

OUR CUSTOMER TERMS INBOUND SERVICES SECTION PART B – IN-CONTROL ONLINE AND ICCD

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Certain words are used with the specific meanings set out in Part A – General of the Inbound Services section at http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus_inbound.htm and in the General Terms of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm.

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INBOUND SERVICES SECTION

PART B – IN-CONTROL ONLINE AND ICCD

1 ABOUT THIS PART

- 1.1 This is part of the Inbound Services section of Our Customer Terms. Provisions in other parts of the Inbound Services section, as well as in the General Terms of Our Customer Terms, may apply to your Telstra IN-Control Online and Telstra IN-Control Call Direct.

See clause 1 of the General Terms of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of Part A – General of the Inbound Services section at http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus_inbound.htm for more detail on how the various parts of the Inbound Services section should be read together.

- 1.2 If there is an inconsistency between this part and the other parts of the Inbound Services section of Our Customer Terms, this part prevails to the extent of the inconsistency.

2 TELSTRA IN-CONTROL ONLINE AND TELSTRA IN-CONTROL CALL DIRECT

2.1 What is Telstra IN-Control Online?

- (a) Telstra IN-Control Online is a service management tool that provides you with the ability to access, update and modify the configuration of your Inbound Service or InfoCall Service.

For example, Telstra IN-Control Online allows you to redirect call traffic during peak times, direct calls to the most suitable answering locations, change your call collection areas, monitor the status of configuration changes you have made to your Inbound Service or InfoCall Service and obtain statistical reports (at or near real time) on the call traffic of your Inbound Service or InfoCall Service.

- (b) Telstra IN-Control Online application provides you with the ability to access all IN-Control capabilities via a web browser from any location with internet access from a single login via Telstra.com

2.2 What is Telstra IN-Control Call Direct?

- (a) Telstra IN-Control Call Direct ("Telstra ICCD") is a simplified version of Telstra IN-Control Online. It is an online service management tool that provides you with an ability to manage the configuration of the following types of Inbound Services - Priority One3, Priority 1300, Freecall 1800 and SecuriDial services.

- (b) You can use Telstra ICCD to view service configurations and make simple changes (but not all changes). You can choose to use Telstra IN-Control Online in conjunction with Telstra ICCD so that you can also make more complex changes to your Inbound Service.

2.3 Intellectual Property

- (a) We or our suppliers own all the intellectual property rights in or related to your Telstra IN-Control Online, Telstra ICCD and other data that is provided to you as part of your Telstra IN-Control Online and/or Telstra ICCD. We grant you a licence to use the

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software and data only for the purpose of managing and analysing your Inbound Service and/or InfoCall Service.

2.4 Features of Telstra IN-Control

(a) The table below outlines the features of Telstra IN-Control Online and Telstra ICCD:

TELSTRA IN-CONTROL ONLINE	TELSTRA ICCD
<ul style="list-style-type: none"> • Ability to manage destinations of calls including the setting of answer points, overflows and call splaying. • Allows for time dependent routing, including time of day, day of the week and statutory holidays. • Allows all calls from a designated area (for example, a particular postcode) to be answered at the one answer point. • Ability to add answer points beginning with 02, 03, 04, 07, 08, 0011 and 0015. • Order management allowing scheduled activation of alternative call routing configurations. • Near real time statistics monitoring of your Inbound Service and/or InfoCall Service. • Ability to download historical reports covering answer point success, call distribution, average call duration by service or by answer point and overflow success. • Ability for you to set up a disaster recovery plan (for example, setting up alternative answer points etc.). • A help menu so that you can find out information on how to use your Telstra IN Control Online. • Up to thirty different user IDs are able to access Telstra IN-Control Online dependent on your Telstra Online Access Rights. • Each user ID incurs a separate connection and rental fee as set out under the Charges section. • Ability to prepare and bulk implement Inbound Business Continuity Plans through a Group Redirect functionality. This functionality needs to be requested as part of the initial application or later when required. A fee applies. 	<ul style="list-style-type: none"> • Ability to change answer point locations and overflow sequences. • Ability to create standby plans by using the same service configurations with different answer point locations and overflow sequences. • Ability to activate changes to Inbound Service in near real time or schedule changes to occur up to 12 months in advance. • You can email requests to Telstra to add, move or change features of your Inbound Service other than answer point locations or overflow sequences. The charges for these adds, moves and changes are the standard charges for adds, moves and changes to your Inbound Service. • Up to thirty different user IDs are able to access Telstra ICCD dependent on your Telstra Online Access Rights. • Each user ID incurs a separate connection and rental fee as set out under the Charges section.

2.5 Access to Telstra IN-Control Online and ICCD

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- (a) Your users can only access your Telstra IN-Control Online or Telstra ICCD service if they have:
 - (i) a username and password; or
 - (ii) a Telstra digital certificate,

That is available via either Your Telstra Tools or My Account.
- (b) If you or your users have an existing Telstra digital certificate or user name and password, you may be able to use this for your access. You must provide us with these details before we can give you access to either service.
- (c) You may apply for up to 30 users to access either service (dependent on your Telstra Online Access Rights).

