

Customer Provided Firewall option. We will inform you of these charges before we perform the work.

- 5.17 To take up the Telstra Provided Collaboration Edge option, you must initially order, and then maintain, a minimum of 200 Mobile End User Worker Types. There is no minimum order for the Customer Provided Firewall option.

#### **PREMIUM AVAILABILITY**

- 5.18 For your TCC Service, Telstra will provide and configure active redundancy between our data centres in Sydney and Melbourne for your Cisco applications managed in our cloud. The applications that will be managed in this way include:

- (a) Cisco Unified Communications Manager
- (b) Cisco Unified Presence Server
- (c) Cisco Unity Unified Messaging

#### **TELEPHONY**

- 5.19 The TCC Service allows your End Users via a TCC Device associated with a TCC Worker Type Package to make calls to your other End Users on-net, and to public numbers off-net.
- 5.20 We treat calls made between your End Users as 'on net' and they do not attract additional call charges. All other calls are considered 'off-net' and are charged in accordance with the separate terms that apply to those calls.
- 5.21 We have set up your TCC Service connectivity for off-net calling to cater for the usage patterns of typical enterprise telephony users. We haven't designed it for telephony usage patterns found for users such as in inbound or outbound contact centres that have call queueing and/or large call handling times. You and your End Users must not use your Worker Type Packages in a contact centre-like way without a separate specific design and purchase of additional SIP Trunk Add-ons for your contact centre deployment. You can request us to do this at any time.
- 5.22 If you don't comply with clause 5.21 and use your TCC Service for contact centre purposes without first obtaining specific design and pricing amendments, the service you experience may be adversely affected and we will charge you for the additional resources required to cater for your contact centre requirements.
- 5.23 If any of your End Users moves locations, you are responsible for updating their geographic details for emergency services purposes. Notwithstanding this, all calls made from your TCC Service to emergency services (i.e. 000) will be flagged to the operator as location unreliable which will prompt the operator to seek verbal confirmation of the caller's location. This is done due to the nomadic nature of your service which allows users to make emergency calls from various locations or from a mobile device.

#### **NUMBERING**

- 5.24 If you ask us to, we provide telephone numbers to use with your TCC Service in a single block or multiple blocks of 100 contiguous numbers.
- 5.25 Subject to clause 5.26, if you want to cancel an existing Telstra service to take up the TCC Service and you want to keep your current numbers:
- (a) you can transfer your block or blocks of 100 contiguous numbers; or
  - (b) if you are transferring from CustomNet and currently have a block of less than 100 contiguous numbers - you can transfer your block or blocks of 10 contiguous numbers,

to your TCC Service.

- 5.26 We don't transfer your existing numbers if it isn't technically feasible, and we don't accept transfers of blocks of less than 100 contiguous numbers for use with the TCC Service except as set out in clause 5.25(b).
- 5.27 You don't have to have working services on all of the numbers that you transfer. The remainder can be left vacant for use at a later date.
- 5.28 You can increase or decrease the number of working services within your number block allocations. You can't reduce the size of any number block to fewer than 100 telephone numbers by cancelling a proportion of your numbers. We can vary the numbers in accordance with any national regulatory policy on numbering.
- 5.29 You can apply to share numbers within a block of 100 contiguous numbers across one or more sites in blocks of 10 contiguous numbers. Sharing numbers across sites is only allowed where the sites are within one exchange service area, and if it is technically feasible.
- 5.30 If you transfer your existing telephone service to your TCC Service, you may experience outages to your existing service during the transfer process.

