SCHEDULE D: SERVICE DEFINITION: BILLING PORTAL SERVICE

1. Billing Portal Service Description

This Service allows Customers of Exponential-e's VSP to view variable call charges attributed to SIP Trunking or Hosted PBX Services. Exponential-e will provide this service from a centrally-hosted platform, giving users the ability to view/download bills and Call Data Records (CDR) from a secure web portal. An administrative user account will be set up on this portal to view billing information. The Customer will be informed by email when a new bill containing the previous month's details is available to view. This Service is supplied as standard with SIP Trunking and Hosted PBX Services, which will be billed separately.

The Billing Portal includes the following features:

- View itemised call charge details (Date/Time, caller ID, called ID, duration, cost)
- Top analysis (Most frequently dialled numbers/destinations, Most expensive/longest calls)
- Call summary reporting by date
- Graphical reports (minutes/calls/cost per hour or per day)
- CDR download (.csv format)
- Invoice history and download

2. Billing Portal Service Demarcation Point (SDP)

The Billing Portal SDP is the point up to which Exponential-e's Billing Portal service obligations apply and is the point up to which the Billing Portal Service Level Agreement covers. The Secure HTTP-based web portal is available via the Internet and will be the default SDP.

3. Target Service Commencement Date

Billing Portal Service 30 Working Days*

**From date of delivery of SIP Trunking or Hosted PBX Services*

4. Billing Portal Service Level Agreement

Billing Portal Availability

The Billing Portal Service availability is defined, for each particular Customer Site, as the availability of the Billing Portal to the Internet for the purpose of reviewing historic call charges and billing statistics.

	Target availability
Billing Portal Service	99.9%

No service credits are offered for any unavailability of the Billing Portal Service.

5. Data Processing

When Exponential-e provides Billing Portal Service, this may result in Exponential-e Processing Customer Personal Data. The following applies to the Processing of such Personal Data by Exponential-e:

Subject Matter of Processing

Call details, names, phone numbers, usernames, emails, passwords/codes used in conjunction with the Service and/or Service portal.

Nature of the Processing

Storage, collection and reporting.

Location of Processing

The Processing will take place within the UK and/or EEA.

Appropriate Technical and Organisational Measures

With respect to the requirement set out in the General Terms in Clause 10.15 at point (ii), the Customer agrees that as far as it is concerned the security measures set out in the Contract and Exponential-e's maintenance of the ISO27001 (Information Security Management) standard or any replacement or equivalent of either subsisting from time to time (the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the Customer agrees not to contend otherwise, recognising that the Charges for the Billing Portal Service directly relate to the Security Measures to be applied.