

- 9.3 We will undertake a review of the data you provide and give you recommendations about what will be required to ensure your network is ready for your TCC Service. These recommendations will assist you to ensure you have:
- (a) a properly configured LAN (with POE & CAT5 cabling to work with 802.1P, 802.3Q and 802.3AF standards);
 - (b) data infrastructure that supports, and has been configured for, Quality of Service standards for voice and video communications;
 - (c) sufficient bandwidth between sites and the Telstra data centre to enable high-quality voice and video communications; and
 - (d) sufficient space on your premises for the TCC Devices you have nominated.
- 9.4 A TCC Network Readiness Assessment is recommended to ensure network readiness. We may insist on a TCC Site Readiness Assessment if we find a site is not ready for your TCC Service.

TCC INSTALLATION SERVICES

9.5 We will perform all TCC Installation Services. The relevant charges are set out in Att 1 to Schedule 11.

9.6 The TCC Installation Services will include:

- (a) designing, configuring and activating in our infrastructure, where relevant, the following elements of your TCC Service:
 - (i) TCC End User Worker Type Packages;
 - (ii) TCC Shared Worker Type Packages;
 - (iii) TCC End User Customisation;
 - (iv) TCC Solution Customisation;
 - (v) TCC UC Add-ons; and
 - (vi) TCC Service Management Add-ons;
- (b) connecting your TCC Service to your Access Services;
- (c) installing TCC Devices and activating them to ensure that each TCC Device is connected to the correct End User profile. Please note that for the more complex video enable endpoints Telstra will:
 - (i) install desk based video endpoints (EX60, EX90) on a workstation table and connect to existing suitable LAN cable socket and 240V power at the workstation; and
 - (ii) install room based video endpoints (e.g. MX range) on the standard floor mount provided with the equipment. The installation will include connection to existing suitable LAN cable socket and 240V power at the location, and deployment of one control touchpad and one table microphone (when included in standard equipment) installed on a conference room table with floor anti-trip covering over cables;
- (d) activating the TCC Devices that you have provided and not acquired from us (but you are still responsible for installing them on your data network);
- (e) set up of your customer portal, accessible via your internal network; and

- (f) set up of your secure access to the TCC Services available via the Telstra.com internet portal.
- 9.7 In the initial phases of your deployment we will conduct one or more high level design workshops to understand your requirements. You must provide appropriate qualified staff to assist in this process. The intended outcome of the workshops will be a design specific to your requirements that you will be required to sign off. While we will use reasonable endeavours, we do not guarantee that we will be able to map all your current telephony features to your TCC Service.
- 9.8 You and we will agree a project management plan for deployment of your TCC Service. The project management services we provide may include some or all of the following:
- (a) managing the project, directing and coordinating project staff;
 - (b) responsibility for the delivery of all TCC Services described in this Service Schedule;
 - (c) Negotiating the impact of any agreed written changes to the Service Schedule with you;
 - (d) establishing and maintaining the project schedule;
 - (e) monitoring the project status and resolving issues in a timely manner;
 - (f) escalating issues to you for resolution where a decision from you is required;
 - (g) establishing agreed documentation and procedural standards;
 - (h) conducting project status meetings;
 - (i) preparing and submitting status reports, including, as appropriate:
 - (i) activities performed during the reporting period;
 - (ii) activities planned for the next reporting period;
 - (iii) project change control summary;
 - (iv) problems, concerns, and recommendations; and
 - (v) issue management and tracking.
- 9.9 Installation of your service will occur Monday – Friday (excluding public holidays) between 8am and 6pm. If required we will perform installation services outside of these hours but this will incur additional charges. We will agree any additional charges with you before we commence the relevant work. TCC installation includes, if applicable, migration of your existing telephony services to the TCC platform. During this migration you acknowledge that there may be periods of service disruption.
- 9.10 Unless otherwise agreed and expressly noted in Att 1 to Schedule 11, travel to Regional/Remote Sites and accommodation costs are not included in TCC Installation Services, and you must pay our additional costs in travelling to those areas and accommodating our representatives. We will let you know if your sites are Regional/Remote Sites.
- 9.11 Unless otherwise agreed, TCC Installation Services do not include:
- (a) installing cabling between equipment within your Communications Room;
 - (b) installation of analogue devices associated with the Analogue & Basic Worker Type (e.g. installing fax machine into a TCC Device);
 - (c) supplying any patching cables between the wall port and PC (we will provide a standard size CAT5 cable for use between the phone and the PC);