2.6 Equipment that you need for Telstra IN-Control Online and Telstra ICCD

- (d) You need to have a PC or laptop with an internet connection which is supported by the following minimum browser versions:

TELSTRA IN-CONTROL ONLINE	TELSTRA ICCD
<ul style="list-style-type: none"> ○ IE 8/9, - no support for IE6 and prior versions; ○ Firefox 4 +, - no support for prior versions ○ Google Chrome 17, - no support for prior versions ○ Safari ● All in 32 and 64 bit versions ● Mobile Access via mobile browser that works with above browser code base (dependent on the type of mobile device) 	<ul style="list-style-type: none"> ○ Windows must be Internet Explorer Version 5 or later or Netscape Version 6.2 or later. ○ Macintosh, must be Internet Explorer 5.1.3 or later or Netscape 6.2 or later;

2.7 Eligibility

Telstra IN-Control Online and Telstra ICCD are not available to Telstra wholesale customers or for resale or able to view wholesale customer’s services.

2.8 Your obligations

- (a) You may only use Telstra IN-Control Online or Telstra ICCD for internal business purposes.
- (b) You must not allow a third party to use Telstra IN-Control Online or Telstra ICCD unless you have our consent in writing beforehand.
- (c) You must provide us with any changes to your details.

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- (d) You must receive training for your Telstra IN-Control Online. If you select Group Redirect functionality at point of sale, this will be included in the training. If you select Group Redirect functionality after your initial set up, a user guide will be provided and you may choose to have additional training.

You can choose to receive training for your Telstra ICCD.

The charges for training are set out in the charges section.

- (e) You must ensure that each of your users only access Telstra IN-Control Online and / or Telstra ICCD using the unique username and password (or a Telstra digital certificate, if applicable) that has been assigned to that user by us. You must ensure that each of your users keep their username and password (or a Telstra digital certificate, if applicable) secure and you must not allow usernames and passwords (or Telstra digital certificates, if applicable) to be shared with multiple users. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we are not responsible for any loss, damage, liability, costs or expenses incurred by you as a result of any user accessing Telstra IN-Control Online and / or Telstra ICCD using a username or password (or a Telstra digital certificate, if applicable) contrary to this clause unless such loss, damage, liability, costs or expenses were caused as a direct result of Telstra's negligence.

2.9 Charges

- (a) You must pay the following charges for your Telstra IN-Control Online. The connection and rental fees for Telstra IN-Control Online do not include the cost of internet connection, which is your responsibility.

IN CONTROL ONLINE	GST EXCL.
Initial connection fee	\$1,000 (once off charge per In Control Online service regardless of the number of initial users requested)
Rental fee	\$250 for users 1 to 3, \$80 per user for each additional user (per month charge, per user ID)
Once off additional user or replacement user fee	\$100 per user Once off charge per user ID (Additional users attract additional rental)
Group Redirect	No Charge if requested at time of Service Application \$100.00 (Once off Charge to add to an existing Service)

- (b) You must pay the following charges for your Telstra ICCD. The connection and rental fees for Telstra ICCD do not include the cost of internet connection, which is your responsibility.

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ICCD	GST EXCL.
Initial connection fee OR additional user OR replacement user fee	\$50.00 (once off charge per user ID)
User rental fee	\$12.50 (per month per user ID)

- (c) You must pay the following fee for training per product. The training fee is for a training session that is limited to one, three hour, face to face training session with a maximum of three people employed by you.

INCONTROL ONLINE OR ICCD	GST EXCL.
Training fee (for training held in the Sydney or Melbourne metropolitan areas)	\$600
Training fee (for training held outside the Sydney or Melbourne metropolitan areas)	\$1,000

2.10 Billing data

While we exercise reasonable care in providing statistical monitoring for your Telstra IN-Control Online, you may not rely on the information you receive from the statistical monitoring as a basis for what you will be charged for your call usage. We comply with all mandatory industry codes and applicable laws in relation to billing and if there is any discrepancy between the data contained in your bill (except where the bill contains a manifest error) and the data contained in the statistics monitoring, the data in your bill will prevail.

2.11 Service Assurance

- (a) We will provide the following support for your Telstra IN-Control Online and/or Telstra ICCD:
- (i) a user guide;
 - (ii) and a helpdesk.
- (b) We aim to respond to faults and restore your Telstra IN-Control Online and Telstra ICCD within the following time frames. However, subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we are not responsible for any failure to meet the proposed targets.

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Availability of helpdesk

Between 7.00am and 7.00pm, Monday to Friday (excluding national public holidays)

Response time*	For Telstra IN-Control Online: within two hours during business hours. For Telstra ICCD: within one business day
Restoration time**	Within 12 hours during business hours.

2.12 Termination

- (a) If you cancel your Telstra IN-Control Online before the end of 12 months after the commencement date of your Telstra IN-Control Online, you must pay us an amount equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation, which will not exceed an amount equal to 25% of the monthly charges that would have applied for the remainder of the 12 months. This is a genuine pre-estimate of the loss that we will suffer if you terminate your Telstra IN-Control Online before the expiry of 12 months.
- (b) We may cancel your Telstra ICCD if you have not used the service for more than six consecutive months but will give you reasonable notice before we do so. If you provide us with notice that you will not be using your Telstra ICCD for six months but you still want your service to continue, we will not cancel your Telstra ICCD.

* *Response time is the time between when you first report a fault to the helpdesk and when the fault is logged on our system.*

** *Restoration time is the time between when a fault is logged on our system and when your Telstra IN-Control Online or Telstra ICCD is restored.*