



# AAPT Business Inbound Voice Service Schedule

An AAPT Data & Networking Solution



This Service Schedule forms part of the Agreement between Us and You and cannot be used as a stand-alone agreement. Any terms defined in the Service Agreement and the Service Order Form have the same meaning in this Service Schedule unless defined in this Service Schedule or the context requires otherwise.

We will be Your exclusive provider of the Service described in this Service Schedule. To place an order for this Service, please sign and return to Us the Service Order Form provided to You.

**Service Agreement** means Our current "Standard Service Agreement", a copy of which is available at <http://www.aapt.com.au/businesslegal>, or such other agreement as may be agreed in writing between Us and the You (in which case the latter will take precedence).

## Part 1 – Service Description

### 1. Description

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The AAPT Inbound Voice Service provides You with a single national telephone number for incoming telephone calls (Inbound Service Number).

#### 1.1 AAPT Freedial 1800

The AAPT “FreeDial 1800” Service allows callers to contact You from anywhere in Australia using a ten digit Inbound Service Number. The caller pays no call Charges if the call is made from a standard telephone service. Charges may be incurred if callers use non-standard telephone services, including payphones, hotels and mobile phones.

#### 1.2 AAPT Localdial 1300

The AAPT “LocalDial 1300” Service allows callers to contact You from anywhere in Australia using a ten digit Inbound Service Number. The caller pays the local call rate applicable to it if the call is made from a standard telephone service. Additional Charges may be incurred if callers use non-standard telephone services, including payphones, hotels and mobile phones.

#### 1.3 AAPT Quickdial 13

The AAPT “Quick dial 13” Service allows callers to contact You from anywhere in Australia using a six digit Inbound Service Number. The caller pays the local call rate applicable to it if the call is made from a standard telephone service. Additional Charges may be incurred if callers use non-standard telephone services, including payphones, hotels and mobile phones.

#### 1.4 AAPT Presence

The AAPT “Presence” Service provides a geographic access number in a specific location around AAPT’s national points of presence. It allows call capture points throughout Australia whilst giving the appearance that the caller is calling a local business operator. The product works exactly in the same manner as a national 1300/1800 service except the dialed number is a local geographic number. Simple routing features are available by time of day, day of week and overflow. All call charges are incurred by the Presence Service Customer.

### 2. Features and Functionality

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#### 2.1 Basic Features

**Numbers:** New Inbound Service Numbers will be provided for new Services. If You have existing inbound services with other suppliers, You may transfer these existing inbound service numbers to Us.

**Calls:** Calls to an Inbound Service Number can originate from any telephone service in Australia or any international location.

AAPT will route the Inbound Service Number to Your pre-determined telephone number (Answer Point), which may be a standard telephone service, mobile or international service. Calls are

defined based on their originating number and destination and are then charged as Local, National, Mobile, Mobile Answer Point or International Answer Point accordingly.

**AAPT Route:** Time & Day routing (excluding origin based routing) will allow You to direct calls to Answer Points based on designated times of day, days of the week or dates including weekends and public holidays.

**AAPT Call Break:** Automatic Call Distribution: Call splaying allows call distribution across up to ten nominated Answer Points in accordance with pre-determined percentages (totalling 100%).

**Extension Call Allocation:** Extension call allocation allows callers to dial an extension number (less than 6 digits) within a specified extension range. The call is directed to the nominated Answer Point based on the extension entered.

**Speed Dial:** The Speed Dial feature allows You to dial a location quickly by following the prompt from a recorded message. The call is directed to the nominated Answer Point.

**AAPT Security Access Code:** AAPT security access code prevents unauthorised use of the Inbound Voice Service by requiring callers to enter a security access code. If the user fails to enter the correct code on 3 occasions, the call will be redirected to an alternative Answer Point.

**AAPT Call Diversion:** Call Diversion allows You to nominate an alternative Answer Point if the primary Answer Point is engaged, not answered or not obtainable. Call Diversion is available for up to 8 levels. This functionality is subject to technical availability.