#### **LOCAL NUMBER PORTABILITY**

- 5.31 Local Number Portability lets you keep your existing telephone numbers even if you change your service provider. This process is known as porting. You can port out numbers from Telstra to another provider if you choose to end your TCC Service, or port in numbers from another provider to Telstra to use as part of your TCC Service (subject to the limits set out in clause 5.32).
- 5.32 The following limitations apply to Local Number Portability for the TCC Service.
  - (a) The group of telephone numbers you want ported for your TCC Service must be ported out at the same time. Numbers cannot be ported out in blocks of fewer than 100 contiguous numbers.
  - (b) Partial number ranges may be ported out if the services are re-organised into separate groups before porting and those groups have a minimum size of 100 contiguous telephone numbers. We only let you re-organise the numbers within your TCC group if it's technically feasible.
  - (c) If you want to port in telephone numbers from another provider to use with your TCC Service, the numbers must be ported in a single block or multiple blocks of 100 contiguous numbers. We don't accept ports in of blocks of fewer than 100 contiguous numbers for use with the TCC Service.
  - (d) If you want to port in a block of fewer than 100 contiguous telephone numbers from another provider for use with your TCC Service, and before the port those numbers are used in connection with a rebilled or ported CustomNet service, the numbers must be ported in a single block or multiple blocks of 10 contiguous numbers.
  - (e) We may require you to provide satisfactory authorisation before we let you port in telephone numbers to your TCC Service. We may also require further information from you, including information that proves your right to port the telephone numbers.
- 5.33 We don't charge you to use Local Number Portability to port in telephone numbers to your TCC Service from other providers. You should check with the other provider for any charges and terms that apply to porting of your number from that provider.

## **CALL QUALITY**

5.34 You acknowledge that if you use your TCC Service via:

- (a) an access method, network configuration or bandwidth allocation that isn't consistent with our recommendations (or otherwise expressly authorised by us); or
- (b) a wireless access service,

there may be temporary interruptions, packet loss, call disconnection, service degradation, decreased call quality or a loss of functionality. (For example, this may occur when mobile workers are calling via the Cisco Jabber Collaboration Client on their smart phone or information workers are remote calling from their laptop via a home broadband service.). We will use only best efforts to resolve any issues that arise due to these causes.

## **6 TCC WORKER TYPE CUSTOMISATION**

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### **TCC END USER CUSTOMISATION**

- 6.1 You can ask us to customise your TCC End Users by adding optional features on top of the standard features incorporated into each TCC Worker Type Package. There may be additional charges for this work at initial deployment and when requested as a MAC. Any charges associated with your initial deployment will be set out in Att 1 to Schedule 11.
- 6.2 Optional End User features available for each worker type are set out in Att 2 to Schedule 11. The detail of the features that are available without charge as a MAC if ordered after initial deployment, are set out in Att 2 to Schedule 11. All others attract a MAC charge as set out in clause 10.
- 6.3 There is no change to the monthly TCC Worker Type charge as a result of End User Customisation.

### **TCC SOLUTION CUSTOMISATION**

- 6.4 You can ask us to customise your total TCC Solution by adding optional features on top of the standard features already incorporated into the standard TCC Solution. There may be additional charges for this work at initial deployment and when requested as a MAC. Any charges associated with your initial deployment will be set out in Att 1 to Schedule 11.
- 6.5 Details on the optional TCC Solution Customisation features that are available without charge as a MAC are set out in Att 2 to Schedule 11. All others attract a MAC charge as set out in clause 10.
- 6.6 There is no change to the monthly TCC Worker Type charge as a result of TCC Solution Customisation.

## **7 TCC ADD-ONS**

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- 7.1 There are a number of optional Add-ons that you may choose to include in your TCC Service which are set out below. What you have ordered and the pricing of the Add-ons is included in Att 1 to Schedule 11.
- 7.2 Your Authorised Representative can deactivate TCC UC Add-ons. Each deactivation may incur a deactivation fee and/or early termination fee as set out in clause 10.

### **CISCO JABBER COLLABORATION CLIENT**

- 7.3 You can choose the Cisco Jabber Collaboration Client as part of your TCC Service installed on an end user's desktop. It provides the following key features:

- (a) IM and Presence: provides standard IM features such as One-to-One and Group Chat IM. It also provides a range of presence states ("Available," "Away," "Offline," "Do Not Disturb," and custom status);
  - (b) Rich UC Presence: integrate additional sources of presence including the telephony state of Cisco IP phone-enabled users ("On a call") or meeting status from Microsoft Exchange ("In a Meeting");
  - (c) Desk Phone Control: allows users who are configured for Cisco IP Telephony to also use their Cisco Jabber client to control their Cisco IP phone to make and answer calls;
  - (d) 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.
- 7.4 Any of your employees can subscribe to Cisco Jabber Collaboration Client add-on irrespective of whether they are linked to a Worker Type.
- 7.5 To take up the Cisco Jabber Collaboration Client, you must initially order, and then maintain, a minimum of 100 End Users using this TCC Add-on.
- 7.6 If you choose the Cisco Jabber Collaboration Client, you must install the necessary software on your End User devices.

