

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: TOLL FREE PLUS

PART A – DESCRIPTION

Toll Free 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.

Toll Free 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

OPTIONS & INCLUSIONS	
Onboarding & Implementation	Services for the implementation of the Toll Free number.
Xport self-service portal	The Xport self-service portal allows for the purchase of new Toll Free numbers, changing the destination using Follow Me and accessing Call Reporting features.
Follow Me	Change the destination of your Toll Free number via any phone.
Call Reporting	Access near real-time call reporting based on Date, Hour, Originating Location, Most frequently called from, Longest calls and most expensive calls
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

PART C – SERVICE CONDITIONS

- 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.
- If the inbound call is made from an international roaming number, roaming charges remain the responsibility of the caller.
- For international calls, international rates will apply as per the rate card.
- Adjustments made by customer administrators within the Xport Self-service portal are legally binding.
- 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).
- Some calls to Hunt Group numbers may not be complete, due to the destination number being 'out of reach' for reasons outside of One New Zealand's 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.
- 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
- In addition to your Toll Free Plus rates, a 25c per minute (plus GST) charge will apply in respect to all Toll Free calls originating from payphones operated by Spark New Zealand Limited. There are also additional charges for Satellite Phones. Please contact One New Zealand for this rate card.

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- Upon termination your Toll Free Plus number will be returned to the TNAS pool.
- Lead times are dependent on other networks.
- If porting, lead times depend on information accuracy and customer requirements.
- 12 or 24 Month rental terms only.
- Early termination charges will apply.