Charges** means the charges for mobile calls made using the Service.

**Movius** means our vendor for the Service.

**Movius Portal** means the url to be provided by us to you for you to access such portal.

**Platform** means the multi-tenanted Movius MultiLine cloud platform.

**Operating System Software** means the operating system software described in the manufacturer's service description as being the standard ex-factory installation required to operate the equipment.

**Operating System Software Update** means an incremental release of Operating System Software that provides maintenance fixes and may provide additional Operating System Software features.

**Recording** means a digital recording of a Communication.

**Recording Service** means the Recording.

**Response Time** means, in respect of the Service, the period commencing when a valid fault report is received by our Service Desk and ending when our technician commences work on the reported trouble ticket.

**Service Desk** means our or our vendor's service desk.

**Service Desk Availability** means 24 x 7 availability.

**Service Guides** means the guide as defined in clause 7.1.

**SIPREC** means Session Recording Protocol which is an open SIP-based protocol for call recording.

**Software** means the Movius application which is available on Android, iOS and Blaberry and can be downloaded from the Apple App Store, Google Play Store or through selected mobile device management platforms including its Operating System Software and any Operating System Software Updates.

**Subscriber** means your authorized users (including, without limitation, employees and agents) who use the Service.

**Territory** means the Available Countries.

13.2 The terms not defined in this Service Schedule have the meaning given to them in our Global Business Services Agreement.

## Attachment 1

### Service Features

1. We will provide the Service for the countries listed in the Service Order Form.
2. The Service will be available 24 x 7 and we will provide 24 x 7 incident response for any reported defects of the Service in accordance with the Service Guide.
3. Details of the Subscription Service and Recording Service are listed below:

Service Feature	Description
<b>Outbound Calls</b> (Over Cellular Data, Wi-Fi or Cellular Voice networks)	Subscriber has the choice to select call mechanism on dialler
<b>Inbound Calls</b> (Over Cellular Data, Wi-Fi or Cellular Voice networks)	Subscriber has the choice to set call receiving mechanism
<b>Active Call Handover</b> (Wi-Fi to Cellular Data or vice versa or between Wi-Fi)	Subscriber may manually switch the call between WiFi or celular data use. The subscriber may also set the portal to perform this action automatically upon detecting WiFi reception.
<b>Separate Contact Lists</b>	Can keep in sync with the Subscriber's phone contact list or keep as separate
<b>3-way Calling</b>	A call with 3 audio participants
<b>Call Forwarding</b>	The ability to forward a call from the Subscriber's number to the Subscriber's designated number
<b>Call on Hold</b>	The ability for a Subscriber to place a call on hold
<b>Caller ID Presentation</b>	The number will be displayed on the Subscriber's devices for incoming and outgoing (to recipient) calls
<b>Missed Call Alert/ Notification</b>	Receiving a notification if a call is missed by the Subscriber
<b>Caller ID Blocking</b>	Block a caller via the ID presented
<b>Voicemail/ Visual Voicemail</b>	Allowing a user to leave a voice message
<b>International Calling</b>	A rate table is attached to the Service Order Form
<b>Availability of Service (Scheduler)</b>	Set a schedule when you are available to answer a call, otherwise the call will be auto-diverted to voice mail
<b>Usage Metrics on the Software</b>	Shows the total count of data, minutes and texts used through the Software
<b>Movius Portal</b>	Web portal that allows enterprises to maintain complete control over their numbers and provides analytics over usage of the Service. Data is stored for 3 months when it is created and will be deleted thereafter.
<b>SMS Redaction</b>	Pre-configure SMS to perform/edit/remove specific function/action including redaction of Emoji's (Emoticon Redaction)
<b>Add-On Feature – Recording</b>	
<b>Voice Recording</b>	Once the Recording Service is enabled for the Subscriber, all calls made or received can be recorded
<b>Fixed/Landline Recording</b>	Recording on fixed land lines is possible when the fixed line number is ported/used in the Software
<b>Voicemail Recording</b>	Recording the voicemail for compliance purposes
<b>Storage of Voice Recordings</b>	Recordings can be stored on the Movius Platform for up to 72 hours when call is completed or SMS sent or when records have been successfully transferred to your systems. After this, the records will be deleted securely without recovery

