



blueSIP is an IP telephone solution for business clients. With blueSIP, an existing telephone mainline can be supplemented or replaced entirely. Whether as an individual SIP account or as a SIP trunk for telephone systems, blueSIP offers maximum flexibility, creating additional savings potential due to low-cost connection charges.

The object of this service description are the services and / or orders to be carried out by ccn GmbH within the framework of the contract to be concluded, in accordance with the type, extent and quality defined here. Also, reference is hereby made to the ccn Standard Terms and Conditions, the handing over of which the Customer confirms upon placing the order. Furthermore, the Special Terms and Conditions of Use for the blueSIP Service shall apply, which can be viewed at http://www.blueSIP.net.

blueSIP

blueSIP allows IP telephony on the basis of the Session Initiation Protocol (SIP) with a series of typical telephony service characteristics. The blueSIP PSTN Gateway allows incoming and outgoing calls from and into the world-wide landline and mobile phone network.

Requirements and availability

blueSIP is offered nationwide in Germany, and can be used world-wide.

In order to be able to use blueSIP, a broad-band internet connection is required (leased line, SDSL or ADSL). An SIP-capable access router with QoS ("Quality of Service") and /or voice prioritisation is strongly recommended.

If needed our product blueSIP Premium NGN provides an All-IP solution incl. broad-band internet connection, which is optimized for the use of blueSIP.

Further information can be found at http://www.blueSIP.net/go/allip

Performance characteristics

Depending on your requirements, you can use various options and performance characteristics:

- SIP Trunk with one ore more user accounts
• 10 voice channels for incoming and outgoing calls for each blueSIP Premium contract, expandable if required
• Low-priced rates for telephone calls world-wide
• Free of charge calls to other blueSIP subscribers
• Itemised bill online
• Individualised charge limit for each user account
• Post-payment and monthly billing via e-mail or in paper form
• Voice mailbox with individualised text for each user account
• Call diversion via SIP client
• Fallback routing for missing SIP registration
• Faxtransmission T.38 support
• Caller identity presentation or suppression (CLIP/CLIR)
• Allocation of numbers from all German local networks
• Porting of numbers from all German local networks

Further performance characteristics at http://www.blueSIP.net

Emergency calls

If phone numbers are allocated to the Customer via blueSIP, or if phone numbers are ported to blueSIP, the data specified in the order form will be stored for Customer localisation and will be transmitted to the responsible emergency call centre in the event of an emergency call.

In the event of nomadic use, or if the phone numbers are used at different locations, blueSIP and/or ccn must be promptly informed thereof in writing.

Price list

blueSIP Premium

Set-up fee (one-off)

Table with 2 columns: Description and Price. Includes rows for New set-up or upgrade of a user account (12-month term: 0,00 €, Indefinite term: 29,00 €) and Additional user account (Set-up by ccn: 17,50 €, Set-up by Customer: 0,00 €).

Operation (monthly)

Table with 2 columns: Description and Price. Includes row for Minimum turnover per 10 voice channels: 8,50 €.

All call charges will be billed on a minute basis (60/60), in accordance with the currently valid price list (http://www.blueSIP.net/go/rates).

All of the above prices are net plus statutory value added tax as applicable at the time the service is provided.

Set-up and operation

A blueSIP Basic user account can be set up online at http://www.blueSIP.net/go/register. Activation of the user account is done online, and becomes effective upon transmission of the access data. For blueSIP Premium, further user accounts can be set up via the blueSIP Service Portal.

An upgrade to blueSIP Premium is possible within one working day from receipt of the complete contract documents.

Term - Termination

blueSIP Premium can be ordered for an indefinite period, however, not less than one month, or for a 12-month term.

blueSIP Premium can be terminated

- a) if an indefinite term has been agreed, upon one week's notice with effect as per the end of a month, and
b) if a 12-month term has been agreed, for the first time upon one week's notice with effect as per the end of the agreed term, and after that upon one week's notice with effect as per the end of a month.

Service & Support

We shall serve you with competent contacts on business days, Monday through Friday between 9 a.m. and 5 p.m. Standard support services include the recording and processing of malfunctions within the ccn infrastructure, up to the relevant interface to other networks.

Various support levels (SLA) are possible in the project area - up to 24 x 7.



