

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: VIDEO CONFERENCING

PART A – SERVICE & SITE DETAILS

1. INTRODUCTION

- 1.1 This Service Description describes the service provided by One New Zealand's Video Conferencing bundles.
- 1.2 Video Conferencing is our managed video conferencing solution that provides point to point and multi-point video conferences in High Definition (HD) quality. (HD capability is dependent on device and bandwidth).
- 1.3 This managed video conferencing solution can consist of the installation and management of new or approved legacy Polycom or Scopia equipment, Real Presence desktop/tablet/smart phone application, the connection to bridging and management services, and full manufacturer's equipment warranty (if applicable) and maintenance cover.
- 1.4 The Video Conferencing bundles are only available on a 36 month Service Initial Term.
- 1.5 The One New Zealand room based solutions, training, and installation for Metro deployment in Christchurch, Wellington, Hamilton, and Auckland. Any installation, training outside of Christchurch, Wellington, Hamilton, and Auckland will also be billed travel, and labour charges. A quote will be provided on application.

2. SERVICE OPTIONS

- 2.1 Video Conferencing is available as 6 bundle options. Extra Virtual Meeting Rooms (VMR) can be purchased on top of existing services:
 - (a) HD Executive VC for Desktop Use with a 5 participant VMR
 - (b) HD Meeting Room VC for Small Meeting Rooms with a 5 participant VMR
 - (c) HD Boardroom VC for Boardrooms or Larger Meeting Rooms with a 5 participant VMR
 - (d) HD Mobile VC for desktop, mobile phones, and tablets to connect using the Real Presence application. Mobile and desktop only customers must purchase a VMR package
 - (e) HD Connect VC, allows customers to use their own supplied and approved Polycom VC2 devices. With a 5 participant VMR
 - (f) Stand Alone VMRs allow customers to purchase extra or stand-alone Virtual Meeting Rooms

3. VIDEO CONFERENCING BUNDLE OPTIONS

- 3.1 We agree to supply and you agree to lease (as specified in Part C, below) the following Video Conferencing bundles on the specific terms set out in Part C of this Service Description.

You may choose from the 'pre-configured' packages in the table below:

Bundle Name	Includes
HD Executive VC	<ul style="list-style-type: none">• Scopia XT240
HD Meeting Room VC	<ul style="list-style-type: none">• Polycom HDX 6000• BMTB Cart or Wall Mount• BMTB Codec Tray• 52" LED Display• Content Cable

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Bundle Name	Includes
	<ul style="list-style-type: none"> • 4 Point Power Strip
HD Boardroom VC 720p	<ul style="list-style-type: none"> • Polycom HDX 7000 • Dual VC Cart or Wall Mount • BMTB Codec Tray • 2 x 52" LED Display • Content Cable • 4 Point Power Strip • NetFlex Cover
HD Connect VC**	<ul style="list-style-type: none"> • Bring your own approved Polycom VC2 devices
<p>* All room based packages include freight to site, installation and configuration, bridge management, maintenance, and a 5 participant virtual meeting room with a call speed of 512kbps capable of 720p resolution (resolution is restricted by the device connecting to the Virtual Meeting Room)</p> <p>** Devices must have a current support contract with the device manufacture for the term of the agreement.</p>	

Bundle name	User packages
Mobile Client	Single user
	5 user pack
	10 user pack
	20 user pack
Desktop Client	Single user

Bundle name	Participant packages
VMR	5 Participant
	10 Participant
	20 Participant
	Additional Participant (20 Max.)
High Definition Add On*	HD Add On
Recordable Virtual Meeting Room	Recordable Virtual Meeting Room
<p>* HD Add On increases call speed to 1024kbps capable of 1080p resolution (resolution is restricted by the device connecting to the Virtual Meeting Room)</p>	

* Mobile and desktop only customers must purchase a VMR bundle to use the service.

4. SERVICE AND MAINTENANCE

On-site Maintenance (as defined in Part C of this Service Description), known as Vision Care, will be provided for the Video Conferencing Equipment in accordance with the service levels set out below and in the Service Centre Service Description.

4.1 We will provide:

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- (a) The provisioning of replacement parts, repair, replacement or swap out of systems within 2 working days from initial customer request for service;
 - (b) Access to the help desk and free use of the Video-On-Line training. On line training must be scheduled;
 - (c) Fault problem resolution. This includes problem management and resolution, isolation identification, escalation of all issues, faults within the priority levels and response times set out in the Service Centre Service Description.
4. 2 Service and Maintenance hours are Business Hours.
4. 3 Repairs that fall outside of the scope of the defined Service and Maintenance. Whether provided during or outside of Business Hours, and any maintenance provided outside Business Hours, may attract additional charges at our time and materials rates.
4. 4 Service and Maintenance includes travel and labour to metro areas: Christchurch, Hamilton, Wellington, and Auckland. Any requests outside these areas will be quoted on application.

