

Mitel Contact Centre Service Schedule

This Service Schedule forms part of your company's Agreement with NOW and should be read in conjunction with NOW's Business Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/business-terms-and-conditions/>. In the event of any inconsistency between this Service Schedule and any other clause of the Agreement, this Service Schedule takes precedence.

1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW business customers or other non-residential customers except where a separate written agreement covers other services we provide. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Terms apply to our business customers who have a NOW Mitel Contact Centre (MiCC) Service. NOW's MiCC is a cloud-based contact centre solution based on a hosted Mitel MiCC platform. It delivers cloud contact centre functionality with a management console and reporting. Agents are able to access the cloud platform using either PC software or IP telephones.

This service schedule should be read in conjunction with the [UC and IPT Service Schedule](#) where you have subscribed to both services.

2. Service inclusions and options

2.1 Service Description

The MiCC services are both part of NOW's Cloud Communications suite which is built on a Mitel VoIP platform.

These services are based on the Mitel licensing regime where individual contact centre users are assigned Mitel licenses depending on the service offering chosen. Pricing for users is dependent on the license each user has assigned. Each MiCC instance must have a minimum of 10 users throughout the term of the agreement.

The following licenses options are available for this service:

- MiCC Voice Call Centre Agent Licence – agents can answer and make voice calls.
- MiCC Multimedia Agent Licence – agents can manage voice, webchat, text and email contacts.

MiContact Center Business is priced based on concurrent agent licensing and does not include IPT or UCC licensing which must be purchased separately.

2.2 Service inclusions

As part of the service we'll provide the following service elements:

- Phone numbers
- Agent user profiles
- Selected user features
- One advanced MiCC IVR port per 8 agent licenses (these are used for callback requests or database queries).
- MiCC applications that provide:
 - Web based Agent tool (Ignite)
 - Historical data management

- Reporting
- Report distribution
- Real-time monitoring for agents and supervisors
- Forecasting
- Data-collection monitoring
- Database programming
- Services and database administration
- Call flow and IVR design. We'll work with you to decide how calls will flow on your MiCC system. This includes:
 - Identifying your main number and other pilot numbers
 - ACD queues
 - Features needed, such as Auto attendants
 - What happens to calls when no one is free to answer them
 - Customer callback
 - Skills based routing
- System configuration

2.3 Service installation

Our service delivery team will install any IP phones needed and related software and hardware, such as MiCC and UC applications, power supplies or POE switches (if requested). They'll also provide a basic overview of the service to users. This overview will be no longer than one hour. You can buy more training sessions at extra cost.

We'll notify you when the MiCC service installation is complete. At this stage the service will be operational and standard support processes will apply.

3. Service terms

1. Site audit and installation fees will apply. The cost will depend on the number of sites and whether you need a remote or onsite installation and the number of users you have. If the site audit requires extra work, like new cabling, you must arrange and pay for this to be done. Your installation will not go further until the extra work is completed.
2. We will inform you if there are additional design, build, installation and/or project management fees that are not covered by our standard MiCC design and build, and installation fees. We will provide you with a separate statement of work all MiCC deployment projects.
3. Phone numbers:
 - a) Unless NOW has agreed otherwise, all addresses, phone numbers, electronic addresses and other codes allocated to the customer remain the property of NOW.
 - b) NOW may be required to change the phone number(s) or IP addresses allocated to you. If this is necessary, NOW will give you as much notice as reasonably possible of any such change.
4. The monthly MiCC agent license charge does not include calling charges. MiCC users get a fixed landline phone number. All calls made from your IP phone and desktop applications are billed as fixed line calls based on the calling rates in your Service Subscription Agreement. Calls made through the MiCC and UCC apps will be treated as a call that came from New Zealand.
5. Agent licences are concurrent (i.e. a specific number of agents can login at one time) but licences are not tied to specific agents.
6. We aren't responsible for other service provider broadband or mobile issues impacting the MiCC service.
7. We will charge you a one-off fee for any Service Requests that require us make changes to your system. Charges will apply to all Standard and Complex Service Request items detailed in section 4 of this Service Schedule. Charges will be at the standard service charges in your Service Subscription Agreement.

8. From time to time we will need to make updates to firmware and MiCC software associated with this service. We will inform you at least 5 business days before these updates are made except where these updates are required to remedy a P1 or P2 service incident.
9. CRM integration is not included as part of the MiCC service but can be requested as a separate chargeable service.
10. Customer requirements:
 - a) At each site you have the MiCC service you'll need a data connection. The cost will depend on your solution and are extra to the monthly MiCC charges. For unmanaged (over the internet) voice services, any broadband provider can supply the connection. Where provided by us, our [Business Broadband Service terms](#) apply.
 - b) Where you operate these services over an unmanaged service (over the internet), or combine the service with your existing local area network (LAN), your IT and telecommunications network is your own responsibility including
 - Providing a network administrator to connect your located network equipment with the LAN
 - Optimising your internal network and data connections for voice services
 - Maintaining the security for all areas of your LAN network
 - Maintaining the LAN or computer equipment and any related cabling
 - c) Network environment. You'll need to provide a suitable environment for network terminating equipment, such as:
 - Customer Line Network Equipment (CLNE)
 - Network Switches
 - Cabling and datapoints for IP Phones
 - d) Music licenses. You're responsible for the music licenses for any music you upload to be used by the MiCC system. If the use of any such music by your Services causes us to face any costs or claims, you'll indemnify us.
 - e) It is your responsibility to ensure that you have the appropriate number of agent licenses to account for peak agent requirements to meet your heaviest traffic times.