**Contractor**

by telefax to +49 89 74 61 60 - 30 or by e-mail to sales@ccn.net

ccn corporate communication networks GmbH  
- blueSIP customer care -  
Adi-Maislinger-Straße 7  
81373 München  
Germany

**Distribution Partner**

Partner

**Customer**

Company name

First name, Family name

Address (no postbox)

Post code, City

Country

Telephone

Telefax

E-mail

VAT-ID

**Technical contact/IT service provider**

Company name

Contact

Telephone

E-mail

**Final provisions**

In addition to the service description and the price list at <http://www.blueSIP.net>, the Special Terms and Conditions of Use for the blueSIP Service and, supplementing the above, the Standard Terms and Conditions of ccn GmbH, accessible at <http://www.blueSIP.net>, shall apply to this contractual relationship. The Customer acknowledges the above with the following signature.

**Customer's legally binding signature**

Place, Date

Name, please print

**Ordered services blueSIP Premium**

- Set-up of blueSIP user account
- Upgrade of existing blueSIP Basic user account

bluesip/ \_\_\_\_\_  
user account

**Selection of term of blueSIP Premium**

- Indefinite term
- 12-month-term

**Billing address**

- as Customer, or

Company name

First name, Family name

Address (no postbox)

Post code, City

Country

Telephone

Telefax

E-mail

VAT-ID

**Invoice by E-mail/Direct debit**

- Yes, please send invoices from the contractual relationship exclusively by electronic means to the E-mail address specified above under "Billing address".

- Yes, I/we hereby revocably authorise ccn GmbH to collect the invoice amounts from the contractual relationship via the SEPA Basis direct debit procedure. \*)

\*) Form "ccn SEPA-Basis-Lastschrift-Mandat\_EN" required.

(Company stamp)

X  
Signature



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- blueSIP customer care -  
Adi-Maislinger-Straße 7  
81373 München  
Germany

**Customer**

- New customer (please enclose blueSIP Premium contract)
- blueSIP Premium contract No. \_\_\_\_\_

**Activation of itemised billing for the following user accounts:**

\_\_\_\_\_  
Company name

\_\_\_\_\_  
First name, Family name

\_\_\_\_\_  
Address (no postbox)

\_\_\_\_\_  
Post code, City

\_\_\_\_\_  
Country

\_\_\_\_\_  
Telephone                      Telefax

\_\_\_\_\_  
E-mail

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Data protection**

- Full target phone number
- Abbreviated target phone number

**Supplement to the Special Terms and Conditions of Use for blueSIP**

Should the Customer wish to be provided with an itemised bill, he /she hereby confirms that all users belonging to the household have been informed or will be informed of the compilation of the itemised bill.

For companies and public authorities, the Customer confirms that all employees have been, or will promptly be, informed of the compilation of itemised bills, and that the works council or staff council was involved in the decision-making process in accordance with the statutory provisions.

The Customer will find the requested itemised bill in the blueSIP Service Portal under <https://service.blueSIP.net> once the feature has been activated.

With his /her signature, the Customer confirms that he/she has received the above supplement and has read and approved it.

**Final provisions**

In addition to the service description and the price list at <http://www.blueSIP.net>, the Special Terms and Conditions of Use for the blueSIP Service and, supplementing the above, the Standard Terms and Conditions of ccn GmbH, accessible at <http://www.blueSIP.net> shall apply to this contractual relationship. The Customer acknowledges the above with the following signature.

(Company stamp)

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Name, please print

**X**  
\_\_\_\_\_  
Signature



blueSIP offers business customers the option of allocating and porting phone numbers.

The object of this service description are the services and / or orders to be carried out by ccn GmbH within the framework of the contract to be concluded, in accordance with the type, extent and quality defined here. Also, reference is hereby made to the ccn Standard Terms and Conditions, the handing over of which the Customer confirms upon placing the order. Furthermore, the Special Terms and Conditions of Use for the blueSIP Service shall apply, which can be viewed at http://www.blueSIP.net.

Requirements

The allocation of new phone numbers or the porting of phone numbers requires an existing blueSIP Premium contract.

Allocation

Allocation shall be carried out subject to the allocation guidelines of the German Federal Network Agency. For the allocation of phone numbers in a local area network, proof (of place of residence / registered place of business in the relevant local network area) is to be provided in suitable form when the order is placed.

blueSIP allocation of phone numbers

blueSIP allocates new phone numbers from all local networks in the Federal Republic of Germany.