#### **INTELLIGENT ROUTING**

- 7.7 You can choose from a number of options in the Intelligent Routing Add-on. These include:
- (a) Attendant Console: a desktop application that provides an advanced reception console interface. It is available with all End Users Worker types in either a 'Standard' or 'Supervisor' configuration.
  - (b) High availability: We will provide you with a single data centre design unless you choose the high availability option in which case we will provide a separate specific design and build for a redundant server.
  - (c) Installation and Training Services:
    - (i) Pro Bundle: Installation of applications plus onsite training and go live support. Includes after hours cut over support for up to 2 hours and testing for each site.
    - (ii) Lite Bundle: Web based training and web based go live support. Includes remote after hours cut over support and testing.
- 7.8 Intelligent Routing Add-on applications are based on ARC Premium Console software. Full product specifications are available on request.
- 7.9 We (or our authorised sub-contractors) will install the Intelligent Routing Add-on applications for you. The charges for the installation services include:
- (a) the design of your application to an agreed configuration;
  - (b) build of the application within our data centre;
  - (c) on-site installation and activation; and
  - (d) training for your End Users depending upon the training package you have purchased
- 7.10 There will be additional charges if you require us to:

- (a) perform installation and/or training services outside of the CBD areas of Sydney, Canberra, Melbourne, Brisbane and Perth;
  - (b) perform installations outside of business hours (9am – 5pm in those cities); or
  - (c) provide bespoke design documentation or directory imports.
- 7.11 During installation you must provide us with:
- (a) safe access to your site to install the application;
  - (b) access to the personnel who are receiving training;
  - (c) a desktop PC with the appropriate specification (as advised by us), operating system and build (including antivirus) for installation of the application together with full administration rights for our installers; and
  - (d) access to end user directory data in the format we specify (and any changes that are required to the data or structure of the directory will be at your cost).
- 7.12 The management service includes:
- (a) proactive monitoring of the application in our data centre and incident management of the application; and
  - (b) major and minor upgrades to the application to resolve faults and to retain currency of the application to the latest Telstra approved release of the Cisco HCS software on the TCC Cloud Platform.
- 7.13 Your Authorised Representative can deactivate TCC Attendant Console Add-ons. Each deactivation will incur a deactivation fee and/or early termination fee as set out in clause 10.
- 7.14 We will agree with you at what time the training for the Attendant Console will occur.
- 7.15 Unless otherwise agreed, we will provide the training on the same day, with back to back sessions, and it will comprise:
- (a) a maximum of 3 End Users per session;
  - (b) two hours training per session; and
  - (c) a maximum of 4 hours training per day.
- 7.16 You may purchase additional training on request for an additional charge.
- 7.17 ARC supports integration into IPlanet (Netscape/Sun Microsystems), Active Directory (Microsoft), ESTOS, eDirectory (Novell), ADAM and CUCM. If integration into other directories is required we may charge you additional charges.

## **SIP TRUNKS**

- 7.18 Your TCC service off-net calling capacity has been designed for the calling patterns of typical enterprise customers. If you require off-net calling capacity in excess of this standard design (e.g. you have TCC Worker Types who are contact centre agents) you can purchase additional SIP trunks for your TCC Service.
- 7.19 You must purchase SIP Trunks in multiples of 5 trunks.

## CALL PLANS

7.20 Two TCC Complete Plans that allow a capped charge per month for your Worker Types are available:

| TCC COMPLETE PLANS    | INCLUDED CALLS   | PRICE PER ACTIVE SERVICE PER MONTH (EXCL GST) |
|-----------------------|--|---|
| Complete Basic Plan   | All local and national calls from your TCC Service.                      | \$5.00  |
| Complete Premium Plan | All local, national, and mobile calls in Australia from your TCC Service | \$10.00                                       |

7.21 We will charge you for call types not included in your Plan at the usual rates applicable to your Fixed Voice Service.

