

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: ONE BUSINESS

PART A – PRODUCT OVERVIEW

One Business is a Unified Communications solution delivering fixed and mobile convergence.

- One Business connects mobiles, laptops, tablets, and phones, so your people can communicate on any eligible device they choose.
- One Business includes collaboration tools such as virtual meeting rooms for video and audio conferencing, along with instant messaging and content sharing.
- Smart call management features like call transfer, auto attendant, hunt groups and extension dialling let your people work more efficiently and productively.
- One Business has a call management system that's easily controlled in real time through a simple online portal.
- One Business is available as a Bundled Solution (One New Zealand-provided access and product), or as an Unbundled Solution (One New Zealand-provided product, third-party access).

New features will be added to One Business as they are released.

PART B –ONE BUSINESS SERVICE

1. YOUR ONE BUSINESS SERVICE

1. 1 One Business has three user profiles to choose from – One Business Unified, Mobile, and Basic. Key features of these three profiles are detailed below:

One Business Unified	One Business Mobile	One Business Basic
Available on a mobile, tablet, laptop or desktop and IP phone[^] per User	Available on a mobile device only	Available on IP phone, audio conference end points, and IP DECT (IP cordless phones)[^]
Collaboration through instant messaging, presence, content sharing and My Room for personal video and audio conferencing* See section 8 for more details	Collaboration through instant messaging, presence, and audio conferencing See section 8 for more details	Collaboration No collaboration features are available with the Basic profile
Unlimited calls to standard NZ and Australian numbers calls from your mobile are included as per your mobile plan	Unlimited calls to standard NZ and Australian numbers as per your mobile plan	Unlimited calls to standard NZ and Australian numbers
Call management with a wide range of features including hunt group, auto attendant, reception console, and single voicemail See section 6 and 7 for more details		
Low international calling rates across eligible devices		

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One Business Unified	One Business Mobile	One Business Basic
Self Service Portal real time management of call management features and outbound call reports		
Training and Optimisation available as optional services		
*Not available on mobile. ^IP phones, audio conference end points, and IP DECT can be used on Metro Access or Metro Lite connectivity or compatible Third-Party Access.		

2. GETTING ONE BUSINESS

- 2. 1 One Business Unified and Basic profiles are available on a 24 or 36 month term or as otherwise agreed by the parties.
- 2. 2 One Business Mobile profile is available on an open term.
- 2. 3 It is your responsibility to ensure that you have compatible access service and connectivity in place to support your deployment. This includes, but is not limited to, Physical Connectivity, Power, Bandwidth and Internet access. Further information can be found on our frequently asked questions page (section 22 Definitions).
- 2. 4 One Business audio and video services consume data and require at least the below outlined synchronous Bandwidth requirements. It is the responsibility of the customer to ensure that their environment allows for these Bandwidth requirements and any associated costs if a Third Party Internet Access method is consumed.
 - (a) 100Kbps per Voice Call
 - (b) 2Mbps per Video Call.
- 2. 5 You agree the number of One Business Unified and Basic Users to be maintained throughout the contract term as part of your initial sign up ("**Initial Agreed Users**"). Early Termination Charges will apply if you drop below 80% of the Initial Agreed Users.

Prerequisites

- 2. 6 **Mobile:** If you connect an eligible mobile phone to One Business Unified or One Business Mobile, that mobile phone must be on a Red Share for Business Smartphone Connection or a Red+ Business Pricing Plan. Pricing, Commercial Terms and Service Descriptions for Red+ Business or Red Share for Business will apply as appropriate.
- 2. 7 **Tablet:** If you connect a tablet to One Business Unified, that tablet must be on a Red+ Business, Red Share for Business Tablet or Mobile Broadband Pricing Plan. Pricing, Commercial Terms and Service Descriptions for Red+ Business, Red Share for Business Tablet or Mobile Broadband will apply as appropriate.
- 2. 8 **Reception Console:** If you purchase the Reception Console feature you must take the One Business Unified profile and a IP Desk Phone (Premium) for each Reception Console User.
- 2. 9 **Users with eligible mobile plans:** If you wish to connect a User who has an eligible Mobile plan but has their own billing account, you must obtain their consent to add them as a One Business User. You will need to advise the User that their usage details (including usage on the eligible mobile plan) will be visible to your One Business Administrators.
- 2. 10 **Third Party Access:** You must have an appropriate Broadband and/or Access product to connect your Sites if you use One Business on a desktop, laptop or IP phone.
 - (a) At a minimum, you must have Internet connectivity capable of reaching the One Business service.

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- (b) You must have a LAN environment that is suitable to support voice and video traffic to/from the One Business platforms.
 - (c) Must not exceed more than 20 users per site.
2. 11 One New Zealand Fixed Access: You can purchase a dedicated Access product to connect your Sites if you use One Business on a desktop, laptop or IP phone. The table below sets out which One Business features are available with each Access type. Pricing, Commercial Terms and Service Descriptions for these products will apply as appropriate.