SCHEDULE C: SERVICE DEFINITION: BILLING PORTAL SERVICE

1.   Billing Portal Service Description

This Service allows customers of Exponential-e's UCaaS Platform to view variable call charges attributed to SIP Trunking, TCaaS or UCaaS 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.

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 SDP.

3.   Target Service Commencement Date

Billing Portal Service   30 Working Days*

From date of delivery of SIP Trunking TCaaS or UCaaS Services

4.   Billing Portal Service Level Agreement

Billing Portal Availability

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

	Target availability
Billing Portal Service	99.9%

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