

Inbound Product Terms

From 1 September 2017



These Product Terms are part of, and supplemental to, the Master Services Agreement between Telegate (us, we, our) and the Customer (you, your).

This document outlines the following:

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1. Service Description

The Inbound Service provides you with a service that allows callers from a region that you specify to use one telephone number to contact you.

You can choose the type of Inbound Service that you receive - Freecall One8, Freecall 1800, Priority One3 and Priority 1300 all of which are described below.

Freecall 1800	Automatic reverse charging feature so that the caller does not pay for the call if that caller is calling from within Australia* and from a basic telephone service. (This feature is not available for callers that are calling outside Australia). Freecall 1800 have ten digits starting with "1800".
Priority One3 and Priority 1300	Allows calls from anywhere in Australia and from some international locations*. The charges for international calls are paid by the caller (and you do not pay charges for international calls to your Priority One3 or Priority 1300 service terminating on a fixed line service). International calls may originate only from countries where we have an agreement in place to support the Priority One3 and Priority 1300 services. Priority One3 numbers have six digits starting with "13". Priority 1300 numbers have ten digits starting with "1300" (plus any applicable international codes).

* If you have previously limited your Inbound Service to a particular "state", your callers may only be able to call from a limited number of locations (including some international locations).

- a. Telegate may from time to time vary the composition or characteristics of the provision of these Services, including selection of the Carrier.

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- b. Telegate will provide service to the extent, and to the standard, its Carriers provide those services to Telegate.
- c. Telegate does not warrant that it will be able to provide all services and will not be liable for any failure to do so.
- d. The Customer will not, in its use of the Services, breach any law, breach any person's rights, or otherwise cause loss, liability, or expense to Telegate or any Carrier.
- e. The Customer must when using the Services, comply with all statutes, regulations, by-laws, or license conditions of any government body.

2. Service Features

An Inbound Service has the features listed in the table below. Some of the features have limitations which are specified in the table below:

Standard Features	
Time & Day Manager	You can redirect incoming calls to other specified answer points depending on the time of day and/or day of the week.
Call Splaying	For some Inbound Services you can distribute incoming calls across up to ten answer points that are nominated by you. You can choose the percentage of calls to be distributed to the answer points and the percentage of calls to an answer point can be as little as 1%. There may be a maximum percentage of calls that a particular answer point can handle based on the answer point's ability to handle call volume.
Call Overflow	For some Inbound Services, you can automatically divert calls to an alternative answer point that is nominated by you and that answer point will apply when the original answer point is busy or not answered. A call may have up to three overflows, after which the call will be forwarded to a recorded voice announcement that we play. In some cases, only one overflow may be available. We will charge you the applicable rates from answer point that the call is picked up from.
Area Code Manager	We route calls to one answering point for each group of one or more of the charging districts (in Australia) that you designate.
Mobile Manager	You can specify one unique answer point for mobile telephone calls. Mobile calls can be routed to up to eight different answer points but only one answer point per area is allowed in each of the following areas: Queensland, New South Wales, ACT, Victoria, Tasmania,

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	South Australia, Northern Territory and Western Australia.
Advanced Mobile Manager	For some Inbound Services (depending on technical availability and the mobile telephone network of the caller) you can define a unique answer point for calls from mobile telephones.
Enhanced Features	
Local Area Manager	You may be able to specify different answer points for calls coming from our different exchange service areas (or groups of them). This feature is limited where an exchange does not supply full calling line identification (CLI).
CCD Manager	You may be able to specify different answer points for calls coming from different census collection districts (CCDs). We get the information for this from the white pages directory. This feature is limited where an exchange does not supply full CLI.
Postcode Manager	You may be able to specify different answer points for calls coming from different postcodes in Australia. We get the information for this from the white pages directory. This feature is limited where an exchange does not supply full CLI.
Traffic Allocator	To effectively distribute high traffic loads across multiple answer points.
Redirect	Allows calls to be redirected to alternative answer points based on a plan that you give us in advance. We aim to activate the redirection within two hours of you faxing your request to us.
Silver Service	Where calls are routed from particular telephone numbers to particular answer points. You can specify up to 1000 numbers and 20 answer points. (Note that some services may only be able to have up to ten answer points. This feature is limited where an exchange does not supply full CLI. The feature may not support mobile numbers for some Priority 1300 and Freecall 1800 services).
Service Manager	Where you can make changes by telephone to your nominated answer point or to Time & Day Manager, Call Splaying and Call Overflow features.
SMS Manager	Where you can connect to the Telstra SMS network and receive SMS from customers and potential customers via your Inbound Service.

