



Global PBX Service Schedule

These Product Terms are part of, and supplemental to, the Master Services Agreement between CommsChoice and the Customer.

1. Service Description

CommsChoice Global PBX service can include design, implementation, management and support services for your solution. The service may include some or all of the following components:

- a) site audit and planning services (as described in section 2);
- b) solution design services (as described in section 3);
- c) equipment and software supply services (as described in section 4);
- d) equipment delivery and installation services (as described in section 5);
- e) ongoing solution management services (as described in sections 6 to 9);

2. Site Audit and Planning Services

- a) We will audit your sites to determine whether they are suitable for a CommsChoice Global PBX service.
- b) We will conduct a site audit during our standard Business Hours unless we agree otherwise with you. Additional charges will apply if you require us to conduct the site audit outside of our standard Business Hours.
- c) You must provide us with all information, cooperation and assistance that we reasonably request to enable us to perform your site audit (including, for example, a description of your sites, site access, any existing network diagrams and details of any existing communications equipment).
- d) Once your site audit has been completed and you have provided us with all necessary information, we will plan the design and implementation of your solution.
- e) At a minimum, we will provide you with a plan which provides a general overview of your solution architecture. This plan will include:
 - i. a description of the software, equipment, configuration and network required to implement your solution;
 - ii. an estimate of the costs that we will charge for the design and implementation of your solution; and
 - iii. a description of any changes to your existing network or sites that you must complete before we can implement your solution.
- f) Before implementing your solution, we will assess your sites to verify that all tasks that we require you to complete before we can implement your solution have been completed. We will provide you with written notice of the tasks we require you to complete before we conduct such an assessment. We will not implement your solution until we are satisfied that you have completed all of these tasks.

3. Solution Design Services

- a. We will design your solution based on:
 - i. the plan described in 2(e) above;
 - ii. the information we collect during the site audit;
 - iii. the information you provide us or we otherwise collect relating to how end-users will use your solution (including end-users' names and phone numbers); and
 - iv. the information you otherwise provide.
- b. We will provide you with a site schedule which describes your solution at each site based on our design of your solution.
- c. We may make changes to the design of your solution. We will advise you about any such changes before we implement your solution.
- d. If you request any major adds, moves or changes at any time after the installation of your solution at your sites, we will provide you with an updated site schedule. You should review any updated site schedules as soon as you receive them. You must tell us within 7 business days of receiving any site schedule if you consider that it does not accurately describe your solution, otherwise you will be deemed to have accepted the site schedule as an accurate description of your solution.

4. Equipment and Software

- a. We will only provide a CommsChoice Global PBX service in connection with approved equipment that has been purchased or rented from us. We can provide you with a list of what this equipment is on your request.
- b. As part of our design of your solution, we will assess your existing equipment and tell you whether any changes to your existing equipment are necessary to enable us to provide a CommsChoice Global PBX service to you. We will also tell you whether we are able to support your existing equipment as part of CommsChoice Global PBX solution.
- c. We will procure the right for you to use any software that is supplied with the equipment you purchase or rent from us. We will provide you with details of the license terms at (or before) the time of delivery.
- d. You are solely responsible for the use of:
 - i. the services we supply to you in connection with the CommsChoice Global PBX service;
 - ii. the equipment you purchase or rent from us in connection with the CommsChoice Global PBX service; and
 - iii. any other equipment or services connected to that equipment, whether you authorised such use or not.

