

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: OFFICE NET UNLIMITED

DESCRIPTION

Office Net Unlimited is a fast and reliable broadband and calling bundle, designed to suit your business needs. With unlimited broadband data and calls to New Zealand and Australian landlines and mobiles, take care of all your communications needs in one bundle.

OPTIONS, INCLUSIONS, AND ADD-ONS

OPTIONS & INCLUSIONS			
Component	Office Net Max	Office Net Fibre Unlimited	Office Net Unlimited with VDSL
Broadband speed	Download speeds up to 900 Mbps / upload up to 450 Mbps	Download speeds will vary by Local Fibre Company (LFC): <ul style="list-style-type: none"> • Northpower up to 100 Mbps / upload up to 100 Mbps • Enable and TFF up to 300 Mbps / upload up to 300 Mbps • Chorus up to 500 Mbps / upload up to 500 Mbps 	Download speeds up to 70 / upload up to 10Mbps
Standard calls to New Zealand and Australian landlines and mobiles	Unlimited	Unlimited	Unlimited
Broadband data	Unlimited	Unlimited	Unlimited
One New Zealand router included	✓	✓	✓
Purchase additional calling lines (optional)	✓	✓	✓
Access type	Fibre	Fibre	VDSL
ADD-ONS			
Component	Descriptions		
Additional VoIP calling line	You can choose to purchase another VoIP calling line at an additional cost		
Voicemail	Allows unanswered callers to leave you a voice message which you can check anywhere in NZ		
Call Control	Gives you PIN control over who can or cannot make chargeable Toll Calls from your phone line		
0900 Call Block	Block 0900 Calls from being made from your phone line		
Business Caller Display	Presentation of the incoming calling number on the User's phone		
Call Diversion	This allows you to divert your incoming calls to another number so you can answer your calls wherever you are. Charges may apply for calls to numbers		

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	excluded from the Office Net Unlimited Service
Remote Call Divert	Divert calls to another number remotely while you are not on Site. Charges may apply for calls to numbers excluded from the Office Net Unlimited Service
Emergency Call Divert	In the case of an unforeseen outage, we can divert your calls to another number to keep you connected
Call Waiting	An incoming call can be identified and answered by the User while they are in the middle of an existing active call. The User can toggle between both calls, disconnect the existing active call or conference in the second caller
Call Transfer	The ability to transfer a call to another phone number
Multi Call	Enables the User to add a third caller to the conversation.

SERVICE CONDITIONS

- Our agreement to provide Office Net Unlimited Services to you is conditional upon us confirming that we are able to supply Access to your sites, and your confirmation to meet any additional costs or terms that might apply
- A standard charge may apply for installations that we consider to be simple. If we consider that any installation is not simple, additional charges may incur
- The Office Net Unlimited Services are compatible with standard analogue phones and DECT phones only. IP handsets are not supported. Phones or their base station must be plugged into the allocated port at the back of the supplied router
- Your Fixed Line Calling Service is a VoIP service over your Fibre or VDSL Access. There is a maximum of two calling lines on Office Net Unlimited services
- Your Fixed Line Calling Service includes unlimited standard calling to New Zealand and Australian landlines and mobiles. Included Calling is standard person to person calls to standard New Zealand numbers and standard Australian numbers. Included Calling does not include: calls to Australian external territories (including Norfolk Island) or satellite services; calls to premium and special numbers in Australia and New Zealand. Excluded Calls will be charged at the rates set out on our website
- All Chargeable Calls are charged on a minute plus minute basis (calculated to the next minute). There is a one minute minimum charge for each call, and the Charge for each call is rounded to the nearest cent.
- Statements about the speed of your Fixed Line Broadband Service are based on theoretical maximums and are not guarantees of continuous speed. The actual speed that your broadband connection can achieve will depend on a number of factors which may include: your equipment (including your computer and Wi-Fi capability); your internal and external premises wiring; your Access Type; the distance of your premises from the exchange; New Zealand and overseas networks; internet traffic congestion; other environmental factors and how many other people are using it at the time
- If you choose to connect alternate equipment to the Broadband Service:
 - We will not provide advice on configuring alternative equipment.
 - We cannot ensure that such alternative equipment will connect to the Business Broadband service, or will continue to operate in future
 - all alternative equipment must be Telepermitted.
- In addition to our Business Terms, you may not use your Office Net Unlimited Service for: auto- dialling, continuous call forwarding, telesales, contact centres, multiple simultaneous calling, resupply, resale, on-sale, supply to a third party or any other activity that we consider to be non- standard usage
- At each Site, your Metro Lite Service will either be delivered over:
 - UFB Fibre (in which case the Fibre Access Service Description will also apply)
 - VDSL (in which case the DSL Access Service Description will also apply)

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- EUBA (in which case the DSL Access Service Description will also apply).