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	Call Back	O	O	O	O	x	x	x
	Call-by-Call Calling Line ID Restriction (CLIR)	O	O	O	O	x	x	x
	Class of Service per user	√	√	√	√	x	x	x
	Disable Audible/Visual Indication of Ringing Line	O	O	O	O	O	O	O
	Distinctive Ring (Internal vs. External Call)	√	√	√	√	x	√	x
	Enhanced Hook Switch		O*	O*	O*	O*	x	x
	Message Waiting Audible Indicator (AMWI)	O	O	O	O	O	x	x
	Multiple Calls Per Line	O*	O*	O*	O*	O*	x	x
	Multiple Call Per Shared Line	O*	O*	O*	O*	x	x	x
	Multiple Line Appearances per Phone	x	O	O	O	x	x	x
	IP Pagingx	O	O	O	x	x	x	O
	Privacy	O	O	O	O	x	x	x
	Shared/Bridged Line Appearance	x	O	O	O	x	x	x
	Time of Day Access	√	√	√	√	x	x	x
	Time of Day Routing	√	√	√	√	x	x	x

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COLLABORATION CLIENT	Instant Messaging	x	x	√	√	O	x	x
	Presence	x	x	√	√	O	x	x
	File Transfer	x	x	√	√	x	x	x
	Group Chat	x	x	√	√	x	x	x
	Soft phone	x	x	√	√	x	x	x
	Soft Phone over WIFI	x	x	√	√	x	x	x
	Screen Sharing	x	x	√	√	x	x	x
	Screen Sharing	O	O*	√	√	x	x	x
	Policy and Compliance Assurance	x	x	√	√	x	x	x
VIDEO	Video soft client	x	x	√	√	x	x	x
	Room Based HD Video	x	x	x	x	x	x	√
MOBILITY	Voice Over Wi-Fi	x	x	x	√	x	x	x
	Call back/Remote Office	x	x	x	√	x	x	x
	Jabber Mobile client	x	x	x	√	x	x	x
	Jabber Tablet Client	x	x	x	√	x	x	x
	Jabber Mobile Video Calling	x	x	x	√	x	x	x
3RD PARTY INTEGRATION	Microsoft Lync Integration	x	x	O	O	x	x	x
	Integration with Receptionist Console	O	O	O	O	x	x	x
	LDAP Integration	O	O	O	O	O	O	O
	3rd Party Integration	O	O	O	O	O	O	O
SERVICE	Proactive	√	√	√	√	√	√	√

## Att 3 to Schedule 11 - TCC Worker Type Package Customisation

### 1 END USER CUSTOMISATION

- 1.1 The table below outlines the features that are able to be customised for the applicable Worker Type packages. The table also indicates whether there is any upfront charge for activating these features when ordered via the MAC process.
- 1.2 Charges associated with your initial deployment are shown in Att 1 to Schedule 11. If the request to customise your End User features comes post-deployment via a MAC request, the End User Customisation charge outlined in 10.32 (if any) will apply.
- 1.3 The list of features will vary over time. Updated lists can be provided on request.

END USER CUSTOMISATION FEATURE	DESCRIPTION	CHARGE FOR MAC
Abbreviated Speed Dial	Configure settings for the speed-dial numbers via which the end user can access with abbreviated dialling. When the user configures part of the speed-dial entries can get assigned to the speed-dial buttons on the IP phone; the remaining speed-dial entries get used for abbreviated dialling.	N
Adhoc Conferencing	Using the capability inherent in the phone to create a 3-way audio conference.	N
Auto Answer to Speakerphone/Headset/etc	A phone set to automatically answer an inbound call. Use the Auto Answer feature in Cisco Unified Communications Manager. Activating this option or button causes the speaker phone to go off hook automatically when an incoming call is received.	N
Barge	Barge adds a user to a call that is in progress. Pressing a soft key automatically adds the user (initiator) to the shared-line call (target), and the users currently on the call receive a tone.	N
Block Off-Net to Off-Net Call Transfer	The Cisco Unified Communications Manager cluster wide service parameter Block Off Net to Offset Transfer allows a customer to prevent users from transferring external calls to another external number.	Y
Call Back	The Cisco Call Back feature allows you to receive call back notification on your Cisco IP phone when a called party line becomes available.	N

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	CMC assists with call accounting and billing for billable clients. Client matter codes force the user to enter a code to specify that the call relates to a specific client matter. You can assign client matter codes to customers, students, or other populations for call accounting and billing purposes.	
Disable Audible/Visual Indication of Ringing Line	Change setting so that there is no indications that the phone is ringing	N
Distinctive Ring (Internal vs. External Call)	Change the ringtone on a handset for internal vs. external calls	N
Do Not Disturb	Enable Do Not Disturb soft key on profile	N
Enable Enhanced Hook Switch	Enable Enhanced Hook Switch (EHS) for compatible Headsets	N
Extension Mobility	Enable user to log in to another handset on the network and have this end point act according to the end users profile.	N
Forced Authentication Codes (FAC)	Forced Authorization Codes (FAC) allow you to manage call access and accounting. This feature regulates the types of calls that certain users can place by forcing the user to enter a valid authorization code before the call completes.	Y
Hunt Groups	A Hunt Group lists a set of Line groups in a specific order. A hunt group then associates with one or more hunt pilots and determines the order in which those line groups are accessed. The order controls the progress of the search for available directory numbers for incoming calls. A hunt group comprises a collection of directory numbers as defined by line groups. After Cisco Unified Communications Manager determines a call that is to be routed through a defined hunt group, Cisco Unified Communications Manager finds the first available device on the basis of the order of the line group(s) that a hunt group defines.	Y
Immediate Divert	Immediate divert to a specific number	N
Immediate divert to voicemail	Button on selected handsets that allows end user to divert an incoming call to voice mail.	N
IP Phone Intercom	Intercom, a type of phone line, combines the functionality of a traditional line and a speed dial. With an intercom line, a user can call the intercom line of another user, which auto-answers to one-way audio whisper. The recipient	Y

