

Business Telephony Services



January 2016



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Business Telephony Services

1 Summary

Business Telephony Services provides state of the art and reliable fixed line telephony services for your business.

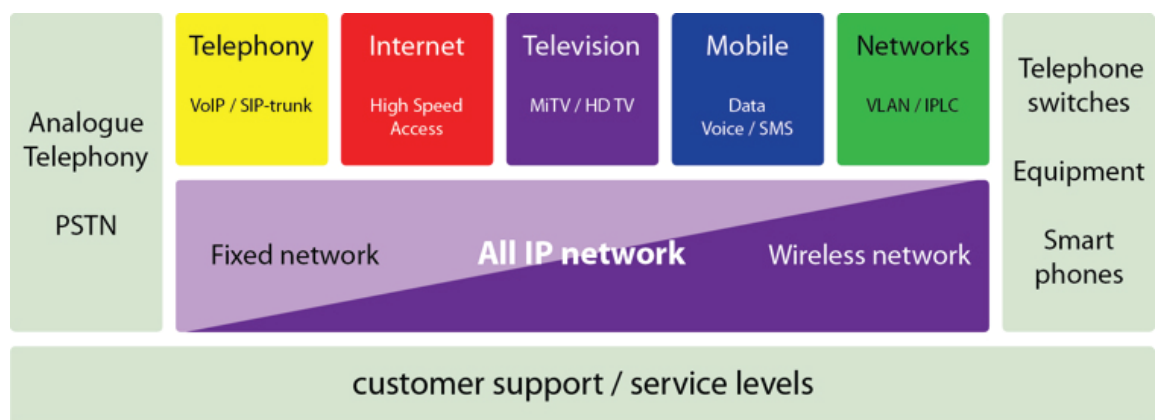
The service portfolio ranges from a single analogue line to sophisticated solutions for large PBX configurations based on SIP-trunk or ISDN-30.

TELBO provides tailor-made configurations for connecting PBX systems, based on your call volume and requirements for number plans and features.

As we understand that telephony services are crucial to your business operations, we have a dedicated Business Helpdesk to assist you.

2 TELBO Business Solutions

TELBO provides a comprehensive portfolio of telecom and ICT services for businesses in Bonaire



'State of the art' infrastructure on Bonaire

Fiber
Up to 1 Gb/s

Copper VDSL
Up to 40 Mb/s

4G LTE Mobile
Up to 50 Mb/s

AirMax wireless
Up to 50 Mb/s

For questions please contact TELBO Business Solutions at

T: 9220 or 715-7027

F: 717-5007

E: business@telbo.net

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3 Business Telephony Services

Business Telephony Services comes in the following flavors:

- **Analogue lines**, which are provided with one telephone number and a standard analogue telephone set.
- **Bundles of analogue lines** for connecting PBX systems. Any number of analogue lines can be configured in a bundle, provided there is sufficient local infrastructure. The bundle is configured with one or more telephone numbers or number range(s).
- **ISDN-30** (also known as ISDN-PRI or E1 digital line), providing 30 voice channels over a single line, based on the ISDN protocol. The ISDN-30 connection is configured with one or more telephone numbers or number range(s).
- **SIP-trunk** providing voice connections over a dedicated IP connection to TELBO's network. SIP trunks are configured with any number of voice channels and one or more telephone numbers or number range(s).

4 Optional services

TELBO provides tailor-made configurations for connecting PBX systems, based on your call volume and requirements for number plans and features. TELBO account management can advise you.

5 Tariffs and invoicing

The basic Business Telephony fees and rates can be found on TELBO's website and in the Bonaire telephone directory 'Buki di Telefòn'.

Business Telephony Services are invoiced monthly and upfront.

6 Service Levels

6.1 Service Equipment and Service Demarcation Point

Business Telephony services are provided up to the Service Demarcation Point, which is either the end-point of an analogue line or a port or connection on the "Service Equipment" installed at your premises. The Service Equipment is usually a switch or modem owned and managed by TELBO. In case of a malfunction, TELBO will reconfigure, reinstall or replace the Service Equipment.

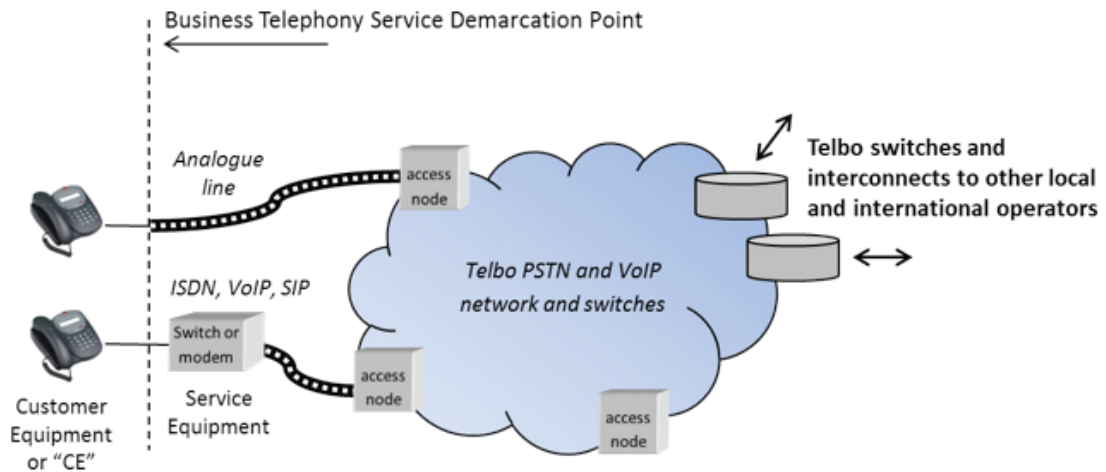
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Customers have the obligation to provide power, optional UPS back-up and a save, dry, climate controlled and hazard free location for the Service Equipment. In case of malfunctioning, damage or loss of the Service Equipment due to customer's negligence or misconduct, the cost of the Service Equipment replacement will be charged to customer.

TELBO is responsible for all elements of the Service up to the connecting Ethernet port(s) on the Service Equipment at the customer premises.

The customer is responsible for the proper function and configuration of the Customer Equipment ("CE"), being telephone, fax or PBX equipment connected to the analogue line or Service Equipment.



6.2 Maintenance, Support, Helpdesk

The SLA Business Services applies.

7 Terms and conditions

This document (the "Business Telephony - Service description and Terms ") defines the Telephony Service (the "Service") for business customers of TELBO.

TELBO may amend the service description and terms for Business Telephony Services from time to time.

The terms and conditions defined in 'General Terms and Conditions Business Services' and 'Additional Terms and Conditions Business Services' apply.

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