There is no claim to be allocated with consecutive numbers or blocks of numbers.

The phone numbers allocated to the Customer can be ported to other network operators.

blueSIP porting of phone numbers

The prerequisites for the porting of phone numbers is an existing blueSIP Premium contract.

blueSIP offers the porting of phone numbers of existing telephone mainlines (analogous, ISDN or primary multiplex).

The ported phone numbers can be ported to other network operators.

In case of analogue or ISDN mainlines, all phone numbers allocated to the mainline have to be ported completely. Partial porting is not possible. When phone numbers are ported, the existing mainline with the current network provider will automatically be terminated. Additional notice of termination of the mainline must not be given. Termination of the mainline may lead to the loss of the basis for an existing DSL mainline!

Porting of phone numbers is only possible within one local area network.

The Customer must also be the owner of the mainline. Suitable proof of the fact that the phone numbers to be ported are allocated to the Customer must be provided together with the order.

blueSIP validation of phone numbers

The requirement for the validation of a phone number is an existing blueSIP Premium contract.

blueSIP offers the option of signaling an existing phone number which has been allocated to the Customer for outgoing calls via blueSIP (CLIP). Upon placement of the order, suitable proof has to be provided of the fact that the phone number has been allocated to the Customer.

Telephone Directory Entry

As an option, ported or allocated phone numbers can be registered in publicly accessible telephone directories. Upon placement of the order, a binding statement has to be made whether or not such entry is requested.

Number Mapping/Routing

All phone numbers are routed to one blueSIP user account. A routing per phone number to various blueSIP user accounts is possible within one blueSIP Premium contract, and is included in the price upon placement of the order. Subsequent changes regarding routing are subject to a fee.

Price list

Allocation of phone numbers

Table with 2 columns: Description and Price. Rows include Allocation fee (one-off), first individual phone number (free of charge), every additional individual phone number (2,90 €), per 10 phone numbers (consecutive) (19,00 €), and per block of 100 phone numbers (99,00 €).

Porting of phone numbers

Table with 2 columns: Description and Price. Rows include Porting fee (one-off), per phone number of an analogue or ISDN mainline (35,00 €), and per block of phone numbers of one system mainline (85,00 €).

Telephone directory entry

Table with 2 columns: Description and Price. Row: per entry (16,90 €).

Processing fee "porting away"

Table with 2 columns: Description and Price. Row: per porting away (25,00 €).

Changes to routing

Table with 2 columns: Description and Price. Row: per change (17,50 €).

All of the above prices are net plus statutory value added tax as applicable at the time the service is provided.

Service & Support

We shall serve you with competent contacts on business days, Monday through Friday between 9 a.m. and 5 p.m. Standard support services include the recording and processing of malfunctions within the ccn infrastructure, up to the relevant interface to other networks.

Various support levels (SLA) are possible in the project area – up to 24 x 7.t.



**Auftragnehmer**

by telefax to +49 89 74 61 60 - 30 or by e-mail to sales@ccn.net

ccn corporate communication networks GmbH  
- blueSIP customer care -  
Adi-Maislinger-Straße 7  
81373 München  
Germany

**Customer**

- New customer (please enclose blueSIP Premium contract)
- blueSIP Premium contract No. \_\_\_\_\_

**Place of performance** (e.g.: branch office/facility)

\_\_\_\_\_  
Company name

\_\_\_\_\_  
First name, Family name

\_\_\_\_\_  
Address (no postbox)

\_\_\_\_\_  
Post code, city

\_\_\_\_\_  
Country

\_\_\_\_\_  
Telephone                      Telefax

\_\_\_\_\_  
E-mail

**Allocation of phone numbers**

I/we hereby request allocation of phone numbers:

**Local area code** \_\_\_\_\_

Quantity

- additional individual phone \_\_\_\_\_
- number 10 phone numbers \_\_\_\_\_
- block of 100 phone numbers \_\_\_\_\_ (ext. 0-99)
- block of 100 phone numbers \_\_\_\_\_ (ext. 00-99)

**Please note: Upon placement of the order, suitable proof is to be provided for the eligibility for the allocation of phone numbers with the requested local area code!**

**Telephone Directory Entry**

- No
- Yes \*)

\*) Separate application "Directory Entry" required.