**AAPT Call Screen:** Call Screening enables You to separate Your customers based on customer defined calling groups to predefined Answer Points. There is no announcement or dialling by customers. Call Screening looks up a pre-defined list and instantly redirects to the Answer Points requested. Up to 99 calling groups can be set.

## 2.2 Enhanced Features

**Origin Based Routing:** Origin Based Routing allows You to specify the call collection areas from which the Inbound Voice Service can be accessed. It also allows You to restrict access to the Inbound Voice Service by diverting calls from a specified call collection area to a pre-recorded message. Origin Based Routing can apply to:

**Geographic Area:** Geographic zones are predefined across Australia including state, major regional and minor regional.

**Exchange:** For fixed line calls, You may specify certain exchanges as the call collection area and assign those exchanges to an Answer Point.

**Postcode:** For fixed line calls, You may specify certain postcodes as the call collection area and assign those postcodes to an Answer Point. This Service is subject to technical availability and may not be accessible where the relevant exchange cannot provide calling line identification (CLI).

**Mobile:** Mobile calls may be routed geographically by major and minor (238 locations) region, with the origin of the call being determined by the location of the mobile call when it first connects to the Inbound Voice Service. Calls from mobile services, which do not provide a mobile origin location indicator (MOLI) cannot be routed geographically and will be directed to Your default Answer Point.

**Time of Day and Day of Week (including Origin Based) Routing:** Time and Day (origin based) routing allows You to direct incoming calls to Answer Points depending on the time of day and day of week (including weekends and public holidays), based on the origin of the call.

**Customised Voice Response:** This functionality allows a user, after being prompted by a pre-recorded voice message, to select from a number of options using his or her telephone key pad. The user is then directed to the appropriate Answer Point.

### 2.3 Value Added Services

**AAPT INCharge Origin Based Routing (OBR) Application:** AAPT INCharge allows You to manage Origin Based Routing and other features as listed below:

- Geographic Area Level Routing
- Postcode Level Routing
- Exchange Level Routing
- Mobile Routing
- Day & Time Routing
- Automatic Call Distribution (Splaying)
- Security Access Code (Call Authorisation)
- Extensions
- Department Number

## 3. Provisioning the Service

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### 3.1 Installation

AAPT's Services are installed during our normal business hours (8.00am to 5.00pm Sydney time), excluding weekends and public holidays. If You have any requests outside of these hours please ensure that Your account manager is informed.

### 3.2 Amendments to Services

If requested, We will make amendments (including Emergency Amendments) to the Service during normal business hours (8.00am to 5.00pm Sydney time, excluding weekends and public holidays).

An Emergency Amendment is an amendment to the AAPT Inbound Voice Service requested by You to be actioned within 1 Business Day of receipt of the request. AAPT will endeavour to make any Emergency Amendment within 1 Business Day of receipt of Your request but cannot guarantee We will meet this time frame. Any amendments to the Inbound Voice Service will incur additional Charges which We will advise You of at or shortly after the time that You request an amendment.

## **4. Operation of the Service**

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### **4.1 Availability**

The AAPT Inbound Voice Service is provided on the Our Network, which has interconnection arrangements with all major national carriers. The Network features intelligent network and service control point functionality together with redundancy of core switching, call routing and transmission facilities.

### **4.2 Maintenance**

To enable Us to reliably deliver the Service over Our Network, We need to undertake periodic maintenance of Our Network. These planned maintenance windows are scheduled to minimise any impact on Your AAPT Inbound Voice Service.

### **4.3 Fault Maintenance**

#### **4.3.1 Customer Contact Centre**

The AAPT Customer Contact Centre is responsible for receiving Your requests for network service restoration 24 hours a day, 7 days a week, and managing restoration of the affected Service.

#### **4.3.2 Restoration**

To prioritise resources, the AAPT Customer Contact Centre representative will prioritise faults into severity categories according to the fault impact. A unique job number will be issued and used in any follow up contact with Your point of contact.