- (d) supplying or installing power, general purpose outlets or any UPS or battery backup unit;
- (e) providing any rack (rack unit), environment requirements or supporting structure to house the equipment;
- (f) supplying or installing any cabling frames including but not limited to Main Distribution Frame (MDF), Test Point Frame (TPF), Intermediate or Distribution Frames (IDF);
- (g) any horizontal or vertical (distribution) cabling;
- (h) re-design, upgrade and/or reconfiguration of existing LAN/WAN hardware;
- (i) design of your data networks;
- (j) any network rationalisation, upgrade or conditioning;
- (k) any system administration training unless specified;
- (l) any configuration or integration activity of your existing equipment, software or applications;
- (m) integration into third party applications;
- (n) integration of your TCC Service into your existing PBX during transition;
- (o) loading any software clients that form part of your TCC Service onto your devices (e.g. Jabber Client on PC);
- (p) any building works including electrical, air conditioning and any other environmental works required for provision of your TCC Service;
- (q) time to attend any induction training, site training or similar training that you may be require us to complete before undertaking deployment of your TCC Service;
- (r) decommissioning of old equipment; or
- (s) Specialised video conferencing features such as special audio microphones, screen mounting, room décor, cabling, lighting control, electronic blinds etc. Telstra is able to provide service on request.

9.12 We may agree to provide additional installation services, and if we do, they will be Additional Professional Services as set out in Att 1 to Schedule 11.

9.13 If we ask you to, you must do the following:

- (a) provide a project manager (or agreed level of support) to assist with the installation of your TCC Service;
- (b) provide accurate user information and other user requirements to successfully configure the system and devices, including End User data stored in active directory, at least 10 days in advance of deployment;
- (c) let us or our sub-contractors access your site (on reasonable notice) to deliver the equipment to you and perform the installation;
- (d) provide us and our subcontractors with a safe working environment, reasonable access to your network, systems and personnel and all reasonable assistance;
- (e) if your TCC Devices have been delivered to you before installation, make sure that the TCC Devices are made available to us for installation and securely stored beforehand;

- (f) provide us read only access to your corporate directory;
 - (g) provide any required hardware or software, including the installation, configuration and integration of that hardware or software that is not identified in the Site Schedule (you have to perform any equipment or application integration activity that is not specifically identified in the Site Schedule);
 - (h) load, install, configure and troubleshoot any software bought from us onto your existing equipment including but not limited to any personal computers (PC), servers and mobile phones, PDAs or smart phones;
 - (i) load, install, configure and troubleshoot the TCC Devices that you have provided and not acquired from us (e.g. on-premises voice gateways will often require configuration to work with the TCC Cloud Platform);
 - (j) provide a suitable LAN platform that preferably supports POE for handsets and must support Quality of Service (QoS) for IP Telephony;
 - (k) provide power sockets as required such as for non-power over Ethernet devices such as ATA's or for handsets if you have non-POE network;
 - (l) provide a suitable cable and termination for analogue gateways (such as a RJ-21 interface for a VG-224); and
 - (m) provide sufficient space and logical and physical resources to accommodate the TCC Service at your site.
- 9.14 If you do not do any of the things we ask you to, the installation of your TCC Devices may be delayed, and we may have to reschedule the installation. You must pay us any additional costs we incur (including internal labour costs) as a result of being unable to perform the installation as originally schedule.
- 9.15 You can ask us to carry out a site audit of your environment to determine whether your site has sufficient space and resources to accommodate your TCC Service, and if it doesn't, what changes are required. If we agree to do so, an additional charge will apply and we will tell you what that charge is before we conduct the audit.

TCC TRAINING

- 9.16 You may ask us to provide training services as part of your TCC Service. The standard training packages available from us are End User Training and Train the Trainer Training. Details of each are set out below. Customised training packages can be provided on request.
- 9.17 The number of days of training you have purchased is set out in Att 1 to Schedule 11. The pricing for training is for Metropolitan Sites, and Regional/Remote Sites involve additional costs. We tell you if your sites are Regional/Remote Sites, and any additional charges are set out in Att 1 to Schedule 11.
- 9.18 You have to provide us with access to a suitable training facility for the number of people to be trained.

