

Our Customer Terms

Inbound Services Section

Part C - Analyser Online

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Certain words are used with the specific meanings set out in [Part A – General of the Inbound Services section](#) and in the [General Terms of Our Customer Terms](#).

1 About this Part

- 1.1 This is part of the Inbound Services section of Our Customer Terms. Provisions in other parts of the Inbound Services section, as well as in the [General Terms of Our Customer Terms](#), may apply to your Telstra Analyser Online.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Inbound Services section](#) for more detail on how the various parts of the Inbound Services section should be read together.

- 1.2 If there is an inconsistency between this part and the other parts of the Inbound Services section of Our Customer Terms, this part prevails to the extent of the inconsistency.

2 Telstra Analyser Online

What is Telstra Analyser Online?

- 2.1 Telstra Analyser Online is an online reporting and traffic analysis tool that provides you with statistical information on the way that some of your Inbound Services are used.
- 2.2 Telstra Analyser Online provides statistical information and graphs relating to calls received through your Inbound Service such as the origin of incoming calls, where calls are terminated, call handing times, how many calls you receive through a particular service number and how many calls were successfully answered.
- 2.3 You acknowledge that with the exception of the InfoCall Inbound Service, no costing information relating to your Inbound Service is provided (this information is generally in your bill or available through other Telstra services).
- 2.4 Telstra Analyser Online is available to report on the following services (some of which are Inbound Services): Freecall One8, Freecall 1800, Priority One3, Priority 1300, InfoCall, SecuriDial, International Freecall, Global 800, Computer Telephone Integration (CTI) and Network IVR.
- 2.5 You may select the Telstra Analyser Online (standard) or the Telstra Analyser Online (advanced) which are explained in the below table:

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Telstra Analyser Online (standard)	Telstra Analyser Online (advanced)
<p>The standard version of Telstra Analyser Online provides you with 11 pre-defined reports in a format which cannot be changed. These reports include:</p>	<p>The advanced version of Telstra Analyser Online provides you with all the reports, functions and features of the standard version, as well as an additional 8 reports and an ability to create, customise and save your own reports. The additional reports include:</p>
<p><u>Call Activity Reports -</u> Activity by Product & Service; and Activity by Product, Service & Answer Point</p> <p><u>Call Origin Reports -</u> Origin by State; Origin by State and Region; and Top Exchanges.</p> <p><u>Time of Day Reports -</u> Time of Day/Day of Week Summary; Day of Week Summary; and Hourly Call History.</p>	<p><u>Call Activity Reports -</u> Top Services; and Top Answer Points.</p> <p><u>Call Origin Reports -</u> Top Localities; Call origins Maps; and Top Call Origins Map.</p> <p><u>Time of Day Reports -</u> Quarterly Hourly Call History.</p>
<p><u>Time Series Reports -</u> Daily Call History; Weekly Call History; and Monthly Call History.</p> <p>The following features are also included:</p> <ul style="list-style-type: none"> • Schedule function enabling you to request reports in advance and have the application remind you via email when your report is ready for access through the application; • Email notification sent to you when a report is available, enabling you to request reports in advance and have the system remind you via email when your report is ready for access; • Export function enabling you to save reports in Excel or CSV formula where you can format or sort your data to suit your requirements; 	<p><u>Time Series Reports -</u> Weekly Comparison; and Monthly Comparison.</p> <p>Additional functions include:</p> <ul style="list-style-type: none"> • The ability to create a new report, modify it by sorting and filtering the required data; and <p>Individual call record extract function, enabling you to identify individual calls (with the last 2 digits masked for privacy reasons).</p>

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Telstra Analyser Online (standard)	Telstra Analyser Online (advanced)
<ul style="list-style-type: none"> Print function enabling you to print required reports; and Online help function and user guide. <p>We can provide you with training at an additional charge.</p>	

2.6 If you have Network IVR and or a CTI Service with your Inbound Service, you will also have to select Telstra Analyser Online advanced version to include Network IVR reporting. This option includes all the report, functions and features of the Telstra Analyser Online advanced version, 20 additional standard reports relating to total keystroke details and summary, caller initiated transfers, abandoned calls and system initiated transfer information. These reports are broken down into hourly, daily, day of the week and monthly reports.

