

Specific Service Terms - Telephony Support Service
Calibre One Pty Ltd ABN 87 160 457 090
(Calibre One)

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Telephony Support Service

1. ABOUT THESE SPECIFIC SERVICE TERMS

- 1.1 These are the Specific Service Terms - Telephony Support Service part of the Agreement between Calibre One and the Customer.
- 1.2 This Agreement is comprised of our General Service Terms (including the Schedules to the General Service Terms), these Specific Service Terms – Telephony Support Service, and any other Specific Service Terms applying to the Customer for the Services selected in the Scope of Works.
- 1.3 Calibre One has presented and the Customer has accepted a Scope of Works which includes the provision of the Telephony Support Service (**Telephony Support Service**) to the Customer's Business for its Telephony support requirements. The Scope of Works is for the provision of the Telephony Support Service (and any other Services or things as set out in the Scope of Works) and has been prepared based upon any inspection by Calibre One of the Telephony Service used by the Customer in the ordinary course of the Customer's Business conducted at the Customer's Premises.
- 1.4 The Customer warrants that before this Agreement is entered into it has given full and complete disclosure to Calibre One of all its needs and requirements in respect of Telephony Services for its Business and Calibre One entered into this Agreement in reliance on that disclosure.
- 1.5 Calibre One and the Customer have entered into this Agreement to set out the terms on which Calibre One will provide the Telephony Support Service for the purpose of maintaining and supporting the Customer's Telephony Service requirements.

2. TELEPHONY SUPPORT SERVICE

- 2.1 The Telephony Support Service has been designed by Calibre One as a service delivered by Calibre One to support the Telephony Service requirements of Calibre One's Customers.

3. SERVICE ASSESSMENT

- 3.1 Before any Telephony Service is deployed by Calibre One for the Customer's Business, a Service Assessment of your telephony network shall be conducted by us. In the Service Assessment Calibre One will attempt to identify all material issues associated with your telephony network that may impede the planned Telephony Service deployment, and then make recommendations for the remediation of identified issues with responsibility to be allocated for remediation tasks.
- 3.2 The Customer agrees to provide the following details to assist Calibre One completing the Service Assessment:
- (a) voice services: existing voice services including analogue services (e.g. fax, modem, eftpos), existing voice gateways, location of future gateways and in dial ranges;
 - (b) data services: existing data services, IP addressing schema, quality of service policy;
 - (c) LAN topology: details on speeds, interconnections, port capabilities, PoE capabilities, VLAN structure, LAN infrastructure, cabling infrastructure, internet connectivity, wireless infrastructure, demilitarized zones and security policies in place (firewalls, ACLs, NAC (e.g. port security));
 - (d) number of end users per site;
 - (e) on-site firewalls: if applicable, information on your firewalls to be used for your Telephony Service;
 - (f) equipment: if applicable, details on the equipment that are planned to be used as part of your Service;
 - (g) Network services: DHCP, DNS, NTP; and
 - (h) any other information that Calibre One requests.

- 3.3** Calibre One will undertake a review of the data that the Customer provides and which is found in the Service Assessment and give you recommendations about what will be required to help ensure your network is ready for your Service. These recommendations will assist you to ensure that you have:
- (a) data infrastructure that supports, and has been configured for, Quality of Service standards for voice and video communications; and
 - (b) sufficient bandwidth between sites and the Telephony Service to enable high-quality voice and video communications.
- 3.4** A Service Assessment is a mandatory requirement for all Customer's before deployment of the Telephony Service. The Scope of Works is tailored for the Customer and includes the following work items:
- (a) Business needs assessment;
 - (b) Network solution and readiness assessment;
 - (c) Project management of service implementation;
 - (d) User and feature configuration; and
 - (e) Service support phase.
- 3.5** A Service Assessment, network solution and readiness assessment, and project management of service implementation are at an additional charge as outlined in the Scope of Works, and is needed to ensure that the Telephony Service can be implemented in relation to the Customer's telephony network.

4. SERVICE MANAGEMENT

- 4.1** A summary of the key services included in the Telephony Service are set out in the following table.

