



BUSINESS FLAT RATE CALLING PLAN 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 Business Flat Rate Calling Plan.

2. Service options

2.1 Service Description

The Business Flat Rate Calling Plan provides special pricing for your NOW business telephony service. This Business Flat Rate Calling Service Plan applies only to the following NOW business telephony services:

- MS Teams Calling
- NOW Reach

2.2 Calling Types

The following calling types are covered by this service:

- Local calls
- National calls
- NZ mobile
- Australia landline
- Australia mobile

3. Service terms

1. This service schedule should be read in conjunction with the [Business Calling Service Schedule](#).



2. Each user of the telephony services identified in 2.1 within your organisation will be charged a monthly fee to cover the calling charges of the destinations listed in 2.2. This monthly charge will be listed in your Business Services Subscription Schedule. All other call types will be charged as per standard business voice call rates. A one-minute minimum call charge applies to all telephone calls. Per second charging applies after the first minute.
3. Flat rate calling must be purchased for all users of the chosen telephony product and cannot be applied only to high calling users of the service.
4. Flat rate calling cannot be purchased for contact centres, auto dialers, or similar.
5. Fair use applies to the Flat Rate calling service to prevent fraud and abuse of the Services. If there is excessive or unreasonable use, we may without further notice, apply charges to your account for the excessive and/or unreasonable element of your use; suspend, modify or restrict your use of our service or withdraw your access to the service. NOW will determine that fair use has been breached by comparing your organisation's calling usage against the average usage of other organisations using this plan.
6. NOW's standard per minute calling prices are detailed in your Business Service Subscription Agreement or are available on request.
7. NOW's Flat Rate Calling Plan pricing is subject to change with 30 days' notice.
8. Your telephony services are separate from your calling plan and are covered by their own Service Schedules..