



AAPT Business Enhanced Fax Service Schedule

An AAPT Voice 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. Service Description

AAPT offers Enhanced Fax solutions across all industries, with valuable core features, including flexible document input methods, delivery time scheduling, convenient billing code options, technical support and an audit trail for every message sent over our system.

Enhanced Fax enables the Customer to send a document immediately to multiple fax destinations worldwide.

Two broad product categories of Enhanced fax solutions are 'Fax Broadcast' and 'Transaction-Based Fax Messaging' (also known as Gateway Fax).

1.1 Fax Broadcast

Fax Broadcast can deliver the same fax to hundreds or thousands of individuals simultaneously.

Web-based solution across all industries with valuable core features, including personalisation, convenient billing, flexible document input methods, delivery time scheduling and full audit trail for every message sent over our system.

1.2 Transaction-Based Fax Messaging

AAPT's Gateway messaging services automate the process of sending system generated documents and messages that contain transaction specific variable information. It is a seamless interface with Your customers' systems to deliver their transaction-based, highly individual computer-generated documents.

Automated, electronic delivery of essential business information such as invoices, statements, confirmations, remittance advices and many more.

1.3 Fax Broadcast Versus Transaction- Based Fax Messaging

- The difference between Fax Broadcast and Transaction-Based Fax Messaging is that a Fax Broadcast allows You to deliver the same fax information to hundreds or thousands of individuals simultaneously. The fax can be personalised for every recipient with e.g. name, address and many more. A Fax Broadcast will be sent out via the AAPT web interface.
- Transaction-Based Fax Messaging is an automated delivery of fax-messages where a system such as ERP or CRM sends out highly personalised documents such as customer statements, invoices, purchase orders and confirmations via a seamless interface between the client's system and AAPT.
- A Fax Broadcast requires a human interface to send out fax messages whilst a Transaction-Based Fax Message has no human interface and produces pure system generated messages, but will highly improve Your communications!

1.4 Benefits of AAPT Enhanced Fax

- Personalise Your communications.
- Easily add graphics, logos and disclaimers.
- Multiple file formats accepted.
- Delivery time scheduling.
- Automatic retries of busy numbers.
- Capacity.
- Detailed delivery reports.
- Real-Time tracking online. Each message delivery is monitored, tracked, audited, reviewed and reported.



Part 2 - Charges

Please refer to the Service Order Form

Part 3 – Service Levels

1. Service Levels

The Service Levels apply for use of Services under this Service Schedule, and includes access via FTP or Web Services. These Service Levels do not cover any other customised or gateway applications, which may affect the job submission or processing times, unless pre-approved in writing by us.

The scope of solution provided by AAPT begins from the point where AAPT receives a correctly formatted data file containing the job submission data, and with the exception of errors generated during processing, ends at the point where AAPT’s messaging system makes delivery attempts to the telecommunications provider networks. For clarification, the Service Levels do not include delivery times or guarantees across the telecommunication networks to the recipient fax machines.

**All times stated in this Schedule refer to Australian Eastern Times (AET) – Includes Australian Eastern Standard Time (AEST) and Australian Eastern Daylight Time (AEDT) as observed in the Australian state of New South Wales (NSW).*

SERVICE SPECIFICATION	DELIVERABLES	SERVICE QUALITY	QUANTIFICATION	COMMENT
System Service Availability	Service will be available for message processing and outward message delivery	Availability of 98.5% per month	24 hours per day, 365 days per year	Excluding planned outages.
Fax Message Processing	Messages will be processed in the system in a timely manner	Within 30 minutes of entry into the XDDS system Within 60 minutes of entry into the XDDS system Within 120 minutes of entry into the XDDS system	For 55% of faxes processed over the month For 85% of faxes processed over the month For 95% of faxes processed over the month	No guarantee of delivery can be made where the destination number is not a fax, the fax is busy or out of paper, or the number is unobtainable Service Level applies for point-to-point FTP or Web Services submission of XIP, DAT, TXT or XML containing PDF

SERVICE SPECIFICATION	DELIVERABLES	SERVICE QUALITY	QUANTIFICATION	COMMENT
				<p>files for volumes up to 1,000 messages processed per day and where file submitted does not exceed 250Kb in file size.</p> <p>Variance of up to 100% of specified volume will be tolerated, however, volumes outside these levels will require pre-approval by Premiere Global for Service Level to apply.</p>
Helpdesk Support	Premiere Global will provide AAPT with a 24 x 5 Helpdesk for order processing & Service enquiries	Client Helpdesk calls to be answered by a Premiere Global Client Services Consultant	24 hours per day x 5 days per week	Intentionally left blank
Fault Management	All faults must be logged by phone or email via Premiere Global's Client Service (PGCS)	<p>Calls will be logged, tracked & cleared through Premiere Global's client management database</p> <p>Premiere Global staff will update AAPT on a regular basis on status of fault investigation and correction.</p>	Fault calls accepted 24 hours per day, 365 days per year	<p>Faults include:</p> <ul style="list-style-type: none"> • System generated error message – invalid file formats • User Access denied (where there is a valid user ID and Password) • Significant delivery report delays (+4 hours)

