

1 INTRODUCTION

- 1.1 IP Gateway is TelstraClear's Internet Protocol based telephony service that provides extension level calling known as Private Calls and other calling features for your business. IP Gateway can provide a seamless service over multiple sites within New Zealand.
- 1.2 IP Gateway offers multiple options so that you can tailor your IP Gateway Solution to meet your business needs.

2 GLOSSARY OF TERMS

Private Call

Those telephone calls originated by one of your Users, that is destined for another User within your IP Gateway Solution, where that call was made by dialling an extension number associated with that other User.

User

A person who is a member of your organisation who has been allocated a telephone extension number on your IP Gateway Solution who can then use that phone number to make or receive a phone call, or any other communication enabled by your IP Gateway Solution.

IP Gateway Solution

An IP telephony service having the combination of Group, Group Features, User Feature Bundles, User Features (as described in Paragraph's 3 - 6 respectively below) and phones selected by you and as specified in Part B of this Service Description.

3 GROUP FEATURE BUNDLES (GROUP)

- 3.1 Your "Group" defines the basic scope of your IP Gateway Solution. All Users within the Group can call each other using the IP Gateway Solution by dialling another User's telephone extension number.
- 3.2 Groups are available in three standard types being:
 - a) a National Group covering all of New Zealand; or
 - b) an Intra Island Group covering either the North or South Island (and associated minor islands); or
 - c) an Intra Zone Group covering one Zone.
- 3.3 All sites that you wish to include within your IP Gateway Solution must be located within the geographic area of the Group type you select.
- 3.4 A Zone is a large geographic area that describes two key attributes for IP Gateway:
 - a) A Zone is used to define boundaries for an Intra Zone Group; and
 - b) All Private Calls are at no additional charge if the Private Call originates and terminates within the same Zone.
- 3.5 The 5 Zones are:
 - a) Northern North (Bombay Hills north);
 - b) Central North (South of Bombay Hills down to and including Te Kuiti, Taupo, and Whakatane);
 - c) Southern North (the remainder of the North Island);
 - d) Northern South (Upper South Island, down to and including Timaru); and
 - e) Southern South (the remainder of the South Island).Please see Appendix 1 for detailed information around zoning.

- 3.6 TelstraClear will supply telephone numbers for use with your IP Gateway Solution, for each User in your organisation, as required by you. In addition we may supply additional secondary numbers, which may be linked to a main number.

4 ADDITIONAL GROUP FEATURES

- 4.1 The following features can be added to a Group at an additional cost per month.
 - a) **Auto Attendant:**

A touch tone activated auto attendant feature that allows you to configure a menu system to enable callers to gain access to your company without human assistance. Calls from each of your Auto Attendants are charged at standard rates for that call type.
 - b) **Music on Hold - standard source:**

Provides a simple service where music is played to a caller while they are on hold or are in a queuing system awaiting answer. The music is selected by us and no additional Australasian Performing Rights Association performance fees are payable by you for this service.
 - c) **Voice Messaging Group:**

Allows a voice mail box to be created for a group of Users rather than an individual User.
 - d) **Automatic Call Distribution Queuing:**

Allows a number to be configured so that callers may be queued using Music on Hold and Comfort Greetings, so they can be distributed to an individual User who is a queue member, once that User is available.

5 USER FEATURE BUNDLES (USER)

- 5.1 The User Feature Bundles are those calling features that each User within the Group can access on your IP Gateway Solution. A User Feature Bundle is associated with an individual telephone extension number. There are three feature bundles available:
 - a) **Everyday:**

Suitable for any phone that is not associated with a particular person, including faxes, modems, meeting rooms, and phones in public areas.
 - b) **Advanced:**

Suitable for Users who do not have a computer available at the phone.
 - c) **Premier User:**

Suitable for any User who does have a computer available at the phone.

6 ADDITIONAL USER FEATURES

- 6.1 The following User Features can be added to an existing User Feature Bundle at an additional cost per User per month.
 - a) **Voicemail:**

Allows a caller to be greeted with a pre-recorded message and allows that caller to record a message that is then made available to the User. E-Mail integration options are available and are described in Appendix 2.
 - b) **Attendant Console:**

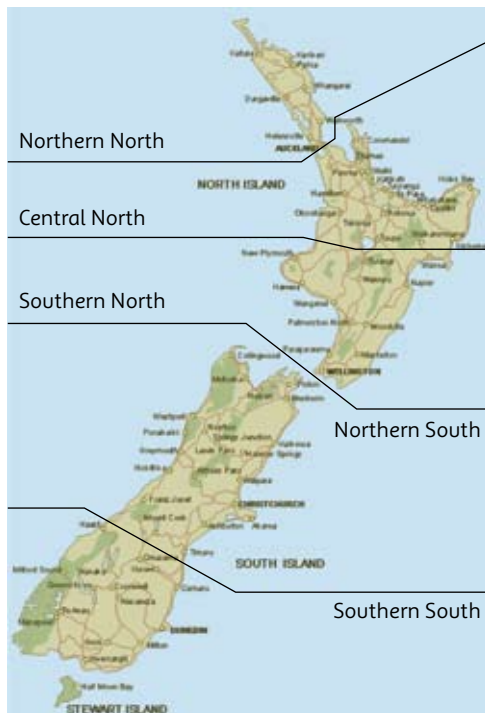
Allows an existing User to access the Attendant Console Graphical User Interface (GUI). This GUI allows the Attendant to answer calls and transfer them to another User within your company, quickly and efficiently.

