

PRODUCT SCHEDULE

Protel Technologies Inc. — Canada

CONNECT Unified Communications, Cloud PBX Services, Cloud Fax, Conference Bridge Services and Other Voice Products

This Product Schedule (this “Schedule”), between Protel Technologies Inc. (“Company”) and the entity purchasing any of the Services (as defined below) (“You”), is effective immediately upon Your initial use, order, or purchase of the Services and is issued pursuant to and incorporates by reference the terms and conditions of the Master Service Agreement (the “MSA”) by and between Company and You. The terms of this Schedule apply to purchasers and users whose registered Service location is located in Canada.

By ordering the Services, selecting “I Accept and Continue” in Your Account, or using the Services, You accept this Schedule and agree to be bound by all of the terms and conditions of: (i) the MSA; and (ii) this Schedule, including provisions binding You to purchase or use certain Customer Premises Equipment (CPE) as identified in this Schedule.

This Schedule includes terms governing direct-dialled Voice over IP (“VoIP”) calling (including as part of Company’s Unified Communications offering and Cloud PBX product), certain calling and call management features, and other services. This Schedule also incorporates the VoIP Emergency 911 disclosures, notices, and disclaimers set out in Attachment 1 of the MSA. Your acceptance of the MSA constitutes Your acceptance of those 911 disclosures. Such acceptance is a necessary pre-condition before You can receive the Services described in this Schedule.

All capitalized terms in this Schedule have the same meaning as in the MSA, unless defined herein. In the event of a conflict or inconsistency between the terms of the MSA and this Schedule, this Schedule shall supersede and govern.

Certain Services incorporate artificial intelligence (“AI”) features and/or technology. AI-based technology is subject to risks that users should understand before activating or using any AI-based features. Company’s AI use terms are incorporated by reference into this Schedule and available at www.proteltech.ca/legal.

DEFINITIONS

For the purposes of this Schedule, the following definitions apply:

“**Access Information**” means information that, alone or together with other information, can provide access to any portion of Your Account, including Your Account number, login names, passwords, credit card or other financial information, security questions and answers, and any other similar information, including that of each User.

“**Account**” means the account created with Company in connection with this Schedule relating to Your purchase, subscription to, and use of Services by You and Your Users.

“Agent” means a party designated by Company to provide contract, billing, and support services to You on behalf of Company.

“CPE” has the meaning provided for in Section 1.2 of this Schedule.

“Data” means all data submitted by Your Users to Company in connection with the Services, including all content, material, IP addresses, voice calls, fax calls, software, messages, account information and settings.

“Services” means the voice communications services sold by Company, such as direct-dialled VoIP calling/Cloud PBX service, fax, conference bridge, and certain other calling and call management features. The “Services” also include voice communications services and chat (instant messaging) functionality delivered as part of Company’s Unified Communications offering. For clarity, the term “Services” as defined for this Schedule does not include Company’s SIP Trunking service or Company’s MEET Online Meeting video conferencing or SHARE backup and file sharing services.

“Third-Party Service” means any service or product offered by a party that is not Company.

“User” means any of Your employees, consultants, or independent contractors to whom You grant permission to access the Services. Under a user-based licensing model, Users may not be shared or used by more than one named individual. Under a subscription-based licensing model, a single subscription licence may be reassigned from one User to a different User.

“Company Parties” means Company’s officers, employees, agents, and representatives; Company’s affiliates (including parents and subsidiaries), vendors, licensors, and partners; and their respective officers, employees, agents, and representatives.

1. SERVICE AND ACCOUNT

1.1 Services. Company agrees to provide, and You agree to purchase, the Services. The Services include certain calling and call management features or advanced features, which may be offered at additional costs, and which Company may, in its sole discretion, add, modify, or delete from time to time. All real-time voice communications services and facsimile services must originate in the country of the applicable user’s registered Service address as reflected in Company’s records (“Registered Service Location”). Company may block all call traffic that does not originate from an IP address within the applicable Registered Service Location. The Services do not support Operator-assisted calls, 900-series premium numbers, or 10-10 dialling.

1.2 Customer Premises Equipment (CPE). Use of the Services requires the use of pre-approved, pre-qualified, and pre-programmed CPE. CPE can be purchased directly from Company or from approved third parties. Third-party CPE must conform to the approved makes and models as determined by Company in its sole discretion. You must install all CPE according to Company’s installation instructions. Desk phones, cordless phones, wireless transmitters, and fax adapters acquired from or through Company are only to be used with the Services. The Services do not support Point-of-Sale machines, alarm systems, or other transaction processing hardware. See Section 1.10 for fax device limitations.