Service Category	Inclusions	PAYG	Priority Plus
Standard Coverage Hours	Mon -Fri 8am – 5pm	√	√
Service Level Terms	Standard unless Premium selected in the Scope of Works	×	√
Minor changes to Telephony Service	Call groups/queues Basic auto attendant modifications Group message-bank Recorded Message updates (additional charges for recording may apply) New number additions to Telephony Service (excludes Ports, Migrations)	√ PAYG Billing / .25 Hour Min	√
User adds, moves, changes	Creation of new and removal of user accounts Manage relevant licencing Extension assignment and Outbound calling ID Adding users to groups, call queues, auto attendants	√ PAYG Billing / .25 Hour Min	√
Telephony Service Application	Remote assistance to install Telephony Service application on desktop PC	√ PAYG Billing / .25 Hour Min	√

Hardware support	Basic remote troubleshooting for faulty hardware. <ul style="list-style-type: none"> Warranty management, not including freight. Includes any devices support by the Telephony Service On-site support as per PAYG labour rate plus call out fee.	✓ PAYG Billing / .25 Hour Min	✓
Faults	Remote fault support with Telephony Service	✓ PAYG Billing / .25 Hour Min	✓
Additional Chargeable Services	Provision of quotes for new requests Project management for significant changes Onsite technical support as per PAYG labour rate including call out fee	✓ PAYG Billing / .5 Hour Min	✓ PAYG Billing / .5 Hour Min

4.2 The Telephony Support Service include any associated management of the public switched telephone network, session initiation protocol, calling access interconnect and the calling plan.

4.3 The Telephony Support Service do not include any Third Party Vendor Licensing, or support of Third Party Hardware. These may be provided under a separate agreement and set of Specific Service Terms.

5. REGULAR MAINTENANCE TASKS

5.1 If the Telephony Support Priority Plus Service option applies to the Customer (whether or not it applies is set out in the Scope of Works) Calibre One will undertake proactive maintenance tasks to ensure:

- (a) any priority security patches are deployed when we decide they are ready for implementation; and
- (b) any firmware will be pushed through to devices once we decide they are ready for implementation.

5.2 Calibre One will only be responsible for the costs associated with replacement of faulty parts to the extent such costs relate to, replacement by Calibre One of faulty parts that we have supplied as part of the Telephony Support Service which is described in the Scope of Works as being covered under the Telephony Support Service Priority Plus service option.

5.3 System software updates are covered when performed during our standard coverage hours, requirements for work outside of standard coverage hours will be charged at PAYG out of hours rates.

6. SERVICE LEVEL TERMS

6.1 Expected response times for logged requests are set out in the Service Level Terms which are contained in Schedule 2 of the General Service Terms. Standard and premium options are available depending on the Customers' requirements and as selected in the Scope of Works.

6.2 Unless otherwise agreed in this Agreement we or, where applicable our Third Party suppliers will use reasonable endeavours, having regard to the circumstances, to meet the target response, communication frequency and resolution time set out in the Service Level Terms. The Service Level Terms do not apply to this Agreement in relation to our PAYG Telephony Support Service. The standard response times in the Service Level Terms will apply to Calibre One's Priority Plus Telephony Support Service unless the premium response time option is selected in the Scope of Work.

7. COVERAGE HOURS

- 7.1** Standard coverage hours during which the Telephony Support Service will be provided are 8am to 5pm Australian Central Standard Time in Darwin, Monday – Friday on Business Days except as expressly provided otherwise.
- 7.2** Work which the Customer requests to be completed outside of standard coverage hours will attract additional Fees payable by the Customer, to be determined at the discretion of Calibre One.

8. HELP DESK SERVICES

- 8.1** Calibre One will provide access to a Help Desk team which provides a central contact point for the Customer's staff to address problems and perform change requests. This includes:
- (a) recording and tracking any reported issues;
 - (b) providing assistance to the Customer's staff on any technical issues;
 - (c) undertaking change requests including change management;
 - (d) responding to and resolving incidents identified via performance monitoring as set out in this Agreement;
 - (e) providing technical advice;
 - (f) ensuring timely escalation of incidents to the appropriate technical resources; and
 - (g) escalation to and liaison with any Third Party Vendor in relation to the Third Party Vendor's niche telephony technology systems, products and tasks.