3. Connection of Inbound Services

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- a. Unless we agree with you otherwise, we will connect your Inbound Service during our standard business hours. Our standard business hours are 8am - 6pm Monday to Friday (excluding public holidays).
- b. We may charge you additional connection charges if you require a non-standard connection for your Inbound Service.
- c. Charges will be quoted to you in a Telegate Order Form.
- d. We may apply additional fees if you request us to perform maintenance works which are outside our service assurance commitments.

4. Transfer of Account from your Current Supplier

By signing this Agreement Telegate is authorised to sign, on the Customer's behalf and in their name, forms of authority to their Current Supplier to transfer the services as directed.

5. Technical Help Desk

- a. We will operate a help desk for your solution 24 hours a day, 7 days a week. Your authorised personnel can report incidents to our help desk at any time.
- b. The help desk will be your single point of contact for reporting technical difficulties and faults that are associated with your solution. The help desk will record and manage all reported incidents to resolution.
- c. You may nominate up to ten authorised personnel who may contact the help desk at any time. You may change your nominated personnel at any time by telling us in writing.
- d. The help desk will not provide end-user support and you must ensure that your end-users do not contact the help desk. It is your responsibility to ensure that you provide support to your end-users. We can, at your request, provide end-user support at an additional charge.

6. Minimum Period

The minimum period for each individual Service is 12 months commencing from the Service Start Date or as specified in the Telegate Order Form.

7. Service Levels

- a. Service Levels are set out in the Telegate Service Level Agreement ("SLA") document.
- b. Failure to achieve a Service Level target does not automatically entitle you to a rebate.
- c. Service rebates and how to apply for them, are described in the SLA document.

8. Your Responsibilities

- a. You must specify to us the regions from which your callers can call your Inbound Service. If callers call from regions outside your selected regions, we play them a voice recording advising the caller that a connection is not possible.
- b. You must specify to us one or more answer points for calls to your Inbound Service and we route the calls to those answer points. An “answer point” is a telephone service that you use to answer the calls. The answer point must be approved by us (and we may reasonably request you change your answer point at any time by telling you beforehand) and must be;
 - i. a 10 digit geographic number commencing with ‘02’, ‘03’, ‘07’ and ‘08’;
 - ii. a mobile number commencing with ‘04’ (except for international calls made to a Priority One3 or Priority 1300 service);
 - iii. a dial connect number commencing with ‘019’;
 - iv. an international number; or
 - v. a secure backbone, provided the secure backbone is not an answer point to another secure backbone (a secure backbone is a secondary answer point to which your callers will be directed if they call your primary answer point. The secure backbone cannot be dialled directly by your callers. The charges for a secure backbone are the same as the charges for an equivalent primary answer point).
- c. If you have a Priority One3 or Priority 1300 service and you wish to allow callers to call from international locations, you must specify a single answer point for international calls. The answer point cannot be a mobile telephone service.
- d. If you select an answer point where you are not the customer of the telephone service (that is, a third party is the customer of that telephone service), you must ensure that the third party agrees to have calls routed to their service. If that third party notifies us that they do not wish their telephone service to be your answer point (i.e. they do not want calls to be routed to their telephone service) we may suspend or cancel that answer point. We will use reasonable endeavours to contact you before suspending or cancelling an answer point.
- e. We may not always let you select certain answer points if we reasonably determine that any proposed answer point is inappropriate for the Inbound Service (including certain telephone services not provided by us).
- f. If you acquire the SMS Manager feature from us, you must comply with all applicable laws relating to marketing the availability of text messaging to your Freecall One8, Freecall 1800, Priority One3 or Priority 1300 service (including the Trade Practices Act 1974 (Cth)). You are responsible for ensuring that your customers or potential customers are not misled about the availability, features and cost of the service.

2. Acknowledgements

You acknowledge that, to the extent permitted by law, Telegate makes no representations or warranties as to the effectiveness or fitness for purpose of the Telegate network’s security. You shall make no claim against Telegate concerning our network security.