

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: ONE BUSINESS CALL RECORDING

PART A - PRODUCT OVERVIEW

One Business Call Recording is a service that allows inbound and outbound calls to be recorded and accessed using the self-service portal.

- One Business Call Recording allows recordings to be stored for up to 7 years as long as there is an active continuous subscription to this service. After this period, or if the service is cancelled, call recordings will securely purged and will not be accessible.
- Provided there is an active continuous subscription to One Business Call Recording, call recordings can also be downloaded for later use.

PART B –ONE BUSINESS CALL RECORDING SERVICE

1. GETTING ONE BUSINESS CALL RECORDING

- 1.1 One Business Call Recording is available on an open term and you may cancel the service at any time and for any reason.

Prerequisites

- 1.2 You must have an active One Business service.
- 1.3 One Business Call Recording must be added to your account and enabled at sign up or via a MAC request.

2. SELF SERVICE PORTAL

- 2.1 You will receive access to your call recordings via Self-Service Portal as part of your One Business Service.
- 2.2 The Self-Service Portal will allow Administrators to manage your call recordings. Administrators will have the ability to view and manage individual users' call recordings and service.
- 2.3 Individual users will require the Administrator to apply permissions to allow them to access, manage and view their call recordings.
- 2.4 Once permissions are applied, the Self-Service portal will allow individual users to configure an announcement that the incoming or outgoing call is being recorded.

3. USE OF CALL RECORDINGS AND THE ONE BUSINESS CALL RECORDING SERVICE.

- 3.1 You will at all times comply with all Applicable Laws to your use of the One Business Call Recording Services and any call recording that we provide for you under the service.
- 3.2 In particular, you are solely responsible for ensuring that parties to call are made aware that the call will be recorded and the use that may be made of the call recording.
- 3.3 One New Zealand will not be liable in any way for any misuse of any call recording.
- 3.4 Call Recording is not a PCI compliant service. You should not use the Call Recording service to capture and store credit card information.

4. BILLING

- 4.1 You will be billed for One Business Call Recording once the first user is activated. One Business Call Recording is billed on the first of each month.

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- 4. 2 If you tell us that you want to terminate the service 20 Business Days in advance of the billing date, we will not change you for services in that month.
- 4. 3 If you don't tell us that you want to terminate the service within this period, we may charge you for that month.

In either case, we will not apply any credits where you terminate the service.

PART C – PRICING

5. PRICING OVERVIEW

Plan	Minutes	MRC	Overage
Unlimited	Unlimited	\$16 per user	N/A

- 5. 1 Where permitted by our Agreement with you, we may adjust the price for this service where any input used to deliver the service are subject to an increase or decrease on more than 2% in the exchange rate between the NZ dollar and the Australian dollar. Any adjustment to exchange rates that we make will reflect the actual value of this exchange rate increase or decrease.