9. ONSITE RESPONSE

Calibre One will provide technicians who are able to attend the Premises to undertake any tasks which are a part of the Telephony Support Service under these Specific Service Terms which require a physical presence in the Premises. An additional call out charge payable by the Customer, set out in the Scope of Works or if not to be confirmed and agreed in advance, will apply for each attendance by Calibre One at the Premises to provide any of the Telephony Support Service.

10. JOB MANAGEMENT AND TRACKING

- 10.1** All Customer logged requests for the Telephony Support Service shall be managed through Calibre One's ticketing system referred to in the Service Level Terms and the Customer will log all requests into the ticketing system.
- 10.2** Tickets generated by logging requests into the ticketing system are tracked in accordance with the Service Level Terms as applicable under these Specific Service Terms.
- 10.3** All Customer requests are tracked from the time the ticket was logged by the Customer into Calibre One's ticketing system.
- 10.4** The Customer may request Calibre One to have access to a portal to monitor existing tickets and directly log new tickets.

11. EXCLUSIONS

- 11.1** The following tasks are not included under the Priority Plus Telephony Support Service plan and will be charged at our PAYG rates:
- (a) Any site visits required to deploy new major software versions.
 - (b) Deployment of any Customer software to mobile devices.
 - (c) Any Customer equipment that needs to be updated in connection with a major upgrade will be your responsibility (including cost). We will provide as much notice as

reasonably possible of any upgrades that may impact your equipment and will use reasonable endeavours to minimise disruptions to your Business.

- (d) Rectification of faults caused by reasons other than normal wear and tear including lighting strikes, power surge, storm, cyclone, flood, phone line repair or misuse of the equipment.
- (e) Rectification of faults that are caused by the Customers network, network capacity limits, third party software integration, or Customers' third party associated hardware.

11.2 PAYG labour rates, as set out in the Scope of Works, will apply to all services provided if the Customer has selected the PAYG Telephony Support Service. In relation to the Priority Plus, Telephony Support Service, the PAYG labour rates set out in the Scope of Works will be charged for services which are not covered by the Priority Plus Telephony Support Service plan such as the works that are listed under the exclusions.

12. CUSTOMER RESPONSIBILITIES

12.1 The Customer must appoint a Contract Manager to manage this Agreement for the Customer at all times (the Contract Manager and their contact details are as set out in the Scope of Works except as notified otherwise to us in writing by the Customer from time to time), including to act as a point of contact for approvals and reports.

12.2 The Customer must appoint staff members of the Customer to act as local support staff in each area of the Customer's Business as identified by Calibre One from time to time. These staff members must be able to:

- (a) change backup tapes or disks (if required) on a scheduled basis or as directed by Calibre One staff; and
- (b) perform hands-on functions, under the direction of Calibre One staff where necessary.

12.3 The Customer must :

- (a) ensure that its Contract Manager and staff members are contactable and available to liaise in a timely manner with Calibre One's personnel for resolution of issues;
- (b) give proper consideration to familiarising itself with, following and implementing the professional advice provided by Calibre One on replacements, upgrades and other requirements; and
- (c) list Calibre One as the partner of record in any of the Customer's Telephony Service platforms where required by Calibre One, and provide access to the Customer's Information Technology and telephony systems and Premises as required by Calibre One in connection with performance of the Telephony Support Service.

13. DEFINITIONS

In these Specific Service Terms – Telephony Support Service the following terms have the following meanings except where the context requires otherwise:

Service Assessment	means the Service Assessment of the Customer's telephony network described in clause 3.1.
Telephony Service	refers to a ShoreTel, MiTel on Premise PBX solution, or a Microsoft Teams solutions with services delivered through TCO365 or Direct Connect.
Third Party Hardware	refers to any Information Technology or telephony system hardware provided by any Third Party.
Third Party Vendor Licensing	refers to licenses like Microsoft Office 365, phone system licenses, or other Third Party vendor licensing like MiTel Cloud.

