

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: SIP ADVANCED

DESCRIPTION

SIP Advanced is a highly secure SIP connection that connects the PSTN to your existing PBX phone system for calls to and from your business.

The SIP Advanced online portal (Xport) provides call and cost reporting in near real-time.

OPTIONS, INCLUSIONS, AND ADD-ONS

OPTIONS	
SIP Advanced	
INCLUSIONS	
SIP Trunks	Ability to accommodate multiple simultaneous voice calls (Calling Channels), a SIP Trunk will be implemented per Site
Router	Equipment provided as part of One New Zealand Access that terminates the physical access circuit
SIP Service Installation & Configuration	Installation of the SIP Trunk(s).
Performance Reporting	Standard Trunk performance reporting, for YTD and past Month
ADD-ONS	
Diversity	Multi-Site - Where you have multiple Sites, an automatic level of redundancy is created. If one Site has a service outage, the calls will automatically forward to the other Site(s), and can be answered by that Site or routed over your LAN/WAN
	Dual Circuit - More than one physical circuit can be provided to a single Site – allowing for physical access cuts, etc. This should be done on a diverse path basis (i.e. not have 2 circuits in the same duct).
ISDN Emulation	If you own an ISDN PBX, the SIP Advanced Service can be provided with an ISDN to SIP converter, sometimes referred to as an ISDN Emulator. ISDN Emulator charges may apply.
Performance Reporting	Trunk availability, Ingress, Egress, R-factor, OSS, YTD outage, Concurrent calls, Calls per minute, Call attempts standard

SERVICE CONDITIONS

- One New Zealand Access is required at every site where SIP Advanced is to be provisioned.
- Charges are applicable for Access if the link is dedicated to delivering SIP Advanced Services. If the link also delivers other fixed One New Zealand services such as Business Internet Access or Private IP, you won't incur an additional charge for Access except where additional bandwidth is required to deliver the SIP Advanced Service. This will be confirmed during service design.
- SIP Advanced services can only be provided over Access services provided by One New Zealand.
- We will assess the Access (and connection Equipment) required for your Service, and dimension that Access appropriately. There is to be one Access circuit per Site (unless you have chosen additional Access circuits for Diversity).

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- Multiple Calling Channels can be delivered concurrently over a SIP Trunk and are treated as a 'pool' of available channels for carrying voice calls to and from the PSTN. The number of available Calling Channels may vary over time and can be scaled up or down at your discretion
- Calling Channels should not be your primary service for emergency services calling (111 calling) or alarm monitoring.
- We will supply you with a One New Zealand Router to terminate the SIP Advanced Service on. The One New Zealand Router is the SIP Advanced Service demarcation point and belongs to One New Zealand.
- Access will terminate on an Optical Network Termination (ONT) point at your Site and will be patched directly into the WAN port of the One New Zealand Router, which we will supply.
- From the One New Zealand Router the SIP Trunk will be presented as either an Ethernet Connection as a SIP Trunk, or an ISDN Service if an ISDN Emulator is provided.
- International calling rates and special number rates will be applied.
- Where the SIP Advanced Service is taken with dual Diversity or higher, the target availability of the SIP Advanced Service is 99.7% (Availability Service Level). The Availability Service Level is measured on a rolling three monthly basis and will be measured at the One New Zealand service edge boundary.