#### **4.3.3 Contact Details**

All faults must be reported to the Customer Contact Centre on 1800 357 597 by providing:

- Your customer number and account number;
- details of the affected Service;
- the time and date of the fault;
- a detailed description of the fault and;
- the contact details for Your point of contact who will accept the fault response call.

### **4.4 Customer Service and Billing**

#### **4.4.1 General Enquiries**

The Customer Contact Centre will respond to general enquiries regarding the AAPT Inbound Voice Service, product information, work status and information requests. Faults may be reported to the Customer Contact Centre 24 hours a day, 7 days a week. Billing enquiries will be actioned by the Customer Contact Centre between 8.30am and 8.00pm (Sydney time) Monday to Friday.

The Customer Contact Centre can be contacted on 1800 357 597.

#### **4.4.2 Moves, Adds and Changes**

AAPT's representatives are responsible for arranging "business as usual" moves, adds and changes to the Inbound Voice Service. AAPT's

representatives can be contacted via the Customer Contact Centre on 1800 357 597.

These "moves, adds and change" will incur additional Charges which We will advise You of at or shortly after the time that You request a "move, add or change".

#### **4.4.3 Billing**

Invoices are issued in accordance with the terms of the Agreement. Each invoice will include a call summary by Service number and Answer Point. All billing enquiries should be made to the Customer Contact Centre on 1800 357 597

## **Part 2 - Charges**

Please refer to the Service Order Form



## Part 3 – Service Levels

### 1. Service Delivery Performance

#### 1.1 Service Levels

| SERVICE ATTRIBUTE                    | ATTRIBUTE DEFINITION  | SERVICE LEVEL COMMITMENT  |
|--------------------------------------|---|---|
| <p><b>Service Reception</b></p>      | <p>Answering a telephone call from You and logging information relevant to a fault or other details relevant to the Service required.</p> | <p><b>Service Restoration</b></p> <p>Call reception is available 24 hours a day, 7 days a week, 52 weeks a year.</p> <p>85% of calls will be answered within 20 seconds.</p> <p><b>Billing Enquiries</b></p> <p>Call reception is available on Business Days, 0830 to 2000 (NSW time).</p> <p>85% of calls will be answered within 20 seconds.</p> <p><b>Provisioning Enquiries</b></p> <p>Call reception is available on Business Days, 0830 to 1730 (NSW time).</p> <p>85% of calls will be answered within 20 seconds.</p> |
| <p><b>Standard Service Hours</b></p> | <p>Those hours during which, when a fault is reported or detected, AAPT will commence restoration work.</p>                               | <p>24 hours a day, 7 days a week, 52 weeks a year</p>   |
| <p><b>Monitoring Hours</b></p>       | <p>Those hours during which the Service monitoring systems are operational.</p>   | <p>24 hours a day, 7 days a week, 52 weeks a year</p>   |

| SERVICE ATTRIBUTE                  | ATTRIBUTE DEFINITION   | SERVICE LEVEL COMMITMENT  |
|------------------------------------|--|---|
| <b>Response Time</b>               | The elapsed time, during Standard Service Hours, between reporting a fault to AAPT and confirmation to You that initial diagnosis has been completed and an estimated time to restore is provided, if known. | 2 hours (95%)   |
| <b>Progress Updates</b>            | Updates on the status of Service restoration activity.   | Provided to You on a significant event basis, or as agreed.   |
| <b>Service Availability</b>        | Monitoring Hours less downtime outside the standing window for planned outages, divided by the Standard Service Hours, expressed as a percentage.<br><br>Measured monthly on a site-by-site basis.           | 99.9%   |
| <b>Service Restoration</b>         | The elapsed time, during Standard Service Hours, between You reporting a fault to AAPT and confirmation to You that the Service has been restored to the levels defined in this Service Schedule.            | Metropolitan areas – 4 hours<br>Rural areas – 4 hours plus 1 Business Day<br>Remote areas – 4 hours plus 2 Business Days  |
| <b>Planned Outage Notification</b> | Notice of any planned maintenance that could cause a Service outage.   | Notification at least five Business Days in advance either by letter, telephone, fax or e-mail.<br><br>In the case where emergency maintenance needs to be conducted, AAPT will endeavour to provide at least 24-hour notice, although may not be able to do so in all circumstances. |

