

## SERVICE DESCRIPTION: Easy Toll Free

### PART A – PRODUCT OVERVIEW

Easy Toll Free is an 0508 or 0800 toll-free number provided by Vodafone so that your customers can call your business from anywhere in New Zealand, without the caller being charged, instead this will be charged to the Vodafone customer account.

### PART B – EASY TOLL FREE

#### 1. Your Toll Free Service

1.1 Your Easy Toll Free service will consist of the components set out in the following table.

Component	Description	Payment Type
Onboarding & Implementation	Services for the implementation of the Toll Free number	Included in Monthly rental charge
Self-service Portal	The portal allows for the purchase of new Toll Free numbers, changing the destination using 'Follow Me' and accessing 'Call Reporting' features.	Included in Monthly rental charge
'Follow Me'	Change the destination of your Toll Free number via any phone.	Included in Monthly rental charge
'Call Reporting'	Access near real-time call reporting based on Date, Hour, Originating Location, Most frequently called from, Longest calls and most expensive calls	Included in Monthly rental charge

#### 2. Conditions

2.1 Calls are charged on a minute plus second basis (calculated to the next second). There is a one minute minimum charge for each call. The charge for each call is rounded to the nearest cent.

2.2 If the inbound call is made from an international number:

- (a) Roaming charges remain the responsibility of the caller.
- (b) For calls originating from overseas, international rates will apply as per the rate card. The originating carrier may or may not allow international calls to NZ Toll Free numbers.

2.3 Upon termination of your Vodafone Toll Free Services, Vodafone are required by the terms and conditions of the Toll Free Number Administration Scheme (TNAS) to return the Toll Free number to the TNAS pool. The Toll Free number may then be reallocated, if free, to any service provider (including Vodafone) on a first come first serve basis provided there is an end customer billing relationship in existence, or that will come into existence within 5 working days of applying for the number.

2.4 Due to reliance on other networks, lead times are dependent on other carriers, and may take up to two working days.

2.5 Porting lead times are dependent on accurate information being made available to us.

#### 3. Self-service Portal

3.1 You will receive access to the Self Service Portal as part of your Toll Free Service. Vodafone will provide details on how to access and log in to the Self Service Portal.

3.2 Calls will not be rated with the correct charges until midnight of that day. Reporting before midnight is indicative only.

3.3 The Self Service Portal will allow you to manage your Toll Free features. You will need to select at least one

Administrator and have at least one Administrator at all times. Administrators will have the ability to manage Toll Free features, and view call history and invoices. Administration rights can be added or removed by another Administrator or by contacting us.

- 3.4** The Self Service Portal makes available call reports listed in the table below. The Self Service Portal includes easy to use filters for number and date ranges, plan type, etc. All statistics are updated in near real time. Data can be exported as CSV files and reports as PDFs at the click of a button, and can be emailed automatically if required.

Call Reports:

- Calls By Date
- Calls By Hour
- Calls By Origination Location
- Most frequently called from
- Longest Calls
- Most expensive Calls

- 3.5** You are responsible for the management of your Administrator logins. You must remove Administrator access from your Users if they leave your organisation.

- 3.6** Your Administrators will be able to add Services via the Self Service Portal. Any changes or adjustments will be binding when you submit them and will be implemented immediately and any applicable charges will be added to the Monthly invoice.

## **4. Pricing Overview**

- 4.1** Refer to the Pricing Schedule for details of the applicable Charges. All charges stated are exclusive of GST.

- 4.2** The agreement start date for the Easy Toll Free Service will be as soon as the number is allocated.

- 4.3** Both the Monthly Rental charge and individual call charges are charged monthly in arrears based on usage.

- 4.4** If you terminate the Easy Toll Free Service before the end of the Service Initial Term, Early Termination Charges will apply. The Early Termination Charge for the Easy Toll Free service is set out in the business terms and conditions.

- 4.5** The Initial Term of the contract is 12 or 24 months.

- 4.6** The Early Termination Charge for the Easy Toll Free Service is the monthly recurring charge multiplied by the number of months remaining in the Service Initial Term at the date of termination x 65%.

- 4.7** A 25c per minute (plus GST) charge will apply in respect of all Toll Free calls origination from payphones operated by Spark New Zealand Limited. There are also additional charges for Satellite Phones, please refer to the rate card.

## **5. Privacy**

- 5.1** This clause contains important information relating to collection and use of personal information about your End Users in connection with the Easy Toll Free service and your access to such personal information in reports generated using Call reporting services. You acknowledge that call information is collected in accordance with our privacy policy available at [Vodafone.co.nz/legal/policy/privacy](http://Vodafone.co.nz/legal/policy/privacy)

- 5.2** Vodafone can access information relating to your End Users on the Easy Toll Free solution. This information will only be used for the purpose of providing call reporting features.

## **6. Definitions**

In this Service Description, in addition to the terms defined elsewhere in the Agreement, the following defined terms will apply to this Service Description:

**TNAS:** Toll Free Number Administration Scheme