

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: AMBIT FOR ONE NEW ZEALAND

PART A – AMBIT FOR ONE NEW ZEALAND

1. AMBIT FOR ONE NEW ZEALAND

Ambit for One New Zealand (“Ambit Service”) is a chatbot for the One New Zealand cloud contact centre solutions powered by Ambit AI Limited (“Ambit AI”). It integrates and complements One New Zealand’s Contact Centre Services to provide enterprise contact centre automated conversational chat features and supports multiple channels. It is a 100% cloud-based solution integrated with Cornerstone CX or Genesys Cloud products and provides multiple channels and features.

PART B – GENERAL SERVICE FEATURES

2. THE AMBIT SERVICE

The Ambit Service includes the following base and additional services and/or features. Additional services or features will incur extra charges. You may be required to purchase Professional Services for us to supply additional services or features.

Standard Features Include:

- Chat Channels – Inbound, Outbound, Callback, Preview Dial
- Digital Channels capability- Chat, SMS, Email, Social
- Call back
- Message taking
- Frequently asked questions
- Transcript Recording
- Feature-rich web-based agent desktop
- Human Live Assist support
- Web Integration
- Facebook Messenger integration
- CRM, channel and third party Integration options
- SSO options available
- Expansion options
- Simple tiered pricing
- Deployed on AWS’s secure, resilient and highly available infrastructure.
- Integrated with One New Zealand Billing.

The following services may be included in your Ambit Service:

- Ongoing Conversational AI Platform as a Service (PaaS).

Ambit AI’s PaaS conversational architecture is delivered as a turnkey. This is the service that will support and run your Ambit Service for One New Zealand Contact Centre solutions digital employee(s) in production.

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	Ambit Service or Cornerstone CX
Hosting	Ambit AI: <ul style="list-style-type: none"> • Conversational AI Platform-as-a-Service • Digital Employee implementation • Managed service
Environments	Three environments provisioned: <ul style="list-style-type: none"> • Production • Testing • Development
Script and conversation storage	Unlimited
Messages per month	Unlimited
Channels included	Webchat Facebook Messenger
Handoff to human (escalated to support)	Standard method <ul style="list-style-type: none"> • Email
Integration API	Integration API available for future enhancements
Analytics	User analytics based on: <ul style="list-style-type: none"> • Users • Channels • Sessions • Messages
Natural language understanding	Supervised and supported by Ambit AI and/or One New Zealand: <ul style="list-style-type: none"> • Weekly cycle • Daily in Soft launch until 1-week post full launch • Handed over to your team after launch week
Operations	Operations by Ambit AI and/or One New Zealand, including: <ul style="list-style-type: none"> • Service management • Monitoring • Load management
Support / Script maintenance	Ambit AI maintains the environment and supports your team Training available for your team

Ambit Customer Agreement

2. 1 You must accept and agree to be bound by an Ambit End User Agreement in the form set out at <http://ambit.ai/legal/ambit-onenz/> which may be amended from time to time. The Ambit End User Agreement will govern your access to and use of the Ambit Service.

Getting Ambit Service

2. 2 The Ambit Service is available on-demand and will be commissioned to your requirements via Professional Services.

Service Prerequisites

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- 2. 3 Any agent or User using the Ambit Service must have completed the standard training session included with the Service.
- 2. 4 Failure to meet these requirements may affect the functionality and performance of the Ambit Service.

Professional Services

- 2. 5 You may be required to purchase Professional Services for additional features of the Ambit Service to be deployed.
- 2. 6 Consulting, design, training and implementation services (“Professional Services”) may be provided under a further agreement (Statement of Work or order)
- 2. 7 Professional Services will be provided under One New Zealand’s standard Statement of Work terms, which will be notified to you in advance. The scope and timeframe for supplying Professional Services will be agreed upon with you before we commence work. You will be charged for Professional Services on a time and materials basis.

Termination

- 2. 8 Upon termination of the Ambit Service, all customer configurations will be permanently deleted. You are advised to backup and/or migrate any configurations or data you wish to retain before the 90-day notice period.

Users

- 2. 9 You are responsible for the management of your User and Administrator logins. You must remove User and Administrator access from your Users if they leave your organisation.
- 2. 10 You are responsible for changes made using the Self Service or Admin portal.