Service Feature	Description
<b>Recording Voice Announcement</b>	A recorded voice announcement will be played to both parties to a Communication upon connection to notify that the call is being recorded. Announcements can be heard by either the calling party, the called party or both
<b>Recording Text Announcement</b>	Mobile Originated (MO) messages which are flagged must be dropped and your Subscribers will be notified. Mobile Terminated (MT) messages which are flagged must be redacted and your Subscribers will get modified message. All recorded messages must contain the full / un-redacted version
<b>Text Recording</b>	Once the Recording Service is enabled for the Subscriber, all SMS sent or received are recorded
<b>Minimum OS Requirements for mobile devices</b>	
<b>iOS</b>	9.0+
<b>Android</b>	5.0+
<b>Blackberry</b>	Fully Integrated with BB Dynamics Do not support legacy BB OS

4. **Security** – The following table sets out the security protocols for key components of the Subscription Service and the Platform:

Component	Security Detail
Hosted Cloud Service Provider	Fully HIPAA Compliant
<b>Data in Motion</b>	
MultiLine Signalling SIP over TLS	SHA1 with RSA
MultiLine Media SRTP	AES_CM_128_HMAC_SHA1_80
RESTful web service	HTTPS
WEB GUI	HTTPS
Multiline VVM	Secure IMAP
<b>Data at Rest</b>	
User Profile Sensitive data	AES-256-gcm
Voice/SMS recording Meta-data, and SMS content	AES-256-gcm
Sensitive information on Mobile App	Secure Keychain in iOS, Encrypted on Android with aes-256-gcm

**Attachment 2**

**Tarriff Table**

<b>Making a call using the numbers which you access through the Movius Portal</b>	<b>App Mode</b>	<b>Usage Charges</b>	<b>Individual Device Holder Personal Number/Plan Usage</b>
Call from a domestic location to a domestic location  Domestic is defined by the assigned phone number's country, i.e UK number, calls within the UK	Cellular Minutes	Y	Y, Domestic Minutes
	VOIP Cellular Data	Y	Y, Domestic Data Usage
	VOIP Local Wi-Fi	Y	N
Call from domestic location to international location (International Outbound Dialing)	Cellular Minutes	Y	Y, Domestic Minutes
	VOIP Cellular Data	Y	Y, Domestic Data Usage
	VOIP Wi-Fi	Y	N
Call from international location to international location - Local call (International Roaming)	Cellular Voice	Y	Y, International Minutes or roaming
	VOIP Cellular Data	Y	Y, International Data Usage or roaming
	VOIP Wi-Fi	Y	N
Call from international location to US domestic location (International Roaming)	Cellular Voice	Y	Y, International Minutes or roaming
	VOIP Cellular Data	Y	Y, International Data Usage or roaming
	VOIP Wi-Fi	Y	N
Call using numbers accessed through Movius Portal when device is in the domestic region	Cellular Voice	N	Generally N but subject to Mobile plan acquired in each country.
	VOIP Cellular Data	N	Generally N but subject to Mobile plan acquired in each country.
	VOIP Wi-Fi	N	Generally N but subject to Mobile plan acquired in each country.
Call using the Service when device is outside of the domestic country	Cellular Voice	N	Y, International Minutes or roaming
	VOIP Cellular Data	N	Y, International Data Usage or roaming

**SERVICE SCHEDULE - TELSTRA MULTILINE  
POWERED BY MOVIUS**



<b>Making a call using the numbers which you access through the Movius Portal</b>	<b>App Mode</b>	<b>Usage Charges</b>	<b>Individual Device Holder Personal Number/Plan Usage</b>
	VOIP Wi-Fi	N	N

**Attachment 3**

**Available Countries for MSISDN and DDI**

The Available Countries are set out below and include any other countries as notified by us to you separately. We may revise the table below from time to time.

	MSISDN	DDI
<b>EMEA</b>		
United Kingdom	Y	Y
France	Y	Y
Germany	Y	Y
<b>APAC</b>		
Singapore	N	Y
Hong Kong	Y	N
Australia	Y	N
Malaysia	N/A	Y
New Zealand	N/A	Y
Philippines	N/A	Y
South Korea	N/A	Y
Thailand	N/A	Y