7.22 To be eligible to receive the TCC Complete Plan:

- (a) you must continue to maintain an agreement with us for your TCC service and a minimum commitment as set out in clause 2.1 for the term of the Service Schedule ;
- (b) all Active Services on your TCC Service must be on the same Plan; and
- (c) you may make no more than 1,200 calls per month from any Active Service.

7.23 Customers acquiring TCC via the IVCR Only Option (see clause 2.3) are not eligible for the call plans.

7.24 An Active Service is a TCC Worker Type Package.

7.25 The TCC Complete Plan will apply to any Active Services connected after the commencement of your contract for a TCC Service.

7.26 If you cancel a TCC Complete Plan before the end of your term, the charges for your off-net calling will be the rates before the TCC Complete Plan was applied and early termination charges will apply. See clause 4.6(f) for details.

7.27 You may not change between different TCC Complete Plans during the Term.

7.28 If you materially breach any of your obligations relating to a TCC Service we provide you, in addition to any other rights we may have, we may cancel your TCC Complete Plan.

## TELSTRA UNIFIED COMMUNICATIONS

7.29 TUC is a UC Telstra product based on Cisco UC technology. You can choose to buy Telstra Unified Communications (TUC) services integrated into your TCC Service.

7.30 The applications within TUC that are accredited to TCC are Cisco Unified Contact Centre Express 10.x.

7.31 The list of accredited TUC applications that can be integrated with TCC will change from time to time and we will provide it on request. Any changes to that list will be deemed to automatically amend clause 7.30.

7.32 The terms and conditions for this service are set out in the Telstra Unified Communications Solution section of Our Customer Terms found at <http://www.telstra.com.au/customer-terms/business-government/other-voice-services/unified-comms-solutions/>.

7.33 The pricing and any additional terms and conditions for this service as it relates to your TCC Service is in Att 1 to Schedule 11.

## **VIRTUAL MEETING ROOM (VMR)**

- 7.34 You can choose an optional VMR service as part of your TCC service. The VMR is a conferencing solution based on Cisco UC technology which enables End Users to host multiparty video and voice conferencing calls with other End Users on your network and with users outside your network.
- 7.35 The VMR packages you can choose from, the applicable TCC Worker Types and the applicable pricing models are set out in the table below:

| <b>VMR PACKAGE</b>   | <b>APPLICABLE TCC WORKER TYPE</b>   | <b>UPFRONT CHARGE</b> | <b>MONTHLY CHARGE</b> |
|--|---|-----------------------|-----------------------|
| <b>VMR8:</b> supports up to 8 participants<br><b>VMR25:</b> supports up to 25 participants | Office, Information, Mobile, Meeting Room and Immersive Video Conference Room | YES                   | YES                   |

- 7.36 The pricing for the VMR service and the number of VMR services you have ordered is set out in Att 1 to Schedule 11.
- 7.37 An End User must have compatible video equipment to participate in a video call using the VMR service. A list of compatible equipment can be provided on request.
- 7.38 Additional terms and conditions for this service as it relates to your TCC service is in Att 5 to Schedule 11.
- 7.39 We will design and activate the VMR services for you and provide you with a unique telephone number and security PIN which End Users can call and be connected to a video enabled conferencing bridge. Your VMR service is managed via a shared platform whereby multiple End Users can use the video bridging resources at any one time. The platform has been designed and is capacity managed to cater for typical calling patterns but we cannot guarantee that at all times there will be capacity available to complete your conference.
- 7.40 For calls made from another TCC Service within your organisation there will be no charge for these calls. For calls made to the bridge from outside your organisation call charges may apply.
- 7.41 Calls using the VMR service have a maximum duration of 300 minutes, after which they will be automatically disconnected. If your call is terminated there are no restrictions on when you can dial back and create a new VMR call.