**Final provisions**

In addition to the service description and the price list at <http://www.blueSIP.net>, the Special Terms and Conditions of Use for the blueSIP Service and, supplementing the above, the Standard Terms and Conditions of ccn GmbH, accessible at <http://www.blueSIP.net> shall apply to this contractual relationship. The Customer acknowledges the above with the following signature.

(Company stamp)

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Name, please print

**X**

\_\_\_\_\_  
Signature



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- blueSIP custome care -  
Adi-Maislinger-Straße 7  
81373 München  
Germany

**Customer and owner of mainline**

- New customer (please enclose blueSIP Premium contract)
- blueSIP Premium contract No. \_\_\_\_\_

**Place of performance** (e.g.: branch office / facility)

\_\_\_\_\_  
Company name

\_\_\_\_\_  
First name, Family name

\_\_\_\_\_  
Address (no postbox)

\_\_\_\_\_  
Post code, city

\_\_\_\_\_  
Country

\_\_\_\_\_  
Telephone                      Telefax

\_\_\_\_\_  
E-mail

**Porting of phone numbers**

I / we hereby order the porting of the following phone number(s):

Current carrier \_\_\_\_\_

**Local area code** \_\_\_\_\_

Individual phone number:

Phone number(s) \_\_\_\_\_

Phone number(s) \_\_\_\_\_

Phone number(s) \_\_\_\_\_

For telecommunication systems:

DID number \_\_\_\_\_  
(incl. switchboard) e.g.: 12345 - 0

Extensions \_\_\_\_\_  
(from-to) e.g.: 0 - 99

**Due dates**

Porting will always be done with effect as per the next possible date.

**Telephone Directory Entry**

- No
- Yes \*)

\*) Separate application "Directory Entry" required.

**Final provisions**

In addition to the service description and the price list at <http://www.blueSIP.net>, the Special Terms and Conditions of Use for the blueSIP Service and, supplementing the above, the Standard Terms and Conditions of ccn GmbH, accessible at <http://www.blueSIP.net> shall apply to this contractual relationship. The Customer acknowledges the above with the following signature.

(Company stamp)

\_\_\_\_\_  
Place, Date

\_\_\_\_\_  
Name, please print

**X**  
\_\_\_\_\_  
Signature

**blueSIP offers the option of registering allocated or ported phone numbers in publicly available directories.**

The object of this service description are the services and / or orders to be carried out by ccn GmbH within the framework of the contract to be concluded, in accordance with the type, extent and quality defined here. Also, reference is hereby made to the ccn Standard Terms and Conditions, the handing over of which the Customer confirms upon placing the order. Furthermore, the Special Terms and Conditions of Use for the blueSIP Service shall apply, which can be viewed at <http://www.blueSIP.net>.

### Type of order

Set-up       Change       Deletion

### Telephone number

Local area code      Telephone number /  
extension root

Switchboard      Extension

### Anschlussnutzung

Telephone       Telephone/Fax       Fax

### Address for correspondence

Title (e.g. Dr., Prof.)

Company / Institution

First name      Family name

Historic name suffix

Street      Street number

Post code, City

Country

Place, Date

Name, please print

### Entry data

Search word - Name / Company / Public authority

First name      Title

Historic name suffix

Description of profession / business

Street      Street number

Post Code      City

Country

### Search directory

Private       Corporate       Public authority

### Inverse search

Yes       No

Valid from      Valid until

### Use of data in printed directories

No       Yes       Yes, with tag<sup>1)</sup>

### Use of data in electronic directories

No       Yes

### Use of data in directory information services

No       Yes, only       Yes, information on phone  
information on      number and further  
phone number      information

<sup>1)</sup> The tag means that no entry will be made in electronic directories.

(Company stamp)

**X**

Signature



**blueSIP offers the option of transmitting customer-specific Caller ID (CLIP).**

The object of this service description are the services and / or orders to be carried out by ccn GmbH within the framework of the contract to be concluded, in accordance with the type, extent and quality defined here. Also, reference is hereby made to the ccn Standard Terms and Conditions, the handing over of which the Customer confirms upon placing the order. Furthermore, the Special Terms and Conditions of Use for the blueSIP Service shall apply, which can be viewed at <http://www.blueSIP.net>.