Pricing Overview

- 2. 11 The scope and timeframe for supplying Professional Services will be agreed upon with you before we commence work. You will be charged for Professional Services on a time and materials basis. If applicable, we will provide the Professional Services identified in a Services Order or SOW executed by the parties.
- 2. 12 Service Charges will be invoiced by us monthly in arrears and will include currency conversion to NZD using the applicable One New Zealand USD-NZD forex rate & fees on the day of invoicing.
- 2. 13 Exchange rate currency conversion includes a 2.5% foreign exchange settlement charge.
- 2. 14 Refer to the Pricing Schedule for details of the applicable charges.

PART C – SUPPORT AND SERVICE

3. 24/7 SUPPORT

- 3. 1 Support will be provided by the One New Zealand Service Centres. The Service Centres incorporate task allocation processes, including handling and reporting of incidents, requests for service (including MACs and procurement requests), enquiries, ‘how to’ calls and escalations.

The contact details for the One New Zealand Service Centre are as follows:

Service Desk	Contact Details
One New Zealand Service Centre – Business enhanced or Enterprise Service Desk	Email: TBC Phone: TBC

Service Levels

The following Service Level Table applies to the Ambit Service.

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Priority	Definition	Response Time	Target Resolution Time	Updates	Service Hours
P1	A critical fault, where the service is fully unavailable. An immediate and sustained effort using all available resources until resolved. On-call procedures activated Supplier, Supplier Subcontractor, or Vendor support invoked.	<1 hour	4 hours	At 1 hour intervals during Service Hours (unless agreed otherwise) following our initial response.	24/7
P2	A major or significant service impacting incident where the service is severely impacted Supplier responds rapidly to assess the situation and may interrupt other staff working on low or medium priority jobs for assistance.	<2 hours	8 hours	At 2 hourly intervals during Service Hours (unless agreed otherwise) following our initial response.	24/7
P3	Intermittent faults or degraded service. Minor or no service impact. Respond using standard procedures.	<8 hours	5 Business Days	At 8 hourly intervals during Service Hours (unless agreed otherwise) following our initial response.	Business Hours 7.30am - 5.30pm

If the Ambit Service, fault response and resolution targets are not met, the parties shall meet in good faith to discuss an improvement plan. This shall be the sole remedy for failure to meet targets.

Moves Add's and Changes (MAC's)

MAC A – Simple: Fixed Price. These are changes you can make to your Amazon Connect service. You may request One New Zealand to make changes on your behalf at the applicable cost. Examples of this type of MAC include, but are not limited to;

- Uploading new IVR / queue announcements (limit 5)
- Adding or removing agents or supervisors (limit 5)
- Provision of a new Queue Number (limit 3)
- Scheduling or running historical contact centre reports (limit 5).

MAC B – Complex: Price on Application. Examples of this type of MAC include;

- Development of new Call flows
- Modification of existing Call flow Routes & Queues
- Custom Reporting

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- Integration with other services, Amazon or Third Party.

PART D – OTHER TERMS AND CONDITIONS

4. SERVICE LIMITATIONS

- 4.1 Ambit Service is a cloud-based, internet-facing service. Network Quality cannot be guaranteed, although the portions of the connection that traverse network services you have purchased from One New Zealand can be monitored for quality.
- 4.2 You are responsible for maintaining your environment, including the quality of your server, network and client devices, except where these functions have been contracted to One New Zealand. This includes, but is not limited to;
 - Provision and maintenance of any Quality of Service (QoS) applied to your LAN or WAN
 - Provision of applicable firewall rules, ports and routes to connect to your Ambit AI service.
- 4.3 Training on the Ambit AI service is not provided as part of this provisioning service. You can purchase training services from One New Zealand as a Professional Service if required.
- 4.4 Power Failure: IP phones, Softphones, audio conference endpoints, and IP DECT phones are reliant on mains power, both at your Site and in our Network. In the event of a power failure, these phones will NOT work.

5. DEFINITIONS

User: means users of the Cornerstone CX Service or Optional Services that we provide to you.

LAN: means Local Area Network, the network on your premise.

WAN: means Wide Area Network, the network which connects your offices.