1.3 Title to CPE. Upon submission of an order for Services, You retain all rights and title to CPE identified in connection with such order. You may select either a one-time payment or twelve monthly instalment payments for CPE. In the event of CPE defects due to component failure or workmanship defects during the twelve (12) month defective CPE warranty period, You must return the defective CPE to Company (at Company’s cost) within thirty (30) days of a written request for exchange. Company will replace

defective CPE with new or factory-refurbished CPE at Company's discretion. You must provide adequate surge protection for all CPE. Company is not responsible for CPE damage due to improper use, storage, installation, lightning, flood, or other damage by You. Title passes to You for CPE shipments on a Free on Board (FOB) origin basis.

1.4 Service and CPE Change Orders. You are responsible for all charges associated with change requests, including new CPE and new Services in addition to those specified on Your initial order. Change requests may be submitted via secure portal, case management system, email to Company customer service, or phone to Company customer service and support teams (by a party authorized to make changes to Your Account). Company reserves the right to verify authorization.

1.5 Number Portability. Availability and use of local and toll-free number portability is subject to Company's policies, as modified from time to time. If You decide to transfer an existing number, You authorize Company to process Your order and notify Your current service provider of Your decision to switch. You may be required to complete a letter of authorization and provide a recent bill from Your current provider. Company is not responsible for any delay in porting or outages with Your service provider prior to successful completion of the port.

1.6 Changes to Local Number Port Orders. If a Firm Order Commit (FOC) date is cancelled or changed more than three (3) business days before the agreed date, a charge of \$10.00 CAD per telephone number may apply. If cancelled or changed within three (3) business days prior to the agreed date, a charge of \$50.00 CAD per telephone number applies. If reversion to prior service is required on the day of the port or within twenty-four (24) hours, a charge of \$450.00 CAD per telephone number applies. All such charges are non-refundable. Change or cancellation requests received after 12:00 noon Pacific will be considered received on the next business day.

1.7 Changes to Toll-Free Port Orders. Changes to toll-free port orders are not supported once submitted. Cancellations of toll-free porting orders are entirely Your responsibility to arrange with the current service provider.

1.8 Agent. You acknowledge that Company may designate an Agent to provide billing and support services to You in connection with the Services. Actions by Agent are deemed actions of Company with respect to those aspects of the relationship under this Schedule. You consent to the disclosure of Data to Agent for the purposes of the Services. Failure to respond to Agent when acting for Company constitutes a breach of this Schedule.

1.9 Local Numbers. You represent and warrant that all traffic delivered to You under this Schedule that has originated in the same local calling area in which Your local number is assigned is local traffic and is legally entitled to be treated as local traffic under all applicable laws. Company will rely on this representation to assign local telephone numbers to You.

1.10 Incompatibility with Certain Facsimile Devices. Fax adapters acquired from or through Company provide a port for connection to facsimile devices. In some cases, the fax device's configuration may need to be modified by You to optimize performance with VoIP. Some fax devices and ISPs may not support reliable fax over VoIP. Company recommends fax devices no older than two (2) years. Company is not responsible for fax delivery failures due to device, ISP, or network incompatibilities.

1.11 Your Network Security Obligations. Use of the Services requires a network firewall at Your premises. You must deploy firewalls at each physical site designed to enhance security for SIP-based VoIP applications. You are also responsible for implementing other security practices that conform with industry standards applicable to Your business. You are responsible for all fraudulent use of Your Services regardless of how it occurs. YOU HEREBY INDEMNIFY THE COMPANY PARTIES AGAINST ANY RESPONSIBILITY FOR DAMAGES, CONSEQUENTIAL OR OTHERWISE, ARISING FROM THE FAILURE BY YOU OR ANY THIRD PARTY TO PROPERLY PROTECT ANY NETWORK.

1.12 On-Site Requirements. You are responsible for all aspects of Your working environment and access connectivity with respect to quality of service. If You encounter material quality of service issues attributable to Company's network or software (and not Your environment or connectivity), Company will

use commercially reasonable efforts to remedy those issues within thirty (30) days of the report. If Company fails to achieve a remedy within thirty (30) days, You may discontinue Service without early termination fees. If quality of service issues are determined to result from Your connectivity or environment, You remain responsible for the repair and are held to all contracted commitments.

1.13 Directory Listing. You may request a Directory Listing for any Local Numbers, subject to Company having the capability to provide such service. Company utilizes a third-party service for Directory Listing and makes no guarantee that a specific number will be listed or as to the timeframe for listing. Company does not support a non-published address option. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD THE COMPANY PARTIES HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS FOR EXPENSES OR DAMAGES OF ANY KIND (INCLUDING LEGAL FEES) ARISING FROM A MISPRINT OF YOUR DIRECTORY INFORMATION.