## **8 TCC EQUIPMENT**

### **TCC DEVICES**

- 8.1 TCC Equipment comprises TCC Devices and TCC Additional Equipment.
- 8.2 To use the TCC Service, you have to use equipment accredited by Telstra for use with the TCC Worker Type Package(s) you've chosen ("TCC Devices").
- 8.3 The number and type of equipment that can be attached to the TCC Cloud Platform varies by TCC Worker Type Packages and are set out in the table below:

| <b>TCC WORKER TYPE PACKAGES</b> | <b>MAX NUMBER OF TCC DEVICES ALLOWED</b> | <b>SPECIFIC DEVICE RESTRICTIONS</b>  |
|---------------------------------|--|--------------------------------------|
| Essential                       | 1  | Cisco 7821                           |
| Office                          | 1  | All Telstra accredited Cisco devices |
| Information                     | 10                                       |                                      |

|                                 |    |   |
|---------------------------------|----|---|
| Mobile                          | 10 |   |
| Analogue & Basic                | 1  | Telstra accredited Analogue packages ( e.g. VG 2xx; ATA xx, Cisco 3905, Cisco 6901) |
| Meeting Room/ Shared Space      | 1  | All Telstra accredited Cisco devices  |
| Immersive Video Conference Room | 1  | Telstra accredited Video endpoint packages (e.g. EX/SX/MX range)                    |

- 8.4 A list of the Telstra accredited Cisco TCC devices and detailed product specifications are available on request.
- 8.5 The list of accredited devices and packages are available on request. The list will change from time-to-time and any changes to that list will be deemed to automatically amend clause 8.3.
- 8.6 There are three options for acquiring the TCC Devices you need for your TCC Service:
- (a) buy it from us;
  - (b) rent it from us; or
  - (c) supply your own.
- 8.7 The TCC Devices associated with your TCC Service are set out in Att 1 to Schedule 11.

#### **TCC ADDITIONAL EQUIPMENT**

- 8.8 In addition to the TCC Devices you may choose to purchase additional peripheral equipment from us to support your TCC Service ("TCC Additional Equipment"). The TCC Additional Equipment available is set out in the table below and the equipment you have purchased is set out in Att 1 to Schedule 11:

| <b>TCC ADDITIONAL EQUIPMENT CATEGORY</b> | <b>EQUIPMENT AVAILABLE</b>  |
|--|---|
| <b>Headsets</b>                          | Headsets that are compatible with the Cisco UC solution (e.g. Plantronics or Jabra headsets)          |
| <b>Cisco Accessories</b>                 | Peripheral equipment to enhance Cisco Devices such as Expansion Modules, wall mount kits, power cords |
| <b>Attendant Console</b>                 | Specialised keyboard for use with your TCC Intelligent Routing Add-on                                 |

- 8.9 Detailed product specifications for the TCC Additional Equipment are available on request.
- 8.10 The list of TCC Additional Equipment will change from time-to-time and we will provide it on request. Any changes to that list will be deemed to automatically amend clause 8.8.
- 8.11 TCC Additional Equipment is only available for outright purchase, you can't rent it from us.

#### **BUY THE EQUIPMENT FROM US**

- 8.12 The TCC Equipment that you have chosen to buy from us is set out in Att 1 to Schedule 11.
- 8.13 We will bill you for the purchased TCC Equipment at the time we place the order with the manufacturer.
- 8.14 Ownership of the TCC Equipment you buy from us only passes to you once you've paid us in full. Risk in the TCC Equipment passes from us to you on Delivery.
- 8.15 We will deliver any TCC Equipment that you purchase from us to your nominated address. We will try



to advise you of the delivery date in advance and try to align it to the expected date of deployment of your TCC Service. If there's a change in the original delivery date we will try to tell you. However, we don't promise that we will be able to meet any particular delivery date.

8.16 You acknowledge that:

- (a) you've examined the equipment before accepting delivery of the TCC Equipment and satisfied yourself as to its condition; and
- (b) you'll only use the TCC Equipment for internal business purposes.

8.17 We reserve the right to repossess the TCC Equipment or suspend your TCC Service (and reconnection fees may apply) if you don't pay the purchase price in full in accordance with this Service Schedule.

8.18 Without limiting any other rights at law, you may buy an extended warranty from us for your TCC Equipment. The benefit of that extended warranty includes that for any fault on covered TCC Equipment, shipment of a replacement will be initiated during the same Business Day (or the next Business Day if reported outside the hours of 9-5 on a Business Day), with next Business Day delivery. Full details are available from us on request. If you have purchased extended warranty from us this will be listed in Att 1 to Schedule 11.

#### **RENT THE EQUIPMENT FROM US**

8.19 You can choose to rent TCC Devices from us. The TCC Devices you have rented are set out in Att 1 to Schedule 11. You can't rent TCC Additional Equipment from us.