5. Equipment Delivery, and Installation Services

- a. We will deliver any equipment that you rent or purchase from us to your nominated address.
- b. We will endeavour to advise you of the delivery date in advance. If there is a change in the original delivery date we will endeavour to advise you of this. However, we do not guarantee that we will be able to meet any particular delivery date.
- c. Risk of loss of, or damage to, the equipment passes to you at the time of delivery. Installation
- d. As part of the CommsChoice Global PBX service, we will install your equipment at each of your sites we have identified as requiring equipment. Installation of your equipment includes:
 - i. linking your equipment to your IP WAN or IP MAN or voice carriage service;
 - ii. activating each handset and ensuring that each handset is connected to the correct end-user profile; and
 - iii. configuring the equipment or software identified in your site schedule and the interconnection of that equipment; and
 - iv. ensuring that each handset and the installed equipment operates correctly.
- e. Unless we agree otherwise with you, installation of your equipment does not include:
 - i. installation of cabling between equipment;
 - ii. supply of any patching cables;
 - iii. supply or installation of power, general purpose outlets or any UPS or battery backup unit;
 - iv. provision of any rack (rack unit) or supporting structure to house the equipment;
 - v. the supply or installation of any cabling frames including but not limited to Main Distribution Frame (MDF), Test Point Frame (TPF), Intermediate or Distribution Frames (IDF);
 - vi. any horizontal or vertical (distribution) cabling;
 - vii. any WAN or LAN cabling or equipment upgrades;
 - viii. any network rationalisation, upgrade or conditioning;
 - ix. any system administration training unless specified; or
 - x. any configuration or integration activity of your existing equipment, software or application
- f. We are not responsible for any problem that occurs during installation unless we cause the problem. If a problem occurs which we did not cause, and you ask us to fix it, there may be extra charges which we will advise you of.
- g. We will notify you when the installation of the equipment is complete. We will test the equipment following installation, and you must provide us with all reasonable assistance necessary to enable us to perform our testing.
- h. We will install the equipment at your sites during our standard Business Hours unless we agree otherwise with you. Additional charges will apply if you require us to install the equipment at your sites outside of our standard Business Hours. Equipment commissioning

- i. At commissioning, we will install and commission the equipment described in your site schedule, deploy handsets and test whether your solution operates in accordance with our design of your solution.
- j. When we have determined that the equipment can be remotely monitored, we will tell you that the equipment has been satisfactorily commissioned.
- k. We will only provide the commissioning services described in this section during our standard Business Hours unless we agree otherwise with you. Additional charges may apply if you require us to commission the equipment outside of our standard Business Hours. We will notify you of any such additional charges.

6. Solution Management

We will provide you with the following solution management services:

- a. a technical help desk for the duration of your contract term;
- b. remote repair and on-site backup services;
- c. service assurance described in section 11; and
- d. software update services.

7. Technical Help Desk

- a. We will operate a help desk for your solution 24 hours a day, 7 days a week. Your authorised personnel can report incidents to our help desk at any time.
- b. The help desk will be your single point of contact for reporting technical difficulties and faults that are associated with your solution. The help desk will record and manage all reported incidents to resolution.
- c. You may nominate up to ten authorised personnel who may contact the help desk at any time. You may change your nominated personnel at any time by telling us in writing.
- d. The help desk will not provide end-user support and you must ensure that your end-users do not contact the help desk. It is your responsibility to ensure that you provide support to your end-users. We can, at your request, provide end-user support at an additional charge.

8. Service Assurance

- a. We will monitor your IP telephony network continuously.
- b. In the event of an incident or an alarm, we will originate a trouble ticket, investigate the incident and assign a severity level based on the table below.
- c. If we are providing the underlying access technology, once we have assigned a severity level, we will then aim to meet the service assurance targets outlined in the table below.

Severity Level	Target Response Time	Target Restoration Time	Target Status Reports
Severity Level 1 <ul style="list-style-type: none"> Your solution is unavailable or is very seriously impaired; and There is a critical impact on your business with all or greater than 60% of end users unable to make or receive calls. 	30 Minutes	12 Hours	Every Hour
Severity Level 2 <ul style="list-style-type: none"> Your solution is seriously impaired; and There is a major impact on your business with more than 25% of end-users impacted. 	30 Minutes	12 Hours	Every 3 Hours
Severity Level 3 <ul style="list-style-type: none"> Your solution has an issue that requires attention; and There is an impact on your business with less than 25% of end-users unable to make or receive calls. 	30 Minutes	24 Hours	Every 8 Hours
Information <ul style="list-style-type: none"> You require technical information or assistance in relation to your solution. 	2 Hours	N/A	N/A

- d. Restoration time targets apply on the basis that a site visit is not required to rectify the fault. If an engineer is required to visit a client's premises, a local exchange or street cabling pits longer restoration times can be expected.
- e. No restoration target applies to VPN or IPSEC Tunnel based products since connectivity is provided by a third party.

