

	a multi-party audio conference. Requires audio conferencing resources in cloud or on-site to connect the calls.	
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

## **Att 3 to Schedule 11 - TCC Integrated Services: Telstra Unified Communications (TUC)**

Not Used

## **Att 4 to Schedule 11 Annexure 1 - Site Schedule**

Not used

## Att 5 to Schedule 11 : Virtual Meeting Room (VMR) Add-on

### 1 SERVICE DESCRIPTION

- 1.1 Your Virtual Meeting Room (VMR) is an IP-based video conferencing solution that will be managed and supported by us in accordance with the service levels set out in the Service Management section below.
- 1.2 The key product features of the VMR service are set out in the table below:

PRODUCT FEATURE	VMR 8	VMR25
Maximum concurrent End Users	8	25
Max length of meeting	After 300 minutes meetings will be automatically disconnected.	
Video quality	Up to High Definition 720p depending upon end point capability and bandwidth availability.	
Content	Dual streaming of video call and content is supported on compatible devices.	
Phone number ranges available	All VMR numbers will use the 03 xxx xxx geographic number range	
Dialling options	End Users can dial in using the E.164 VMR number or URI dialling. The URI address will be in the form of 03xxxxxx@visionnet.com.au It is not possible to out dial from your VMR service	

### 2 SERVICE MANAGEMENT

#### SERVICE DESK

- 2.1 Only your Authorised Representative can contact the TCC Service Desk to raise faults and make service requests. There will be no End User support for your VMR service via the TCC Service Desk.
- 2.2 The TCC Service Desk will manage your requests in line with the service levels set out in clauses 10.4 to 10.7 of Schedule 11.

#### INCIDENT MANAGEMENT

- 2.3 Incident management for your VMR Solution will be managed to the service levels set out below (not the service levels defined for the remainder of your TCC Service):
- 2.4 Once we have created a ticket in our system and assigned a severity level, we will use reasonable endeavours to meet the VMR service level targets set out in the table below:

PRIORITY LEVEL	VMR SERVICE LEVEL TARGET	
	Response	Restore
Severity 1	Within 15 minutes from the initial report to the helpdesk	4 Hours
Severity 2	Within 15 minutes from the initial report to the helpdesk	24 Hours

<b>Severity 3</b>	Within 15 minutes from the initial report to the helpdesk	72 Hours
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1.1

2.5 For the purposes of the VMR element of the TCC Service only (and not any other element of your TCC Service):

- (a) **Severity 1** means a critical incident which requires immediate corrective action and has a direct and immediate customer impact;
- (b) **Severity 2** means a high impact incident which requires prompt corrective action and has a direct customer impact; and
- (c) **Severity 3** means a medium impact incident which requires managed restoration.

2.6 We may schedule maintenance outages and change management windows which may cause temporary loss of some or all functions of your VMR service.

2.7 We will use reasonable endeavours to:

- (a) provide you with at least 2 Business Days' notice (via email or otherwise) prior to scheduled maintenance outages;
- (b) schedule maintenance outages between 7pm and 6am (AEST), Monday to Friday (excluding Public Holidays); and
- (c) limit scheduled maintenance to 10 hours per quarter.

#### MOVES ADDS & CHANGES

2.8 Your Authorised Representative can ask us to modify, add or cancel your relevant VMR services by contacting the TCC Service desk or accessing our online portal subject to clause 2.9 of this Att 5 to Schedule 11. On receipt of a MAC request we will manage it in line with how MAC request for your TCC Service is managed as set in clause 10.32 of Schedule 11.

2.9 The response and completion targets for only MACs to your VMR service are set out below (not the service levels defined for the remainder of your TCC Service). We aim, but do not guarantee, to meet these response and completion targets.

1.2

SERVICE LEVEL	TARGET
Time to respond to the customer request (Action taken) via email, phone or web	1 Business Day
MAC completion	7 Business Days

2.10 Subject to clause 2.11 of this Att 8 to Schedule 11, the prices for MACs as at the Service Start Date are set out below:

MAC TYPE	UPFRONT CHARGE	ON-GOING CHARGE
Order New VMR	Activation Fee as set out in Att 1 to Schedule 11	VMR Monthly Fee as set out in Att 1 to Schedule 11
Cancel existing VMR	Deactivation Fee as set out in	No Charge

Cancel entire range of VMR services	Early Termination Charge of the sum of Deactivation Fee and twice the VMR monthly fee <sup>1</sup>	No Charge
Reset PIN/ Name Change	No Charge	No Charge

<sup>1</sup> Only applicable if cancelled within the first 12-months of the Service Start Date

- 2.11 MAC pricing set out above will be reviewed annually and may be increased. Any increases will be informed to you at the time of requesting the MAC.

## **Att 6 to Schedule 11 : Licence Terms**

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PUBLISH ANY RESULTS OF BENCHMARK TESTS RUN ON THE SOFTWARE;

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