

## Part A: Service Details

### 1 INTRODUCTION

- 1.1 This document describes the service attributes of IP Connect. This is a generic Service Description that describes many of the options that can be selected for a particular Solution. The details of your Solution, including the options you have selected, are detailed in your contract.
- 1.2 IP Connect is TelstraClear's Internet Protocol based telephony service that provides trunk capacity for use with a PABX (Private Automated Branch Exchange) approved for connection.

### 2 STANDARD SERVICES

- 2.1 Your IP Connect solution includes the following standard features:
  1. Calling Line ID
  2. Calling Name Delivery
  3. Call Waiting
  4. Call Intercept
  5. Group Call Intercept
  6. Group Web Portal  
(for control of Inbound/Outbound call patterns)
- 2.2 At your request, TelstraClear will supply Direct Dial In (DDI) numbers for use with your IP Connect solution, in blocks of 10 sequential numbers.

### 3 APPROVED PABXS

- 3.1 The following brand and model of PABX may be connected to IP Connect:
  - i. Avaya IPOffice 500
  - ii. Cisco Call Manager 6.1 using Cisco Unified Border Element (CUBE) equipment

## Part B: Specific Terms

- Your IP Connect solution uses licenses for the supply of service. These licenses are leased to you for the duration of this service contract, and are not sold or ownership transferred.
- IP Connect may only be connected with a PABX brand and model approved by TelstraClear.
- IP Connect may be provisioned using TelstraClear owned and operated network equipment using either Fibre, VDSL2 or WIMAX network equipment, or a 3rd party network access may be used. TelstraClear has 3rd party network access with Network Tasman Ltd (Tasman/Marlborough), Christchurch International Airport, Auckland International Airport and Northpower (Whangarei).
- Other 3rd party network access is not available.
- TelstraClear may supply an Integrated Access Device (IAD) for the purpose of delivering the IP Connect service to your location. This equipment remains the property of TelstraClear and may also be used to deliver our Private IP (PIP), High Speed Internet (HSI) and Business Internet Access (BIA) services.
- The IAD may not be interfered with or accessed by you, and is exclusively managed by TelstraClear. Tampering shall be considered breach of contract.
- The IAD is the demarcation point for TelstraClear, and is powered from your premises. Disruption of power will affect all services supplied via the IAD.
  - This service is reliant on mains power. In the event of power outage, connection to Emergency Services (111) will NOT BE POSSIBLE. Please ensure you have an alternate means of contacting Emergency Services in case of mains failure.
- IP Connect may not be used for Alarm Line Monitoring or as an emergency telephone service for locations such as Elevators.
- We will use our best endeavours to connect our equipment to your existing telephone equipment, using the premises wiring. We do not guarantee interoperability as this is subject to the condition of the aforementioned wiring and equipment.
- In order to confirm economic feasibility for TelstraClear to build network to your premises, our supply of services is conditional upon us completing a satisfactory audit of your premises. The audit will be completed within 10 working days of both parties executing this Agreement.
- If, at our sole discretion, we consider it is uneconomical for us to build network to your premises, we may cancel this Agreement and neither party will have any liability to the other under the terms of this Agreement. This clause is included for TelstraClear's sole benefit.