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Multiple Calls per Line	Setting the maximum number of calls that can be routed to an endpoint. The number is limited by the capability of the IP phone.	N
Multiple Calls per Shared Line	Setting the maximum number of calls that can be routed to an endpoint that is shared by a number of end users. The number is limited by the capability of the IP phone.	N
Multiple Line Appearances per Phone	Setting the maximum number of lines (i.e. End users) that can have their calls routed to a single phone. The number is limited by the capability of the IP phone.	N
Privacy	With Privacy, administrators can enable or disable the capability of users with phones that share the same line (DN) to view call status and to barge the call. Administrators enable or disable Privacy for each phone or for all phones in the cluster.  By default, the system enables Privacy for all phones in the cluster.	N
Shared/Bridged Line Appearance	Setting up the sharing of a phone between multiple end users	N
Single Number Reach	The Single Number Reach feature allows users to answer incoming calls to their extension on either their desktop IP phone or at a remote destination, such as a mobile phone. Users can pick up active calls on the desktop phone or the remote phone without losing the connection. This enables callers to dial a single number to reach the phone user. Calls that are not answered can be forwarded to voice mail.	N
Time of Day Access	An access list determines whether a call should be extended to a remote destination that is enabled for single-number reach. With the addition of time-based control, the Time-of-Day-Based Access List feature adds time as another determination factor. The feature allows administrators and users to determine whether a call should reach a remote destination based on the time of day when the call is received.	N
Time of Day Routing	Time-of-day routing routes calls to different locations for an End User based on the time of day when a call is made. For example, during business hours, calls can route to an office, and after hours, calls can go directly to a voice-messaging system or to a home number or another location.	N

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	accordance with the TCC Integration Guide;	
Meet-me Conferencing	Meet-me conferencing provides a bank of numbers for end users to dial into and form a multi-party audio conference. Requires audio conferencing resources in cloud or on-site to connect the calls.	Y
SIP trunk Integration / Configuration in Cloud	Customers often require on-site SIP trunk integration to support integration with 3rd party applications and devices. To activate this service configuration is required in the call manager. This feature covers this element of solution only.	Y
Solution Based Time of Day Routing	Time-of-day routing routes calls applicable to the whole organisation to different locations based on the time of day when a call is made. For example, during business hours, calls can route to an office, and after hours, calls can go directly to a voice-messaging system or to a home number or another location.	Y
Speech Auto Attendant	Cisco Call Manager Auto Attendant, a simple automated attendant, allows callers to locate people in your organization without talking to a receptionist. You can customize the prompts that are played for the caller, but you cannot customize how the software interacts with the customer.	Y

	<p>to also use their Cisco Jabber client to control their Cisco IP phone to make and answer calls</p> <ul style="list-style-type: none"> <li>• Visual Voicemail -- If you have Cisco Unity Connection deployed, you can add the ability to view, play, sort and delete voicemail messages from Cisco Jabber</li> </ul>
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**TCC ATTENDANT CONSOLE CLIP-ONS**

<b>TCC ATTENDANT CONSOLE CLIP-ON</b>	<b>DESCRIPTION</b>
<b>Overview</b>	The TCC Attendant Console Clip-on provides the attendant console operator with the tools to answer and transfer incoming calls to individuals across the organisation.
<b>Key features</b>	<p>The features included in the standard pricing for Attendant Console include:</p> <ul style="list-style-type: none"> <li>• Telephony features such as serial calling, queue indicators, queue overflow rules, time of day routing management and call retrieval</li> <li>• Presence status information</li> <li>• Intuitive, customisable, windows-based interface</li> <li>• Support for a large number of queues and queuing engine to enable management of queues in line with agreed business rules</li> <li>• In queue messages and out-of-office information</li> <li>• Supervisor module which provides reporting and flexibility to manage queues in real time to maintain service levels</li> </ul> <p>A full product specification can be provided on request.</p>
<b>Exclusions</b>	<p>You will be provided with the single data centre design. If geographical redundancy is required a separate specific design and pricing for your deployment will be provided. You can request us to do this at any time.</p> <p>Reporting is limited to that available to the Supervisor module of the application.</p>

**TCC SERVICE CLIP-ONS**

<b>TCC SERVICE CLIP-ON</b>	<b>DESCRIPTION</b>
<b>Premium Availability</b>	<p>For customer's selecting this clip-on Telstra will install and configure their TCC deployment such that there is active-active redundancy for their Cisco applications managed in our cloud environment between our data centres in Sydney and Melbourne.</p> <p>Thus in the event of an incident in the say Sydney data centre that results in an outage of the customer's TCC applications there will be automatic failover to the Melbourne centre with no loss of service for the customer.</p> <p>The applications that will be managed in this way include:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager</li> <li>• Cisco Unified Presence Server</li> <li>• Cisco Unity Unified Messaging</li> </ul>

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