9. Adds, Moves and Changes

- a. You can request an add, move or change involving minor work on equipment that cannot be completed by the Customer Group Administrator. This includes for example,
 - i. adding additional licences,
 - ii. registering existing spare devices and
 - iii. adding users or altering the number range at a site.
- b. You can request complex equipment configuration file changes via your help desk or by web access. We will not implement any complex equipment configuration file changes until you have agreed to those changes (including any applicable charges) in writing. Complex equipment configuration file changes may include:
 - . network wide changes requiring project management;
 - i. requesting us to make more than five simple configuration file changes; and
 - ii. performing minor software upgrades.

- c. You may request a major add, move or change via our help desk. All requests for a major add, move or change must be provided in writing. On receipt of your written request, we will contact you to discuss your request. We will not implement any major add, move or change until you have agreed to the add, move or change (including any applicable charges) in writing. We will also estimate the time required to complete your request and any associated charges. Major adds, moves and changes include:
 - i. adding a new device or site to CommsChoice Global PBX solution;
 - ii. replacing your equipment;
 - iii. relocating CommsChoice Global PBX equipment;
 - iv. upgrading software or hardware;
 - v. altering CommsChoice Global PBX service service tiers;
 - vi. altering equipment maintenance support arrangements;
 - vii. altering equipment rental arrangements;
 - viii. altering CommsChoice Global PBX service service options; and
 - ix. cancelling some or all of your managed services.
- d. Changes can be requested via our technical help desk or web access.
- e. Unless we agree otherwise with you, we will perform any minor add, move or change between our standard Business Hours.
- f. We will aim to complete a simple equipment configuration file change within one business day from our receipt of your request (provided we receive your request during our standard Business Hours).
- g. Unless otherwise agreed with you, we will aim to complete a complex equipment configuration file change within seven business day from our receipt of your request.
- h. The charges that are payable by you for any add, move or change will be set out in your agreement with us.
- i. If you require us to perform any add, move or change outside of our standard Business Hours additional charges will apply.
- j. All configuration changes and their associated charge (if applicable) will appear on your monthly help desk activity report.
- k. All complex equipment configuration file changes and their associated charge (if applicable) will appear on your monthly help desk activity report.

11. Service Levels

- a. Service Levels are set out in the CommsChoice Service Level Agreement (“SLA”) document.
- b. Failure to achieve a Service Level target does not automatically entitle you to a rebate.
- c. Service rebates and how to apply for them, are described in the SLA document.

12. Termination

On termination of a Service Order:

- a. CommsChoice may invoice the Customer for any charges due in respect of the service for the remainder of the term;
- b. all unpaid sums owing by each party will immediately become due and payable to the other party.

13. Your Responsibilities

In addition to any Customer responsibilities set forth under this Agreement in the MSA or Addendum, or any other documents incorporated herein by reference, Customer shall, at its sole cost and liability, be responsible:

- a. Providing all equipment (including proxy servers), software, facilities and IP connectivity (including connectivity to End Users) necessary for the service to operate with CommsChoice Hosted PBX service,
- b. Providing and ensuring the successful installation of all equipment and software necessary for End Users to use services sold to it by Customer;
- c. Providing the IP address(es) for the proxy server, the Customer application and/or any other applicable hardware/software solution;
- d. for all End User Tier 1 support, and,
- e. for all Class 5 features, such as dial tone, call waiting and call forwarding functionality.

13. Acknowledgements

You acknowledge that, to the extent permitted by law, CommsChoice makes no representations or warranties as to the effectiveness or fitness for purpose of the CommsChoice network's security. You shall make no claim against CommsChoice concerning our network security.