**Requirements**

The transmission of customer-specific caller IDs requires an existing blueSIP Premium contract.

**blueSIP validation of phone numbers**

blueSIP offers the option of signaling an existing phone number which has been allocated to the Customer for outgoing calls via blueSIP (CLIP Calling Line Identification Presentation). The caller ID is to be set up by the Customer in the CPE / telephone system or via the blueSIP Service Portal.

Upon placement of the order, suitable proof is to be provided of the fact that the phone number has been allocated to the Customer and has been activated.

blueSIP will validate the phone number once per year.

**Change in the allocation of phone numbers**

Should the allocated phone number change, or should the allocation no longer apply, for instance due to a termination by the Customer, blueSIP is to be informed thereof without undue delay!

**Price list**

**Validation of phone numbers**

per MSN or block of phone numbers..... 17,50 €

All of the above prices are net plus statutory value added tax as applicable at the time the service is provided.

**Service & Support**

We shall serve you with competent contacts on business days, Monday through Friday between 9 a.m. and 5 p.m. Standard support services include the recording and processing of malfunctions within the ccn infrastructure, up to the relevant interface to other networks.

Various support levels (SLA) are possible in the project area – up to 24 x 7.

**Customer and owner of mainline**

New customer (please enclose blueSIP Premium contract)

blueSIP Premium contract No. \_\_\_\_\_

**Validation of the following phone number(s)**

**Phone number(s)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Final provisions**

In addition to the service description and the price list at <http://www.blueSIP.net>, the Special Terms and Conditions of Use for the blueSIP Service and, supplementing the above, the Standard Terms and Conditions of ccn GmbH, accessible at <http://www.blueSIP.net> shall apply to this contractual relationship. The Customer acknowledges the above with the following signature.

(Company stamp)

Place, Date

Name, please print

X

Signature





blueSIP Premiums offers the option of mapping phone numbers.

The object of this service description are the services and/or orders to be carried out by ccn GmbH within the framework of the contract to be concluded, in accordance with the type, extent and quality defined here. Also, reference is hereby made to the ccn Standard Terms and Conditions, the handing over of which the Customer confirms upon placing the order. Furthermore, the Special Terms and Conditions of Use for the blueSIP Service shall apply, which can be viewed at http://www.blueSIP.net.

Requirements

Mapping of phone numbers to blueSIP user accounts requires an existing blueSIP Premium contract.

blueSIP mapping/routing of phone numbers

blueSIP offers the option of routing phone numbers allocated or ported to the Customer to various blueSIP user accounts.

As a standard, all allocated phone numbers are routed to one blueSIP user account. Additional user accounts may be entered into the list below.

Phone numbers which are to be used for a telefax are to be marked separately.

Price list

Mapping of Numbers / Routing

Standard mapping .....	0,00 €
per change per user identifier .....	17,50 €

All of the above prices are net plus statutory value added tax as applicable at the time the service is provided.

Service & Support

We shall serve you with competent contacts on business days, Monday through Friday between 9 a.m. and 5 p.m. Standard support services include the recording and processing of malfunctions within the ccn infrastructure, up to the relevant interface to other networks.

Various support levels (SLA) are possible in the project area – up to 24 x 7.

Mapping / routing

number example: +49 89 123456789	blueSIP user account example: 9999/account	Fax
#1 _____	_____	<input type="checkbox"/>
#2 _____	_____	<input type="checkbox"/>
#3 _____	_____	<input type="checkbox"/>
#4 _____	_____	<input type="checkbox"/>
#5 _____	_____	<input type="checkbox"/>
#6 _____	_____	<input type="checkbox"/>
#7 _____	_____	<input type="checkbox"/>
#8 _____	_____	<input type="checkbox"/>
#9 _____	_____	<input type="checkbox"/>
#10 _____	_____	<input type="checkbox"/>

Please submit additional mappings of phone numbers on a separate sheet.

Final provisions

In addition to the service description and the price list at http://www.blueSIP.net, the Special Terms and Conditions of Use for the blueSIP Service and, supplementing the above, the Standard Terms and Conditions of ccn GmbH, accessible at http://www.blueSIP.net shall apply to this contractual relationship. The Customer acknowledges the above with the following signature.

(Company stamp)

Place, Date

Name, please print

X  
Signature