5. EQUIPMENT LEASE

5. 1 You are leasing the Video Conferencing Equipment, the charge for leasing will be included as part of the set monthly charge for the Service.
5. 2 This is an operational lease, and title to the equipment will remain with One New Zealand. Further terms are contained in the Equipment Rental Service Description.
5. 3 Before the end of the lease period, we will discuss your future communication requirements with you and present you with options.
5. 4 Network Establishment and training at your site is not part of a lease agreement, and is payable as a separate charge.
5. 5 The Video Conferencing LED screens supplied in the Meeting and Board Room packages are not covered under the equipment leasing agreement. These are subject to the manufacturer warranty. One New Zealand will provide a replacement LED screen during the warranty repair or replacement period.

6. SITE DETAILS

Please refer to Pricing Schedule.

PART B – PRICING

Please refer to the Pricing Schedule.

PART C – SPECIFIC TERMS

7. DEFINITIONS:

Business Hours means 8.30am to 5.00pm, Monday to Friday (inclusive), but excluding national public holidays.

Connectivity Service means the service used to provide the Video Conferencing Service over as required under paragraph 7 below.

Maintenance means the provision of maintenance and repair services (including the supply of parts and units) as is necessary to keep the Video Conferencing equipment in good operating condition.

Video Conferencing Service means the service described in this Service Description.

One New Zealand, We, Our and Us means One New Zealand Group Limited.

You, Your means the Customer.

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- 7.1 If you are leasing the Video Conferencing Equipment, you will execute an Equipment Rental Service Description prior to our delivery of the equipment. The 'Rental Amount' as defined in the Equipment Rental Service Description will be included as part of the monthly charge set out in the 'Fixed Monthly Charges' in the Pricing Schedule.
- 7.2 Your use of the Video Conferencing Service is your responsibility and at your own risk. You are responsible for keeping confidential any access details issued by us as part of the Service. We are not liable for loss or damage that you or anyone else suffers as a result of you disclosing your account number and/or access details.
- 7.3 You acknowledge and agree that we, and third parties involved in providing the Video Conferencing Service, may monitor usage of the Video Conferencing Service for system performance and customer satisfaction purposes.
- 7.4 Bridging Service Description
 - (a) Public High Definition H323 dialling between customer sites, Public H.323 systems and all you can eat Cloud Based High Definition Multipoint Conference bridging. Maximum conference duration time is restricted to 4 hours 15 minutes. H.323 calls are AES encrypted for security.
 - (b) Multipoint Bridging is available for Registered End Points (EP) via the Address Book that dials into Secure Virtual Meeting Rooms.
 - (c) The Virtual Meeting Room (VMR) quantities is determined by the number of customer purchased EP's

Virtual Meeting Room Specifications			
Feature	VMR – 5 participant	VMR – 10 participant	VMR – 20 participant
Maximum number of pax	5	10	20
External H.323 dial in	Yes	Yes	Yes
External ISDN dial in	Yes	Yes	Yes
External audio dial in	Yes	Yes	Yes
External SIP dial in	Yes	Yes	Yes
Session recording	Via MeetNow	Via MeetNow	Via MeetNow
Customized IVR slides	Yes	Yes	Yes
VMR Reporting	Optional extra	Optional extra	Optional extra
Directory Services	Yes	Yes	Yes
Additional VMR pax	Yes – VMR add participant (Max 20, charges apply)	Yes – VMR add participant (Max 20, charges apply)	Yes – Via MeetNow*
VMR maximum call duration	4hrs 15min	4hrs 15min	4hrs 15min
Setup Fee	Yes	Yes	Yes
*MeetNow is an ATL provided service that caters to your customised audio and videoconferencing requirements. For more information please contact the MeetNow team at bookings@asnettechnologies.co.nz or by visiting https://www.asnettechnologies.co.nz/services/meetnow			
*Guest access available into the Customer Virtual Meeting Room as a dial in participant only and recommend use of VMR with Chairperson Control. Connection will be by Public H.323 endpoint dial-in			

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7. 5 To use the Video Conferencing Service you must have an independent broadband service capable of delivering a minimum of 1 Mbps up and down stream.
7. 6 Each Video Conferencing end-point is allocated its own Public Static IP address.
7. 7 As part of the Video Conferencing Service, You must have an active firewall through which the Video Conferencing Service will operate. The integrity of this firewall is your responsibility.
7. 8 Installation excludes any electrical and reticulation work.
7. 9 Maintenance excludes the following:
 - (a) Electrical or reticulation work external to the Video Conferencing Equipment.
 - (b) Failures, faults or other problems caused by the acts or omissions of any third party or by you.
 - (c) Any modification to the Video Conferencing Equipment that we have not approved.
 - (d) Maintenance of any building or cabling, including any Video Conferencing cables.
7. 10 If a service technician is called out to attend to a fault, and either;
 - (a) There is no fault found with the equipment; or
 - (b) The fault has been caused by the you (except where you are acting under our instruction),then One New Zealand reserves the right to charge for the callout as per the table of charges for MACs in the Pricing Schedule. Repairs that fall outside the scope of the Maintenance services, whether provided during or outside the Business Hours, and any maintenance provided outside Business Hours, may attract additional charges at our time and materials rates.
7. 11 If any of the Video Conferencing Equipment is under manufacturers' warranties, we will use our best endeavours to give you the benefit of those warranties. Otherwise we will try to retain the benefit of those warranties for you.