8.20 We will deliver any TCC Devices that you rent from us to your nominated address. We will try to advise you of the delivery date in advance and try to align it to the expected date of deployment of your TCC Service. If there's a change in the original delivery date we will try to tell you. However, we don't promise that we will be able to meet any particular delivery date.

8.21 For rented TCC Devices you have to:

- (a) make sure the rental equipment is kept in good order and repair;
- (b) not sell, dispose of or encumber the rental equipment; and
- (c) allow us (or our supplier) to inspect the rental equipment at any reasonable time.

8.22 We retain ownership of all rented TCC Devices. You have no right to alter equipment you rent from us without our written permission.

8.23 We may charge you an additional charge if you make modifications to the rented TCC Devices without our written consent and the modifications reduce the equipment's use or value of the equipment. This charge will reflect our costs in remedying the modifications you made or the reduction in value of the equipment.

8.24 If you remove a part of the rented TCC Devices, then you have to replace the removed part with a part of equal or better quality at your cost. Any part of the rental equipment that you replace forms part of the rented TCC Device.

8.25 We may increase your rental charges if we supply additional parts or provide any upgrade to the rented TCC Devices. We will consult with you about the rental charge if this happens.

8.26 If you notify us that a TCC Device you have rented from us is faulty, we will usually initiate shipment of a replacement TCC Device during the same Business Day (or the next Business Day if reported outside the hours of 9-5 on a Business Day), with targeted next Business Day delivery. Full details are available from us on request.

- 8.27 You have to pay the applicable equipment rental charges even if there's a defect, breakdown, accident, loss, theft or damage to the equipment, or the equipment is unavailable, unless we caused it.
- 8.28 If any item of the rented TCC Devices is lost, stolen or damaged beyond economic repair (except where we caused it by our breach or negligence), then you will promptly notify us and pay us the early termination fee for the affected TCC Devices
- 8.29 Billing for the TCC Devices you rent from us will commence from activation of the Worker Types Packages associated with the particular TCC Device.

#### **SUPPLY YOUR OWN EQUIPMENT**

- 8.30 You can choose to supply your own TCC Devices for use with the TCC Service. If you do, you have to make sure all TCC Devices you use are accredited by Telstra for use with the TCC Worker Type Package(s) you've chosen.
- 8.31 The list of accredited devices will change over time. You have to update any TCC Devices that are no longer accredited. We may not be able to provide the TCC Service (in whole or in part) if you don't use equipment that's accredited, and if that is the case, we may terminate your TCC Service (in whole or in part) without liability to you, and impose early termination charges in accordance with clause 4.6.
- 8.32 You have to make sure any TCC Device you supply is well maintained and in good working order. You have to undertake any necessary maintenance promptly, including for example, installing software or firmware upgrades, patches and fixes in accordance with the manufacturer's recommendations or instructions.
- 8.33 There is an upfront charge for activating your own equipment to your TCC Service, as set out in Att 1 to Schedule 11.

### **9 TCC PROFESSIONAL SERVICES**

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#### **TCC NETWORK READINESS ASSESSMENT**

- 9.1 As part of the TCC Network Readiness Assessment, we will identify any issues associated with your network that may impede the planned TCC deployment, allow for the remediation of identified issues and then allocate responsibilities for remediation tasks.
- 9.2 You have to provide the following details to support the TCC Network Readiness Assessment:
- (a) voice services: existing voice services including analogue services (e.g. fax, modem, eftpos), existing voice gateways, location of future gateways and in dial ranges;
  - (b) data services: existing data services, IP addressing schema, quality of service policy;
  - (c) LAN topology: details on speeds, interconnections, port capabilities, PoE capabilities, VLAN structure, LAN infrastructure, cabling infrastructure, internet connectivity, wireless infrastructure, demilitarized zones and security policies in place (firewalls, ACLs, NAC (e.g. port security))
  - (d) on-site firewalls: if applicable, information on your firewalls to be used for Mobile TCC Worker Type Packages;
  - (e) TCC Devices: if applicable, details on the Cisco devices that are planned to be used as part of your TCC Service; and
  - (f) Network services: DHCP, DNS, NTP,
- and any other information we reasonably request.