END USER TRAINING – HANDSET

- 9.19 End Users are trained on the main features of their handset and how to get the most out of the features of the TCC Service.
- 9.20 Training is conducted in training rooms for a small group of people each with access to a deployed IP phone within the training environment. You have to provide the LAN network infrastructure to ensure the phones are working. If training on the PC or mobile client is to be included in the solution, then the

facilities must include a PC/laptop or mobile device for each trainee and a data projector for the trainer's use.

9.21 Unless otherwise agreed, this training includes:

- (a) up to 10 users per session;
- (b) 75 minutes per session; and
- (c) 5 sessions per day per trainer.

9.22 The training includes the provision of user guides tailored to each type of handset and advice about our service desk as a source of additional assistance.

TRAIN THE TRAINER

9.23 Train the trainer training can provide you with the opportunity to develop a self-sustaining training approach and TCC competency base in house. Under this option, a number of onsite resources can be selected as TCC experts, responsible for continued in house training and familiarisation of new staff, contractors and third party resources.

9.24 Training is conducted in training rooms for a small group of people each with access to a deployed IP phone in the training room. You must provide the LAN network infrastructure to ensure the phones are operating. If training on the PC or mobile client is included, then the facilities must include a PC/laptop or mobile device for each trainee and a data projector for the trainer's use.

9.25 Train the Trainer training is conducted for up to 8 persons per session and, unless otherwise agreed, and will consist of a 1 day course per trainer.

10 TCC SERVICE MANAGEMENT

10.1 We offer two service tiers with the TCC Service, Proactive and Proactive Plus. A summary of the key features offered in each service tier is set out in the table below. These are detailed further in the remainder of clause 10.

SERVICE MANAGEMENT CAPABILITY		MANAGEMENT TIER	
		PROACTIVE	PROACTIVE PLUS
SERVICE DESK	Agreed Service Level Management	√	√ (enhanced)
	Escalation & fault management	√	√
	Priority Incident Management	√	√
	Service Request Management	√	√
	How to support	√	√
	Installs, adds, moves and changes (IMACs)	√	√
	End User Self Service	√	√

	Portal		
	Customer Group Administration Self Service	√	√
SOLUTION OPERATIONS	Asset and Configuration Management	√	√
	Problem Management	√	√
	Incident Management	√	√
	Capacity Management	√	√
	Service Improvement Planning	√	√
	Release and Deployment	√	√
TECHNICAL SUPPORT & MAINTENANCE	Proactive Service Monitoring	√	√
	Hardware Maintenance (in data centre)	√	√
	Software Maintenance (in data centre)	√	√
	Asset and Configuration Management	√	√
	Service Labour - remote	√	√
	Service Labour - on site	O	O
	Release Management Lifecycle (Customer instance)	√	√
	Release Management (Platform)	√	√
	Problem Management	√	√
	Availability Management	√	√
	Security Management	√	√
SERVICE IMPROVEMENT & REPORTING	Incident Management Performance Report	√	√
	Service Desk Performance Report	√	√
	Voice Performance Report	√	√
	Registered Device Report	√	√
	Stewardship reports	X	√

10.2 The Proactive service tier is included in the standard TCC Worker Type Package price. Proactive Plus is available at an additional monthly charge on top of the standard charge for each Worker Type.

10.3 The charges for your Proactive Plus service tier, if applicable, are set out in Att 1 to Schedule 11.

SERVICE DESK

10.4 The service desk is a single point of contact for End User support, incident and service request management in relation to your TCC Service. For each incident you raise, alarm detected via the Proactive service tier monitoring, or service request you submit, the service desk will:

- (a) provide job reference numbers to the person who logged the fault or request, or to the Authorised Representative in the event of a fault detected via our proactive management;
- (b) make an initial assessment of each incident and service request, attempt to resolve the incident or satisfy the service request if appropriate, or refer it to the next level of support;
- (c) provide updates on incidents and service requests to the person who logged the fault or request;
- (d) maintain a list of your Authorised Representatives who can contact the service desk on your behalf for billable MACs; and
- (e) close incidents or service requests after confirming that the person who logged the call or the Authorised Representative (as the case may be) is satisfied that the incident has been resolved or that the service request has been completed.

