

## Traffic Quality & Carrier Protection Schedule

### Purpose

This Traffic Quality & Carrier Protection Schedule defines objective traffic quality metrics, thresholds, and remedial actions used by Voxtelesys to protect its network, upstream carrier relationships, and other customers. This Schedule supplements the Acceptable Use Policy (“AUP”) and forms part of the Customer’s Agreement with Voxtelesys.

Metrics are evaluated using Voxtelesys' proprietary methodologies, platform analytics, signaling data, and upstream carrier reporting, and may vary by service type, destination, or routing configuration.

### Traffic Quality Metrics & Thresholds

Metric	Definition	Standard Threshold	Critical / Actionable
<b>Answer Seizure Rate (ASR)</b>	Ratio of answered calls to total call attempts	≥ 70%	< 25%
<b>Average Length of Call (ALOC / ACD)</b>	Average duration of completed calls	≥ 90 seconds	< 30 seconds
<b>Short-Duration Call Ratio</b>	% of completed calls under 6 seconds	≤ 15%	> 40%
<b>Burst / Abnormal Call Attempts</b>	Rapid spikes inconsistent with historical or commercial norms	Normal variance	Sustained or automated
<b>Carrier Complaints</b>	Formal carrier tickets or investigations	None	Formal investigation
<b>Traceback</b>	Investigation to trace suspicious or illegal call traffic through network providers	None	Min 4 hours work per traceback, billed hourly
<b>Spoofing</b>	CLID spoofing using mobile numbers, DIDs that belong to another party, unassigned DIDs, and aggressively using rural DIDs	None	\$1000 per CID

## **Notes**

- Thresholds are evaluated per trunk, route, destination, or service, not solely in aggregate.

## **Measurement Methodology**

Traffic quality metrics are calculated using:

- SIP signaling outcomes (e.g., 200 OK vs non-answer responses),
- Voxtelays platform usage records,
- Carrier-reported analytics and investigation feedback,
- Time-windowed trend analysis (weekly, monthly, or per event).

Voxtelays may apply commercially reasonable methodologies consistent with carrier requirements and network protection obligations.

## **Monitoring & Review**

Voxtelays may continuously or periodically monitor Customer traffic to:

- identify prohibited or abusive patterns,
- comply with carrier and regulatory obligations,
- protect network performance and reputation.

Monitoring may include automated systems and manual review.

## **Remedial Actions**

If Customer traffic fails to meet applicable standards, Voxtelays may, at its discretion:

1. Require corrective action within a defined cure period;
2. Rate-limit, throttle, or block specific traffic or destinations;
3. Suspend or terminate affected services immediately where required by carrier or regulatory obligations.

Immediate action may be taken without prior notice where delay would create carrier or network risk.

## **Traffic Quality Cost Recovery**

Customer agrees to pay reasonable cost-recovery charges arising from poor traffic quality, including:

- Carrier investigation or ticket fees;

- Carrier-imposed surcharges or penalties passed through to Voxtelsys;
- Internal administrative and engineering review costs.

Such charges are cost recovery, not penalties, and may be invoiced as usage-based or administrative line items.

### Traffic Quality Cost Recovery Charges

Charge Category	Trigger Event	Pricing Method	Example Amount
Answer Seizure Rate (ASR) Surcharge	Calling failed to meet minimum AUP requirements	Per call surcharge	<b>\$0.01 per impacted call</b>
Average Length of Call (ALOC / ACD)	Calling failed to meet minimum AUP requirements	Per call surcharge	<b>\$0.01 per impacted call</b>
Short-Duration Call Ratio	Calling failed to meet minimum AUP requirements	Per call surcharge	<b>\$0.01 per impacted call</b>
Traceback	Traceback received from ITG	Per Traceback	<b>4 hour minimum for review (\$100 hr)</b>
Spoofing	Complaint or CID flagged by Voxtelsys DNO or CDR check.	Per Spoofing event	<b>\$1000 per caller ID spoofed</b>
Carrier Complaint	Ticket or notice from underlying carrier about customers calling.	Per investigation + hourly	<b>4 hour minimum for review (\$225 hr)</b>
Traffic Pumping / Access Stimulation Review	Investigation related to suspected traffic pumping	Per investigation or event	<b>\$1,000 – \$5,000 depending on scope</b>
Traffic Quality Engineering Review	Internal investigation of abnormal ASR, ALOC, call patterns	Hourly	<b>\$175 / hour</b>
Abusive Call Pattern Surcharge	Traffic generating excessive short duration calls or failed attempts	Per call surcharge	<b>\$0.01 per impacted call</b>
Network Protection Mitigation	Engineering work to block, reroute, or mitigate abusive traffic to our network	Per incident	<b>\$500 – \$50,000</b>