

# MASTER SERVICES AGREEMENT

## SERVICE DESCRIPTION



### SERVICE DESCRIPTION: ONE BUSINESS WITH WEBEX

#### DESCRIPTION

One Business with Webex is a Unified Communications solution delivering fixed and mobile convergence.

- One Business with Webex connects mobiles, laptops, tablets, and phones, so your people can communicate on any eligible device they choose.
- One Business with Webex includes collaboration tools such as virtual meeting rooms for video and audio conferencing, along with instant messaging and content sharing.
- Smart call management features like call transfer, auto attendant, hunt groups and extension dialling let your people work more efficiently and productively.
- One Business with Webex has a call management system that's easily controlled in real-time through a simple online portal.

New features will be added to One Business with Webex as they are released.

#### OPTIONS, INCLUSIONS, AND ADD-ONS

Your One Business with Webex Service

- One Business with Webex has four user profiles to choose from:

INCLUSIONS			
One Business with Webex Mobile	One Business with Webex Softphone	One Business with Webex IP Voice	One Business with Webex Premium
Calling is available on a mobile device only	Available on mobile, tablet, laptop, or desktop	Available on IP phones, audio conference endpoints, and IP DECT (IP cordless phones) ^	Available on a mobile, tablet, laptop or desktop and IP phone^ per User
Collaboration through instant messaging, presence, and audio conferencing	Collaboration through instant messaging, presence, and audio conferencing	Collaboration No collaboration features are available with the Basic profile	Collaboration through instant messaging, presence, content sharing, and My Room for personal video and audio conferencing*
Unlimited calls to standard NZ and Australian numbers as per your mobile plan^^	Unlimited calls to standard NZ and Australian numbers^^	Unlimited calls to standard NZ and Australian numbers^^	Unlimited calls to standard NZ and Australian numbers calls from your mobile are included as per your mobile plan^^
<b>Self Service Portal</b>			
Real-time management of call management features and outbound call reports			
<b>Training and Optimisation</b>			
available as optional services			
OPTIONS			
<b>Reception Console</b>	Manage calls through a web interface to direct and transfer calls		

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<b>Smart Number</b>	Direct calls using our simple management interface
<b>Call Queue</b>	Hold calls using a queue function to deliver calls when you are available
<b>Hunt Group</b>	Distribute calls to one or multiple users
<b>Automated Attendant</b>	Answer and direct calls with recorded messages

\* Not available on mobile. ^ IP phones, audio conference endpoints, and IP DECT can be used on any compatible internet access. ^^ Other Calling Rates - International and special calling rates apply.

### SERVICE CONDITIONS

- One Business with Webex Mobile subscription is available on 1, 24, or 36-month terms.
- One Business with Webex Softphone, Premium, and IP Phone subscriptions are available on a 24 or 36-month term or as otherwise agreed to by the parties.
- Subscription profiles are priced per user per month and are exclusive GST. Charges may apply if changes are made to profile subscriptions.
- All 24 and 36-month term plans are subject to standard early termination fees if you drop below 80% of the Initial Agreed Users.
- Roaming calls and calls to special numbers, such as 018 or 0900 numbers, are not included in your pricing plan, for these calls standard calling rates will apply.
- One New Zealand is not responsible for other carriers' connectivity or network performance.
- Mobile data is required, and it is the User's responsibility to ensure sufficient mobile data is available.
- A current, eligible One New Zealand business mobile plan must be utilized when using the One Business with Webex Mobile profile. If you wish to connect a User who has an eligible Mobile plan but has their own billing account, you must obtain their consent to add them as a One Business User. You will need to advise the User that their usage details (including usage on the eligible mobile plan) will be visible to your One Business Administrators.
- Features may differ between devices or profiles.
- It is your responsibility to ensure that you have compatible access service and connectivity in place to support your deployment. This includes but is not limited to, physical connectivity, power, bandwidth, and internet access.
- Telephony hardware such as Desk IP phone, DECT cordless IP phone, Conference IP phone, ATA, and device power supplies are available on request. Additional monthly fees apply.
- If you purchase the Reception Console feature, you must take the One Business with Webex Premium profile and an IP Desk Phone (Premium) for each Reception Console User.
- You are responsible for providing adequate structured network cabling (CAT5e or greater) is required for IP phones, including power, ethernet, or PoE.
- When using desktop, laptop and/or IP phone One Business with Webex services consume data and require at least the below outlined synchronous bandwidth requirements. You are responsible for ensuring your environment allows for these bandwidth requirements, is capable of connecting to One Business with Webex, and for any associated costs if a Third-Party Internet Access method is consumed: (a) 100Kbps per Voice Call; (b) From 2Mbps per Video Call; (c) The number of concurrent calls is determined by the bandwidth available. For specific access requirements, refer to the ready guide for technical details.
- For the latest One Business with Webex app requirements for PC, Apple iPhone & iPad; and Android devices, please visit <https://help.webex.com>.
- You will be required to accept Cisco's end user licence agreement and Cisco's Webex Retention Policy will apply.
- Assisted Installation for hardware is available. Charges apply (per site).

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- Onboarding and MAC (Moves, Adds, Changes) may apply.
- For Full terms and conditions, refer to <https://www.one.nz/legal/terms-conditions/>