10.5 We will provide you with the following details to contact the service desk:

- (a) a shared 1800 telephone number;
- (b) an email address; and
- (c) access for Authorised Representatives to the TCC web portal.

10.6 The service desk is a single point of contact for the initial triage and diagnostics of all elements of the TCC Service. The service desk is available 24 hours a day, 7 days a week with limited support after hours for incident reporting; service request is only supported during business hours. Core business hours are Monday to Friday (excluding national public holidays) from 8:00am to 8:00pm AEST (Business Days).

10.7 We will use reasonable endeavours to meet the service level targets set out in the table below:

SERVICE LEVELS	PROACTIVE	PROACTIVE PLUS
Grade of Service	80% of calls in 20 seconds	85% of calls in 20 seconds
Call Abandonment Rate	≤ 5%	≤ 3%

INCIDENT MANAGEMENT

10.8 We will monitor your TCC Service continuously. The inclusions and exclusions for Proactive Monitoring are set out in the table below:

INCLUDED IN PROACTIVE ASSURANCE	EXCLUDED FROM PROACTIVE ASSURANCE
All Cisco UC applications hosted in the TCC Cloud Platform (calling, presence, IM, voice mail, etc.)	TCC Devices – such as IP Phones, desktop clients, mobile clients
Attendant Console	TCC Additional Equipment
Administrator and End User web portals	On-premise customer data network and devices including voice gateways (although we can provide this separately on request)
All hardware and software in the TCC Cloud Platform	

- 10.9 If you raise an incident with the service desk, or we detect an alarm through proactive monitoring, our service desk will:
- (a) originate a trouble ticket;
 - (b) investigate the incident or alarm; and
 - (c) assign a priority level.
- 10.10 The priority levels we apply to incidents that are included in proactive assurance (detailed in clause 10.8) are set out below:

PRIORITY LEVEL	DEFINITION
Priority 1 Critical Incident Extensive Widespread Outage	An incident or situation is causing a total major service outage, or you are in serious breach of a regulatory or licensing condition, for example: <ul style="list-style-type: none"> • your business operations cannot function through significant widespread loss of your TCC service; • the incident is affecting your business's ability to function; • regulatory or licensing conditions have been compromised; or • security or community health have been compromised.
Priority 2 High Impact Significant User Impact	An incident or situation where: <ul style="list-style-type: none"> • TCC Services are severely affected, to the extent that normal business operations have been compromised; • there is a severe impact on the TCC Services, but other services are functional. In essence this is a multi-point impact; or • regulatory or licensing conditions are likely to be compromised.
Priority 3 Medium Impact Moderate User Impact	The incident or situation is confined to one or a small number of End Users which is having an effect on normal business operations, and business deliverables are at risk of being compromised.
Priority 4 Low Impact Minor Localised User Impact	The incident or situation affects or degrades the TCC Service, but your normal business operations can continue. A service request or enquiry.

- 10.11 Once we have assigned a severity level, we will use reasonable endeavours to meet the service level targets set out in the table below:

PRIORITY LEVEL	PROACTIVE			PROACTIVE PLUS		
	Response	Restore	Report	Response	Restore	Report
Priority 1	4 hours	24 hours	1 hour	10 minutes	4 hours	1 hour

Priority 2	8 hours	2 Business Days	3 hours	30 minutes	1 Business Day	3 hours
Priority 3	36 hours	3 Business Days	Best efforts	60 minutes	2 Business Days	Best efforts
Priority 4	Best efforts	5 Business Days	Best efforts	Best efforts	4 Business Days	Best efforts