| SERVICE ATTRIBUTE                 | ATTRIBUTE DEFINITION   | SERVICE LEVEL COMMITMENT   |
|-----------------------------------|--|--|
| <b>Service Installation</b>       | The elapsed time between the confirmed acceptance of an order for the Service (as set out in the Service Order Form) and the installation of the relevant Service, unless You specify a longer time              | New Services (not ported) with 1 Answer Point – 4 Business Days<br><br>Ported Services with 1 Answer Point – 7 Business Days<br><br>New or ported Services with 2 or more Answer Points – 10 Business Days<br><br>New or ported Services with 2 or more Answer Points plus CVR – 6 Business Days   |
| <b>Service Amendment</b>          | The elapsed time between the confirmed acceptance of an order for an amendment to the relevant Service, <b>as set out in the Standard Moves, Changes and Cancellation Form</b> unless You specify a longer time. | With CVR – 13 Business Days<br>Without CVR – 3 Business Days<br><br>Emergency change in Answer Point – 2 hours (during Standard Service Hours), 4 hours (after hours)<br><br>Amendments to 3 or more features – by agreement with You in writing<br><br>Cancellations – 3 Business Days<br><br>Account transfers – 5 Business Days<br><br>Change of lessee – 5 Business Days |
| <b>Billing Enquiry Resolution</b> | The elapsed time during Standard Service Hours between receipt of the billing enquiry and confirmation to You of the resolution.   | Response time: within 2 Business Days<br><br>Resolution time: within 15 Business Days  |
| <b>Bill Issuing</b>               | The time elapsed from the end of each billing period until the date which Your invoice for that period is issued by AAPT.  | 15 Business Days   |

## 2. Service Level Conditions

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### 2.1 Exclusions

Service Levels are not applicable:

- where the outage is caused or contributed to by any act or omission by You or a third party (excluding AAPT contractors);
- where planned outages are undertaken by AAPT;
- where You knew or ought to have known that an outage was likely to occur and did not give AAPT reasonable notice of this fact;
- where disruption or delay in restoring the Service is caused or contributed to by You;
- where a delay in restoring the Service is caused by a Force Majeure Event;
- where You have not paid any Charges when due for the month that the rebate is claimed.

## Part 4 – Additional Terms and Conditions

### 1. Transfer of Services to Us

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- 1.1 If, in providing the Service, We need to change Your arrangements with Your current supplier of telecommunications services, then We will do so in accordance with this paragraph 1.
- 1.2 You authorise Us to sign on Your behalf and in Your name forms of authority to Your current supplier to transfer Your accounts into our name.
- 1.3 You authorise (and if requested by Us, agree to give written instructions to) Your current supplier of telecommunications services to transfer to Us all telecommunications services relating to the telephone numbers transferred to Us and to provide Us with all information necessary for this purpose.
- 1.4 If Your current supplier credits Us with any amount concerning services provided before the date of transfer, We will credit that amount to Your account.
- 1.5 If Your current supplier raises a proper charge relating to a service it provided to You, We will advise You accordingly. You must pay Your current supplier that amount. If You dispute the amount claimed, You must promptly notify Us in writing.
- 1.6 We will not accept any liability for any amounts owing by You to Your current supplier for a service that Your current supplier provided to You. You indemnify Us against any claims made by Your current supplier to Us in relation to any such amounts.

