

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: TOLLFREE PLUS

PART A – DESCRIPTION

TollFree Plus provides you with an 0800 or 0508 toll free number, meaning New Zealand customers can contact you from almost anywhere without them having to worry about call costs.

TollFree Plus comes with an Xport self-service portal so you can easily access your call data. It lets you see where your customers are calling from, at what times, and other key information to help improve your customer service and business planning.

PART B – OPTIONS, INCLUSIONS, AND ADD-ONS

INCLUSIONS	
Onboarding & Implementation	Services for the implementation of the toll free number.
Xport - self-service portal	The Xport self-service portal allows you to purchase new toll free numbers, make changes to your Service or request assistance.
Xreport - Spend and Call Reporting	Access near real-time call reporting based on Date, Hour, Originating Location, Most frequently called from, longest calls and most expensive calls.
ADD-ONS	
Hunt Group	Distribute calls around a group of defined users in a sequence of your choice.
Time of Day	Distribute calls based on time of day, or day of week rules.
Follow Me	Change the destination of your toll free number via any phone.
Geographic Routing	Route calls based on the caller's region. Charges apply when using the 16 defined regions for call routing.
Intelligent Voice Routing	Callers hear a custom recorded announcement and select their destination using menu options. Voice announcements are tailored for each customer.
Percentage Call Distribution	Allocate incoming calls across multiple destinations by percentage, helping you balance call loads efficiently.
Beep	A beep sounds before the recipient hears the message, indicating the call is toll free.

PART C – SERVICE CONDITIONS

- Toll Free number includes both 0508 and 0800 numbers.

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- Calls are charged 1-minute minimum, per second thereafter, exclusive of GST and billed in arrears.
- Calls will not be rated with the correct charges until midnight of that day. Reporting before midnight is indicative only.
- For international calls, international rates will apply as per the rate card.
- If the inbound call is made from an international roaming number, roaming charges remain the responsibility of the caller.
- Adjustments made by your administrators within the Xport Self-service portal are legally binding.
- 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.
- By allowing international terminating numbers to be entered into the Xport Self Service portal you are responsible for any associated charges including any numbers entered by mistake or without your authorisation (other than by our error).
- If porting, lead times depend on information accuracy and customer requirements and dependencies on other providers and networks.
- We may de-allocate any toll free number and return it to the TNAS pool of numbers if no calls are recorded against it for three consecutive billing periods.
- We will endeavour to supply you with your preferred toll free number , however, given the requirements of the TNAS, we cannot guarantee that such number will be available.
- Some calls to Hunt Group numbers may not be complete, due to the destination number being 'out of reach' for reasons outside of our control. Reasons for 'out of reach' can be but are not limited to: mobile coverage, lack of phone power, off-net carrier issues, and phone settings such as do not disturb, voicemail, and call forward not reachable.
- Upon termination of your Toll Free Plus Service, the toll free numbers will be returned to the TNAS pool. Any terminated toll free number may then be reallocated to any service provider (including us) 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 Business Days of applying for the number.
- If you terminate individual toll free numbers prior to the expiry of the Service Initial Term, Early Termination Charges may apply as set out in the Pricing Schedule.
- 12 or 24 month terms apply to individual toll free numbers. Shorter terms will incur additional charges.