- 10.12 If we decide we need to come on-site to resolve an incident, the target restoration times described in the table above will only apply to incidents relating to your Metropolitan Sites. If we need to visit a Regional/Remote Site we will tell you our target restoration time at the time of the incident. We will advise you if a site is a Regional/Remote Site.
- 10.13 Incidents relating to call quality when the End User is on an access network not optimised for voice and video communications (see clause 5.34) will be managed on a best efforts basis.
- 10.14 We will manage and seek to resolve incidents related to the Cisco Jabber client in line with the service levels defined in this section but this support will not extend to the device that the client is installed on (e.g. smart phone, laptop).
- 10.15 If you have purchased TCC Devices with extend warranty or have rented TCC Devices from us, hardware faults with your handsets will be managed in line with the extended warranty set out in clause 8.18. Any hardware faults with TCC Devices you supply are your responsibility. Provided there is vendor support, we will remotely update software to TCC Devices to resolve faults if required.
- 10.16 If you have a TCC Device that has an Android operating system, our support and troubleshooting only extends to the Cisco telephony functions of these devices.
- 10.17 We may schedule maintenance outages and change management windows which may cause temporary loss of some or all functions of your TCC Service, or disable our Proactive Monitoring capability.
- 10.18 We will schedule maintenance outages wherever possible outside our standard business hours of 8am to 6pm Australian Eastern Standard Time, Monday to Friday (excluding public holidays). These outages may affect the operation of your solution or network and/or our ability to monitor your network and detect network issues during the outage.
- 10.19 You can ask for information about scheduled maintenance outages from our Service Desk.

RELEASE MANAGEMENT

- 10.20 We will perform all TCC release management services, for both our TCC Cloud Platform and your individual TCC Service.
- 10.21 The following release management elements are included in the Standard Worker Types:
- (a) upgrading TCC Cloud Platform software and hardware required to support future releases of Cisco HCS software;
 - (b) upgrading your specific customer instance of the Cisco HCS software for both minor and major releases which we determine are required to support your TCC Service; and
 - (c) remotely deploying any new software that we determine may be required for TCC Devices to work with your TCC Service.
- 10.22 We will use reasonable efforts to work with you to schedule any updates to your TCC Service to minimise disruption. The standard hours for performing upgrades are set out below. We may agree

with you that we will schedule upgrades outside of these hours, but if we do there may be an additional charge to you (which we will advise you of at the time):

RELEASE TYPE	STANDARD RELEASE WINDOW
Major Upgrade to TCC Cloud Platform	Saturday 12am – 5am Sunday 12am – 5am
Major Upgrade to your instance of HCS software	Mon-Fri: 12am – 5am
Minor Upgrades to fix faults	Mon-Fri: 12am – 5am

- 10.23 We will schedule your upgrades over a single release window set out above. If we are required to schedule upgrades over a longer period (either because your TCC Service is unusually complex, or you make particular requests of us), we will charge you an additional amount based on our then-current **standard labour rates**. We will advise you of those rates at the time. We won't impose additional charges if we are responsible for any delay in deployment of your major release.
- 10.24 Your obligations during a major release are to:
- (a) provide a resource on site to assist with upgrade and sign-off that it has been completed; and
 - (b) if applicable, schedule any third party application upgrades within the same release window as your TCC Service.
- 10.25 During installation windows there might be some interruption to your TCC Service.
- 10.26 We will carry out upgrades, or choose not to carry out upgrades, to our TCC Cloud Platform in our discretion.
- 10.27 The TCC Cloud Platform is currently designed to support only 2 versions of the Cisco UC applications. As such, all your software related to the TCC Service must be kept within N-1 of the most current product release and we may be required to upgrade your software from time to time. We will provide as much notice as reasonably possible of any upgrades, and will use reasonable endeavours to minimise disruptions to your TCC Service.
- 10.28 We can only provide the TCC Service if you maintain your on-premises equipment and any integrated applications to the standard and level of currency required by Cisco, as set out by Cisco from time to time.
- 10.29 If you don't let us carry out an upgrade, or you don't maintain your equipment and applications to the standard and level of currency required by Cisco, you are in material breach of this Service Schedule and we may terminate your TCC Service immediately by written notice to you.

EXCLUSIONS

- 10.30 The following release management tasks are not included in your TCC Service Management Tiers:
- (a) any site visits required to deploy new versions of your TCC Service (unless related to a service fault);
 - (b) any upgrades or testing required for integration of new releases into third party applications or equipment; and
 - (c) deployment of any soft clients to PC or mobile devices.