

1 INTRODUCTION

- 1.1 IP FeatureLine is TelstraClear's Internet Protocol based telephony service that provides voice access and additional features for your business.

2 GLOSSARY OF TERMS

Term	Description
User	A person who is a member of your organisation who has been allocated a telephone extension number on your IP FeatureLine Solution who can then use that phone number to make or receive a phone call, or any other communication enabled by your IP FeatureLine Solution.
Phone Service	TelstraClear products: PSTN Analogue Line, ISDN BRA (Basic Rate) and IP Clarity

3 STANDARD FEATURES

- 3.1 At your request, TelstraClear will supply a telephone number for each User.

4 ADDITIONAL FEATURES

- 4.1 The following features can be added to your solution at an additional monthly cost per feature per phone line:
- (a) Call Answer 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. This feature can store up to 50 messages;
 - (b) Caller Display – presents or restricts presentation of a caller's telephone number;
 - (c) Call Forward (Answer, Busy, No Answer) – a User can use this feature to always divert calls to another telephone number or only if the User's telephone line is busy or not answered within a specified number of seconds;
 - (d) Speeddial – gives the User the ability to dial any pre-programmed telephone number with a short code;
 - (e) Last Number Redial – enables the User to redial the last number with a short code;
 - (f) Call Waiting – allows the User to answer incoming calls without dropping an existing call;
 - (g) Call Hold – allows the User to place an existing call on hold;
 - (h) Call Park – places an existing call on hold, and picks it up from another telephone within the same group of Users;
 - (i) 3-Way Calling – allows 3-way quick conference calling; and
 - (j) Call Transfer – transfers an existing caller to another telephone number.

5 SPECIFIC TERMS

- 5.1 Your IP FeatureLine solution uses licences for the supply of service. These are licensed to you for the duration of this Service Description, and are not sold therefore ownership is not transferred to you. The licence costs are incorporated in the pricing set out in the Specific Terms of this Agreement.
- 5.2 IP FeatureLine may not be interconnected with a PBX or used as a trunk service with a PBX.
- 5.3 We will supply Integrated Access Device (IAD) and Analogue Telephone Adaptor (ATA) equipment, for the purpose of delivering the IP FeatureLine service to your site/s. This equipment remains the property of TelstraClear and may also be used to deliver our Private IP, High Speed Internet and Business Internet Access services.
- 5.4 The IAD and ATA 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.
- 5.5 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.
- (a) 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.**
- 5.6 We may, at your request, supply analogue telephone equipment for a monthly rental fee per telephone. This Equipment remains the property of TelstraClear. You will not do anything that affects or is likely to affect our ownership rights in the Equipment. In addition to your obligations under clause 8 of our Standard Business Terms, you will:
- (a) follow our reasonable instructions about use of the Equipment;
 - (b) contact us if the Equipment is lost, stolen or damaged;
 - (c) return any Equipment you rent from us when you terminate this Service or we stop providing the rental service, unless we agree otherwise. If you don't return the Equipment, we may continue to charge you rental for it or bill you for the standard replacement charge for the unreturned Equipment.
- 5.7 If the telephone equipment used in the IP FeatureLine Solution is owned by you (as opposed to leased to you by us) and does not operate with the IP FeatureLine Solution, you are responsible for providing alternative telephone equipment that will operate with the IP FeatureLine Solution or you may rent Analogue telephone equipment from us.
- 5.8 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 ensuring any issues with premises wiring are resolved to enable function of this Service.
- 5.9 IP FeatureLine may not be used for Alarm Line Monitoring or as an emergency telephone service for locations such as elevators.

- 5.10 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 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.
- 5.11 The IP FeatureLine pricing plans are only available to small and medium enterprise business customers and customers who do not use the Services for a contact centre or telesales. We reserve the right to (a) refuse to sell a IP FeatureLine pricing plan to any person or business that we believe (in our discretion) is not a small or medium enterprise business or who will use these Services for a contact centre or telesales; and/or (b) terminate these Services immediately on written notice if you use these Services for a contact centre or telesales.
- 5.12 The IP FeatureLine pricing plans are only available on Phone Service lines, depending on the IP FeatureLine plan. The IP FeatureLine pricing plans are not available on any other line types including ISDN PRA, Gateway, IP Connect, IP Gateway or FeatureLink. To receive the IP FeatureLine pricing plans, you must keep all your Phone Service lines and direct dial calling (including local, national, international and fixed to mobile calling) with TelstraClear. All of those Phone Service lines must be on the same IP FeatureLine pricing plan for that type of line. Your IP FeatureLine pricing plan cannot be used in conjunction with any other discounts, rates or calling packages.
- 5.13 Please note the following:
- (a) If you are on BizLine Complete or Get Going (PSTN only) then you will be charged an additional \$3 (plus GST) per month for each of your PSTN lines that is not connected to TelstraClear's own network.
- 5.14 If the Initial Term of this Agreement is nil then the following additional Charges will apply:
- (a) \$10 (plus GST) per line per month if you are on BizLine Complete; or
 - (b) \$20 (plus GST) per line per month if you are on BizLine Ultimate.
- 5.15 A 60-minute per call cap applies to all capped national calls and "unlimited" calls. A 30-minute per call cap applies to all capped NZ land to NZ mobile calls. The relevant per minute calling rate applicable under your BizLine pricing plan, applies thereafter.
- 5.16 Call Charges:
- (a) All national and NZ land to NZ mobile calls and all "unlimited" calls are charged on a minute plus minute basis.
 - (b) All local calls are charged on a minute plus minute basis for the first five minutes and per second thereafter (calculated to the next second).
 - (c) All calls other than those described in clauses 5.16(a) and 5.16(b) above are charged on a minute plus second basis (calculated to the next second).
 - (d) There is a one minute minimum charge for these calls. The charge for each call is rounded to the nearest cent.
- 5.17 BizLine Add-Ons:
- (a) If you pay an additional \$4 (plus GST) per month on all your Phone Service lines then your BizLine per minute calling rate for calls to landlines in Australia will be discounted by 50%.
 - (b) If you pay an additional \$4 (plus GST) per month on all your Phone Service lines then your calls landline to landline in China, Japan, Hong Kong, Singapore and Thailand will be capped at \$1 (plus GST) for the first hour and thereafter will be charged at \$0.40 (plus GST) per minute or part thereof. **This add-on is not available for customers with the BizLine Get Going plan.**
 - (c) The Charges for each of the Add-Ons described in this clause 5.17 are cumulative. Therefore if, for example, you wish to receive a 50% discount on calls to landlines in Australia and Capped \$1 Asia Calling, then you will need to pay an additional \$8 per month on your lines.
- 5.18 If you purchase any of the following Services from us in addition to the Services under your IP FeatureLine pricing plan:
- (a) VoiceMail (only available with BizLine PSTN pricing plans and IP Clarity) then you will receive one month's free VoiceMail services if you sign up for your IP Feature Line pricing plan including VoiceMail and IP Clarity for an Initial Term of 12 months, or two months' free VoiceMail services if you sign up for your IP FeatureLine pricing plan including VoiceMail and IP Clarity for an Initial Term of 24 months.
- 5.19 If you transfer any of the Phone Service lines under your IP FeatureLine pricing plan or direct dial calling to another service provider, or move any of your lines off your IP FeatureLine pricing plan, then you may be liable to pay early termination charges as described in clause 13.2 of TelstraClear's Standard Business Terms and Conditions and you will no longer be entitled to your IP FeatureLine pricing plan for those Services and your access line rental and calling rates will revert to our standard rate-card pricing.