### 2. Transfer of Your Service from Us to Another Supplier

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- 2.1 If, in the future You ask another supplier to transfer the Service to them, then You remain responsible to Us for the amount payable prior to the transfer, and You will immediately pay Us that amount on receipt of our invoice
- 2.2 The provision of the Service ceases when those Services are transferred to that other supplier.
- 2.3 If We later become aware of other proper Charges (including fees payable to any other supplier) for the Service up to the date of transfer, or We resolve any dispute so that any liability of ours relating to that Service is quantified, then You will immediately pay Us all such amounts on receipt of our invoice.

### **3. Charges for Services**

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- 3.1** You will pay us in accordance with the Agreement any charge which any other supplier or other person renders to Us:
- (a) because You approach that other supplier or person directly, or otherwise than through Us; or
  - (b) for connection or initiation of any Service or for cancellation of any Service; or
  - (c) for any changes in other supplier's charges to Us (including increase and special or one-off charges).

### **4. Other Suppliers**

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The Service may be dependent on other carriers fulfilling their obligations under Inbound Number Management Services (INMS) business rules.

### **5. Quarantine**

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- 5.1** When a number is cancelled, it is quarantined and unavailable for use during its quarantine period. At the end of the quarantine period, the number is returned to the pool. The quarantine period is based on the reason for the cancellation as follows:
- (a) 6 months for normal cancellations; and
  - (b) 12 months for cancellations where the owner of the number has complained of nuisance calls and other reasons as determined by the Australian Communications and Media Authority ("ACMA").
- 5.2** You may be able to use a number that has been disconnected for less than the quarantine period, provided that You agree to accept any current or future Charges for the Service used by that number including calls from previous users of that number, if any, and:
- (a) the number/Service was active on Our Network at the time of cancellation; or
  - (b) You were the last person to be issued with the number before it was put in quarantine.

Additional requirements may apply, particularly in relation to numbers that have been quarantined where the owner has complained of nuisance calls.

- 5.3 We reserve the right to return quarantined numbers to the pool if required to do so by ACMA.

## 6. Inbound Service Numbers

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- 6.1 We will assign Inbound Service Numbers to You.
- 6.2 To comply with the Telecommunications Numbering Plan 1997, We may be required to withdraw, suspend or reassign an Inbound Service Number issued to You. We will use all reasonable endeavours to provide You with reasonable notice of any such action.
- 6.3 In relation to alpha numeric numbers ("Smart Numbers") please refer to <http://www.smartnumbers.com.au>. We use all reasonable endeavour to only take instructions in relation to Smart Numbers from the person who has Rights of Use ("RoU") registered on the Smart Number database available at <http://www.smartnumbers.com.au>. We reserve the right to require documentary evidence that the person instructing Us is the RoU holder or has been licenced by the phone word company who has the RoU and that the RoU holder has agreed that the number can be used by AAPT. You acknowledge that, if You are licenced to use a Smart Number and for whatever reason lose Your right to use that number, We may be forced to port the number away upon the instructions of the RoU holder. We do not participate in any auction for Smart Numbers on behalf of customers.

## 7. Number Portability

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The porting of Your Inbound Service Number will be conducted in accordance with the Inbound Number Management Service (INMS) business rules. You may port Your Inbound Service Number if that number is declared portable under the Telecommunications Numbering Plan 1997 and any other applicable codes and standards and no exemption has been granted by the ACMA.8.0 White Pages

We do not arrange for Inbound Service Numbers to be entered in the White Pages.

## 8. Boundaries

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Our interconnect suppliers regularly update and modify their networks and exchange boundaries may not always align to geographic or state boundaries. We cannot guarantee that the number and configuration of lines "connected" to each Answer Point will remain constant.

## 9. Mobiles

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Mobile calls can be affected by radio propagation conditions, which may differ from time to time. A mobile caller may establish a call via a distant base station which is outside the local mobile Service area, causing an Answer Point associated with the distant base station, not the calling location, to be selected by the Service. This is not a fault, but a normal variation resulting from changes in mobile propagation conditions.