7 SPECIFIC TERMS

- 7.1 Your IP Gateway solution uses licenses for the supply of this Service. These are licensed to you for the duration of this Agreement, and are not sold therefore ownership is not transferred to you.
- 7.2 IP Gateway may not be interconnected with a PBX.
- 7.3 IP Gateway may be provisioned using TelstraClear owned and operated network equipment using either Fibre, VDSL2 or WIMAX network equipment, or a third party network access may be used. TelstraClear has third party network access with Network Tasman Ltd (Tasman/Marlborough), Christchurch International Airport, Auckland International Airport and Northpower (Whangarei). Other third party network access is not available.
- 7.4 TelstraClear will supply an Integrated Access Device (IAD), Analogue Telephone Adaptor (ATA) or IP Switch equipment, for the purpose of delivering the IP Gateway 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.
- 7.5 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. TelstraClear is not liable for this.
- 7.6 TelstraClear may at your request supply Analogue telephone equipment for a monthly rental fee per telephone. This equipment remains the property of TelstraClear.
- 7.7 If you elect to use IP Phone equipment this will be supplied by TelstraClear for a monthly rental fee per telephone. This equipment remains the property of TelstraClear.
- 7.8 The IAD, ATA and IP Switch may not be interfered with or accessed by you, and is exclusively managed by TelstraClear. Any interference by you will be considered a material breach of this Agreement.
- 7.9 We will use all reasonable endeavours to connect our equipment to your existing telephone equipment, using the existing premises wiring. We do not guarantee interoperability as this is subject to the condition of your wiring and equipment. You are responsible for addressing any issues with your wiring.
- 7.10 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 the Agreement. If, at our sole discretion, we consider it is uneconomical for us to build network to your premises, we may cancel the Agreement and neither party will have any liability to the other under the terms of the Agreement.

APPENDIX 1: ZONES

| Area Code | Partial local number | Zone |
|-----------|----------------------|----------------|
| 3 | 2***** | Southern South |
| 3 | 3***** | Northern South |
| 3 | 4***** | Southern South |
| 3 | 5***** | Northern South |
| 3 | 6***** | Northern South |
| 3 | 7***** | Northern South |
| 3 | 8***** | Northern South |
| 3 | 901**** | Southern South |
| 3 | 902**** | Southern South |
| 3 | 903**** | Southern South |
| 3 | 904**** | Southern South |
| 3 | 905**** | Northern South |
| 3 | 906**** | Northern South |
| 3 | 907**** | Northern South |
| 3 | 908**** | Northern South |
| 3 | 909**** | Northern South |
| 3 | 940**** | Northern South |
| 3 | 941**** | Northern South |
| 3 | 942**** | Northern South |
| 3 | 948**** | Southern South |
| 3 | 951**** | Southern South |
| 3 | 955**** | Southern South |
| 3 | 956**** | Northern South |
| 3 | 960**** | Northern South |
| 3 | 96***** | Northern South |
| 3 | 97***** | Northern South |
| 3 | 98***** | Northern South |
| 4 | ***** | Southern North |
| 6 | ***** | Southern North |
| 7 | ***** | Central North |
| 9 | ***** | Northern North |



APPENDIX 2: VOICEMAIL INTEGRATION OPTIONS

1. TelstraClear offers three options for Voicemail – E-mail integration.
 - a) **No Integration**

IP Gateway offers a high quality, fully integrated voicemail solution. This is offered as an additional User Feature.
 - b) **Partial Integration**

Your IP Gateway Solution can allow a User to have their voicemails recorded by your IP Gateway Solution and then sent into their E-mail account. As the message is then beyond the control of your IP Gateway Solution, message waiting indicators are not set, and it is not possible to retrieve the messages from the relevant User's phone. All messages appear in the designated E-mail account, with WAV file attachments of the recorded message.
 - c) **Full Integration**

IP Gateway supports full integration with most E-mail systems. All voicemails are recorded as WAV files and attached to e-mails. These are sent to the nominated account, however, due to the higher level of integration, the voicemails can still be retrieved via the relevant User's phone and the message waiting indicator can still be set. With full integration, your IP Gateway Solution can be configured to allow only a preset volume of messages before recordings are prevented, to ensure your E-Mail box is not inundated with voicemails.
2. Due to limitations within most voicemail systems, when deleting a voicemail via the handset, that voicemail is not deleted from the relevant e-mail account.