NOW REACH 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 business customers who have a NOW Reach Service. NOW Reach is a cloud-based PBX solution built on a hosted Telepo VoIP platform. It delivers cloud telephony features and functionality on your IP desk phone, Desktop/PC and/or mobile app.

2. Service inclusions and options

2.1 Service Description
NOW Reach is part of NOW's Cloud Communications suite which is built on the Telepo VoIP platform.

These services are based on a licensing model where individual users are assigned licenses depending on the service offering chosen. Pricing for users is dependent on the license each user has assigned. To subscribe to this, your service must have at least three users of the same license type.

The following license options are available for this service:

- **Base Deskphone Reach License** - This allows users to access the service using a physical deskphone or SIP DECT Cordless and voicemail functionality.
- **Base UC Reach License** - This allows users to access the service from either a PC softphone, or a physical deskphone.
- **Premium Reach License** - This allows users to access the service from either a PC softphone, or a physical deskphone and a mobile softphone application on their iOS or Android mobile device. VoIP calling will use either mobile or Wi-Fi data to connect back to the Reach servers.
- **Hunt group**. This allows you to group users so that when a call enters their group extension their endpoints simultaneously or sequentially ring.
- **IVR.** An automated attendant for directing calls to appropriate extensions within the system. Basic or advanced options available.

- **Call reporting** – (optional) Basic or advanced reporting available. Call data collected and displayed visually displayed on an online dashboard. Call reporting is available through a portal. All users in an organisation must subscribe to call reporting.
- **Call recording** – (optional) allows organisations to have an always on call recording solution for your users. Call recordings are available through a portal on the Liquid Voice platform. There is a minimum of 10 users required for this. For more information, please see the Call Recording Service Schedule.
- **Call Centre Lite** (optional)– allows users to log in and out of an Automated Call Distribution queue and to receive calls based on the routing rules that have been set up in the system. Licensing is per user and are on a concurrent user license rather than a named user basis.

2.2 Service inclusions

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

- Phone numbers (NOW range or ported from another NZ Telco network)
- User profiles based on the license types selected for each user.
- Selected user features
- Call flow design. We'll work with you to decide how calls will flow on your NOW Reach system. This includes:
    o Identifying your main number and other pilot numbers
    o Features needed, such as Hunt groups
    o What happens to calls when no one is free to answer them
    o Voicemail with voicemail to email option
    o Scheduling of where to direct calls for after hours, weekends and public holidays.
- Hunt group membership.
- IVR messaging.
- System configuration

2.3 Service exclusions

As part of the service, the following service elements are not included:

- SMS messaging – this is not currently supported by NOW but we can assist you with setting this up through a third-party supplier. Charges apply.

2.4 Service installation

Our Service Delivery team will install the IP phones needed and related software and hardware, such as Unified Communications applications, power supplies or POE switches (if requested). Self-guided online training materials will be provided. Additional training can be provided at an additional cost.

We'll notify you once the installation is complete, or on the agreed date if you're completing a self-installation. 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 fees 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 installation fees. We will provide you with a separate statement of work for complex deployment projects.
3. Standard deskphone installation includes deployment of equipment from the wall port to the phone. No patching to POE or running of cables is included. This needs to be completed prior to arrival of NOW Staff.
4. If NOW are providing the POE switch, all cabling needs to be pre-run (and labelled clearly) prior to the install date.
5. 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.
6. The monthly user charge does not include calling charges. NOW Reach users get a fixed landline phone number. All calls made from your IP phone, mobile app and desktop applications are billed as fixed line calls based on the calling rates in your Service Subscription Agreement. Calls made through the soft clients will be treated as a call that came from New Zealand.
7. We aren't responsible for other service provider broadband or mobile network issues impacting the NOW Reach service.
8. The customer shall be responsible for any charges that results from unauthorised use of the NOW Reach system this includes, but is not limited to, hacking, employee fraud etc
9. The self-service portal supports you to make changes to your Reach phone system. A self-training video is available to assist you in making these changes. If you request NOW to complete these, we will charge you a one-off fee for any Service Requests that require us make changes to your system. A flat-rate charge will apply to all Standard Service Request items detailed in section 4.2 of this Service Schedule. Charges for complex Service Requests will be charged on at the time and materials labour rates listed in your Service Subscription Agreement which we will agree with you prior to performing any work required.
10. We will agree a call flow design with you prior to your installation date. Any changes made to this design after sign-off can be completed through the self-service portal or can be completed by NOW and charged at standard labour rates.
11. From time to time, we will need to make updates to phone firmware and NOW Reach 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.
12. Customer requirements:
    a) If you need IP phones, you'll need to use NOW provided IP phones, which can be purchased from NOW at an additional cost to your monthly user charges. If you need IP phones and/or desktop apps at a fixed site, you'll need a data connection. The cost will depend on your solution and are extra to the monthly user 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:

    i. Providing a network administrator to connect your located network equipment with the LAN.

    ii. Optimising your internal network and data connections for voice services.

    iii. Maintaining the security for all areas of your LAN network.

    iv. Maintaining the LAN or computer equipment and any related cabling.

    v. Configuring your firewall to work with the service.

    vi. Notifying NOW of any upcoming network changes by yourself or your IT provider.

c) When using the mobile app, you'll need a mobile data connection if out of range from WiFi. Any mobile provider can supply the mobile data connection. To use the NOW Reach mobile application, you must have an Apple or Android phone with one of these operating systems:

    i. Android – compatible with the three latest released Android versions.

    ii. iOS – compatible with the two latest released iOS versions.

Associated data costs will be charged as per your standard data plan.

d) To use the NOW Reach PC application, you must have a computer with one of the operating systems listed below:

    i. Microsoft Windows 10

    ii. MacOS – two latest officially released versions

e) Network environment. You'll need to provide a suitable environment for network terminating equipment, such as:

    i. Customer Line Network Equipment (CLNE)

    ii. Network Switches

    iii. Ethernet Cabling and datapoints for IP Phones

f) Music licenses. You're responsible for the music licenses for any music you upload to be used by the UCC and IPT system. If the use of any such music by your Services causes us to face any costs or claims, you'll indemnify us.

g) Emergency calls. You must provide other means for making emergency and 111 calls. These can't be made using the NOW Reach service in the event of a service outage, power failure or disruption. NOW is not responsible if an emergency call is made from a UC application using a non-geographic device (i.e. mobile phone) presenting a fixed line CallerID and the emergency services are not able to identify your location.

h) Analogue devices. Analogue devices do not operate over NOW Reach without some form of conversion to VoIP. It is your responsibility to investigate their continued operation before you migrate to NOW Reach. Analogue devices that may not operate include faxes, EFT-POS machines, monitored alarms and telemetry machines.

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 NOW Reach hardware;
- The provision of timely access to your premises in order to undertake the provisioning or change required; or
- Other network operator delays with allowing numbers to be ported to our network.
- 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 where you require NOW to make the change on your behalf. 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 a user
- Change to on-hold music
- Change to IVR schedules or options
- Add, remove or change one of the following features:
  - Hunt/ring group
  - Toll bar
  - Function numbers
  - Group mailbox
  - Voice prompts
  - Device key programming
- Resend softphone invitations

- Password resets
- Add, remove or change the following hardware:
    - New deskphone

4.2.3 Complex changes

- Add a new site
- Any other change not listed above.

4.3 Service Assure

- NOW will provide the Customer with access to the NOW Service Assure during standard business support hours to record an Incident or Service Request relating to the Services. Incident reported after standard business support hours may not be processed until the following business day.
- 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.