SERVICE SPECIFICATION	DELIVERABLES	SERVICE QUALITY	QUANTIFICATION	COMMENT
Fault Tracking	PGCSC will provide a ticket number upon request.	Each ticket will contain the following information: <ul style="list-style-type: none"> • Unique number • Client user id • Contact (caller) • Call history detail 	24 hours per day, 5 days a week	Fault resolution: PGCSC will provide a copy of the ticket upon request
Escalated Faults Minor faults	Fault Response – Partial loss of system / minor problem	Premiere Global to advise when there is a fault with the system/service. <i>Note:</i> The times listed are not time-to-repair parameters.	Fault response target for minor problems – 12 hours from the time fault is reported to Premiere Global (i.e. fault ticket issued), or when Premiere Global becomes aware that a fault exists.	Response times apply to Business Hours only Monday – Friday: 09:00am – 17:30 (excluding government gazetted public holidays).
Escalated Faults Major faults	Fault Response Complete loss of system / critical problem	Premiere Global to advise when there is a fault with the System/Service. <i>Note:</i> The times listed are not time-to-repair parameters.	Fault response target for major problems – 6 hours from the time fault is reported to Premiere Global (i.e. fault ticket issued), or when Premiere Global becomes aware that a fault exists.	Response times apply to Business Hours only Monday – Friday: 09:00am – 17:30 (excluding government gazetted public holidays).

SERVICE SPECIFICATION	DELIVERABLES	SERVICE QUALITY	QUANTIFICATION	COMMENT
Scope of Fault Resolution	Premiere Global Equipment	Premiere Global will take all reasonable steps to restore the system to working condition within the agreed time and with minimal disruption to AAPT business activities.	Fault Response Business Hours Monday – Friday: 09:00am – 17:30 Fault Correction 24 hours per day, 365 days per year	Service Levels do not cover any faults relating to AAPT server or system errors, file errors, problems relating to telecommunications equipment or anything outside the direct control of Premiere Global.
Service Request	New account activation	2 days from receipt of a request from AAPT	100% of requests	Excludes fax content set up

Part 4 - Additional Terms and Conditions

1. Additional Terms and Conditions

1.1 Payments

You must pay all Charges to us in respect of the Service(s) in accordance with the Agreement.

You will be liable for Charges during any period when the Service has been discontinued or suspended by us because of a failure by You to comply with the Agreement.

On notice to You We may increase our Charges if another suppliers charges to us increase.

1.2 Use of the Service

The Service(s) may be affected by the level of use of the digital mobile telecommunications network and facilities related to providing the Service(s) and transmission and reception may be affected or interrupted in sheltered, indoor or underground areas, or by geographic or climatic factors, within the area of network coverage.

1.3 Liability

Except as expressly provided in the Agreement, We are not liable to You or any other person for the content or confidentiality of any communications made over the network and You agree to indemnify us and keep us indemnified against any costs, claims, damages, liabilities or demands claimed or made against us, or which We suffer as a result of any defamatory or other unlawful comments made using the Service(s) (whether or not made by You).

We have no liability to You or any other person for:

- (a) the acts of defaults of other suppliers;
- (b) for faults in the Service(s) which are caused to any extent by Your own conduct or misuse;
- (c) for faults in telecommunication services not provided under the Agreement (even if those services are connected to the Service(s) with our consent);
- (d) any delays in implementing a request;
- (e) a failure to implement a request.

1.4 Suspension of Services

We may from time to time and without notice or liability to You suspend any of the Service(s) (and at our discretion disconnect Service(s)) in any of the following circumstances:

- (a) during any technical failure, modification or maintenance of the network (but in that event We will procure resumption of the Service(s) as soon as reasonably practicable);
- (b) if You do, or allow to be done, anything which in our reasonable opinion may have the effect of jeopardising the operation of the Service(s).



Notwithstanding any suspension of any Service(s) under this paragraph, You shall remain liable for all the Charges due under the Agreement throughout the period of suspension unless We in our sole discretion determine otherwise.

1.5 General

We may exchange information with a carrier/vendor concerning Your account, including particulars of calls and call Charges.