4.0 Service Levels

4.1 Provisioning

NOW will provide you with a target date for the deployment of services for each site and commencement of the Service. Our provisioning times start on the date that you have provided all of the information we require to design, build and provision the service, and end when the service is deployed and ready for use.

Provisioning times are indicative only and actual provisioning times may change depending on a number of factors such as:

- The availability of network infrastructure;
- The availability of IPT hardware;
- The provision of timely access to your premises in order to undertake the provisioning or change required; or
- Any other factor that is beyond our reasonable control.

The Service Targets for the provisioning and service requests of your Service are as follows:

DESCRIPTION	SERVICE TARGET (BUSINESS DAYS)
Simple Service Request	2 days
Standard Service Request	3 days
Complex Service Request	As agreed

4.2 Service Requests

A service request is any change to your provisioned service. Example of service request types are as follows:

4.2.1 Simple changes

- Any service change that is made that takes less than 10 minutes.

4.2.2 Standard changes

- Add an agent
- Add an agent to a queue
- Change an agent license type
- Change to on-hold music
- Setup or modify ACD queue
- Change to IVR schedules
- Add, remove or change one of the following features:
 - Call queue
 - Call analytics
- Any other request not classified as simple or complex

4.2.3 Complex changes

Complex changes will typically require a statement of work. We will prepare these on request and specify applicable charges based on our standard hourly labour rates.

- Any request that needs significant redesign of your MiCC solution
- Move to another network connection
- Add or change a new Bitstream 2, Bitstream 3, DFAS connection
- Change of a router on an existing Data connection
- Move of address
- Create new report
- Add a MiCC IVR port
- New detailed call flows that require holiday schedules, weekly schedule, auto attendant etc.
- Changes to existing CRM integration
- Add, remove or change one of the following features:
 - Liquid voice recording

4.3 Service Assure

- NOW will provide the Customer with access to the NOW Service Assure during standard support hours to record an Incident or Service Request relating to the Services.
- NOW Service Assure will receive an Incident or Service Request from a Customer via email or phone. All Priority 1 service incidents must be reported by phone.

- NOW Service Assure are the primary point of contact for the recording and managing of all technical support related Incidents and Service Requests.
- The Customer must report perceived Priority 1 (P1) and Priority 2 (P2) Incidents to NOW Service Assure by phone to ensure prompt attention and support.
- All phone calls will be answered by a NOW service agent who will record the Incident and assign a Priority.

The target service assurance restoration levels cover;

- response times
- restoration targets
- status updates

SERVICE LEVEL	SERVICE TARGET
Response time Priority 1 Priority 2 Priority 3	30 mins 60 mins 120 mins
Restoration target Priority 1 Priority 2 Priority 3	4 hours 8 hours 24 hours
Status update Priority 1 Priority 2 Priority 3	60 minutes 120 minutes 180 minutes

Priority level definitions

- **Priority 1** – Severe business impact. Site services unavailable to all users.
- **Priority 2** – Medium to High business impact. Site services unavailable to some users. Service degradation
- **Priority 3** - Minor service degradation, specific service functionality unavailable

Response time starts when we receive a valid service fault notification and ends:

- When our own diagnosis has been completed from automated systems
- When we advise you that a fault has been identified and that work has commenced to identify the fault; or
- When we advise that a site visit is necessary

Restoration time is the period commencing from when we receive a valid service fault report and ends:

- When the Service is restored to full working order; or
- When a temporary repair is performed which allows the service to be used.

Status update may be in the form of advice received from us that the fault has been determined by remote diagnostics to be our responsibility and that we have commenced work to resolve that fault; That a site visit is necessary; or on the progress made on correcting the fault and the estimated restoration time.

Valid service fault notification. A valid service fault notification is deemed to follow this process:

- Notification to the appropriate support channel as listed in this document.
- Customer to include the following information:
 - Customer name;
 - Service ID of the Service affected by the Incident (if available);

- Name and contact details of the person reporting the Incident on behalf of the Customer;
- Description of the Incident;
- Details of any diagnostics that have been performed by the Customer;
- Customer Site contact;
- Name and location of the Customer Site that is affected by the Incident; and
- Business or trading hours of the site.

4.4 Availability

SITE	SITE AVAILABILITY TARGET
NOW broadband provided access	99.5%
Other service provider broadband access	Best efforts

Site availability is measured as minutes in year less site outage time divided by minutes in year. Exclusions from outages include:

- Customer-induced outages
- Planned outages
- Acts of god (e.g. earthquake)

In the event that a disruption does occur, interruptions should be logged promptly with our NOW Service Assure.

4.5 Planned Outage:

On the occasions that we need to undertake an outage, we will attempt to give you a minimum of 5 business days' notice of the timing and duration of the planned interruption. At times, however we may have to action a planned notice with less than 5 business days. We aim to keep the timings and durations of planned interruptions as advised, however in some exceptional circumstances we may need to reschedule or increase the duration, with less notice than 5 business days.