2. TERM AND TERMINATION

The term and termination provisions of the MSA govern the provision of Services under this Schedule, except as specifically superseded or supplemented below.

2.1 Porting Does Not Constitute Termination. Even if You port a telephone number from Your Account, You will continue to be liable to Company for Service until You terminate Your Account or the relevant Service.

2.2 Following Termination. In addition to the provisions of the MSA, You acknowledge that in the event of any Service termination or cancellation, all telephone numbers associated with Your Account may be immediately released and may not be available to You for porting to a new carrier or upon Service reactivation with Company.

3. FEES, BILLING, TAXES, CHARGES, PROMOTIONS

3.1 Fees. The fees initially charged upon ordering any Service will be effective for the Initial Term and each Renewal Term of this Schedule, provided that Company will have the right to increase these fees upon thirty (30) calendar days' written notice. If You do not agree with such a fee increase, You may terminate this Schedule and the applicable Service immediately upon written notice, provided that such notice of termination is received within thirty (30) calendar days of the fee increase notice. All payments shall be in Canadian dollars. You will pay all non-recurring and recurring fees, regulatory cost recovery fees, surcharges, assessments, and taxes billed to Your Account. Fees are non-refundable. Recurring fees are typically billed once per month and include charges for the current month and usage or adjustments from the prior month.

3.2 Advance Payment and Deposits. Activation and monthly recurring charges are billed in advance. Usage and long-distance charges are billed in arrears. Recurring charges commence accruing at the time Services are provisioned by Company. Payment of all charges is due by the date specified in the applicable invoice or in Your Account (or, if no date is specified, fifteen (15) days from the date of invoice). If You fail to pay charges by more than fifteen (15) days past the due date on one (1) occasion, or by more than ten (10) days past the due date on two (2) occasions within any twelve (12) month period, then You will be required, upon written request from Company, to pay a billing deposit equal to twice Your average monthly bill.

3.3 Promotional Offers. Promotional discounts or free trial periods may apply to certain Services as described in applicable order documentation. Promotions are subject to their own terms and conditions and may be modified or discontinued by Company at any time.

4. CALLING AND SERVICE FEATURES

4.1 Included Features. The Services include calling and call management features as described in the applicable order documentation and Protel's published feature list at www.proteltech.ca. Company may, in its sole discretion, add, modify, or remove features from the Services upon reasonable notice to You.

4.2 International and Long-Distance Calling. Rates for international and long-distance calling vary by destination country, city, and band, and are subject to change by Company from time to time without prior notice. Current rates are available in the administrative control panel.

4.3 Fraud Liability. You are solely responsible for all call charges incurred on Your Account, including charges resulting from unauthorized use or fraud. Company will not credit or reimburse fraudulent call charges unless Company is found to be directly responsible for the fraudulent access. You must notify Company immediately upon discovery of any suspected unauthorized use.

5. E911 LIMITATIONS

Company does not validate addresses entered by end users for the location of the devices they use, whether physical devices, softphones, or mobile apps. Accuracy of location information for use in emergency response is the sole responsibility of the end user. Please refer to Attachment 1 of the MSA and the signed Cover Agreement for the full E911 disclosure applicable to Your Service.

6. ACCEPTABLE USE

Your use of the Services is subject to Protel's Acceptable Use Policy (AUP), available at www.proteltech.ca/legal. Violation of the AUP may result in immediate suspension or termination of Your Services.

7. WARRANTIES AND REPRESENTATIONS

7.1 Your Representations. You represent and warrant that: (i) You have the legal authority to enter into this Schedule on behalf of Your organization; (ii) all information provided to Company in connection with this Schedule is accurate and complete; and (iii) Your use of the Services will comply with all applicable laws, including CASL, CRTC regulations, and any other applicable Canadian federal or provincial legislation.

7.2 Company Warranty. Company will use commercially reasonable efforts to provide the Services as described in this Schedule and the applicable SLA. Except as set out in the SLA, the Services are provided on an "as is" basis. Company makes no other representations or warranties, express or implied, regarding the Services.

8. GOVERNING LAW

This Schedule is governed by and construed in accordance with the laws of the Province of British Columbia and the federal laws of Canada applicable therein. Any dispute arising out of or relating to this Schedule will be resolved in accordance with the dispute resolution provisions of the MSA.

The parties confirm that they have requested that this Schedule and all related documents be drafted in English. Les parties aux présentes ont exigé que le présent document et tous les documents connexes soient rédigés en anglais.