2.7 If you have an International Freecall or a Global 800 Service, you can choose between the standard or advanced version of Telstra Analyser Online.

Access to your reports

2.8 You need to have a separate account for each user that wishes to have access to Telstra Analyser Online. We cannot provide you with historical data on your Inbound Service for the timeframe before you receive the Telstra Analyser Online service. We will provide you with access to your reports for the following time periods from the date where such information is first available:

Report Detail	Telstra Analyser Online (standard) Period of time for access	Telstra Analyser Online (advanced) Period of time for access
Where reports are in minute intervals or where period is a range of minutes or individual call records	N/A	2 months
Where reports are in 15 minute intervals or where the period is a range of 15 minute intervals	N/A	4 months
Where reports are in hourly intervals or where period is a range of hours	6 months	6 months

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Where reports are in daily intervals or where period is a range of days	24 months	24 months
Where reports are in monthly intervals	24 months	24 months

What you need for Telstra Analyser Online

- 2.9 You need to have a Telstra Inbound Service to obtain Telstra Analyser Online.
- 2.10 You need to have internet access for Telstra Analyser Online and you acknowledge that Telstra Analyser Online is only accessible through the internet.
- 2.11 You need to have certain equipment to obtain Telstra Analyser Online including:
- (a) Windows operating system running Internet Explorer version 5 or later or Netscape Navigator 6.2 or later (Note that Macintosh systems will be supported when using Netscape Navigator 6.2);
 - (b) modem (56 kbps or above recommended); and
 - (c) monitor with a minimum screen resolution of 800 x 600 pixels.

Obtaining access to Telstra Analyser Online

- 2.12 You can only use your Telstra Analyser Online if you have a Telstra digital certification. We will provide you with this when we arrange for you to have access to your Telstra Analyser Online.
- 2.13 If you have an existing Telstra digital certificate, you may be able to use this for your Telstra Analyser Online. You must provide us with these details before we can give you access to your Telstra Analyser Online.

Eligibility

- 2.14 Telstra Analyser Online is not available to Telstra wholesale customers or for resale.

Your obligations

- 2.15 You may only use Telstra Analyser Online for internal business purposes, unless otherwise agreed with us.
- 2.16 You must not allow a third party to use Telstra Analyser Online unless you have our prior written consent.

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- 2.17 You must provide us with any changes to your details.
- 2.18 You warrant that you will not use the information that we provide you to identify individuals making calls.

Billing data

- 2.19 While we exercise reasonable care in providing historical statistical reports, you may not rely on the information you receive from the historical statistical reports as a basis for what you will be charged for your Telstra Analyser Online. We comply with all mandatory industry codes and applicable laws in relation to billing and if there is any discrepancy between the data contained in your bill (except where the bill contains a manifest error) and the data contained in historical statistical reports, the data in your bill will prevail.

Termination

- 2.20 We may cancel your Telstra Analyser Online if you have not used the service for more than six consecutive months but will give you reasonable notice before we do so. If you provide us with notice that you will not be using your Telstra Analyser Online for six months but you still want your service to continue, we will not cancel your Telstra Analyser Online.

Service Assurance

- 2.21 You acknowledge that the performance of your Telstra Analyser Online and the response time for reports to be downloaded is dependent on:
- (a) the size of the report that you are downloading;
 - (b) the number of users that are accessing Telstra Analyser Online; and
 - (c) the access speed and connection of your internet service.
- 2.22 We aim to have data available in your Telstra Analyser Online within the following time frames and, subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we are not responsible for any failure to meet the proposed targets.

For Inbound Services apart from International Freecall and Global 800	Available next day of a call being made to your Inbound Service
For International Freecall and Global 800	Within 3 days of a call being made to your Inbound Service

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2.23 We will provide you with support for your Telstra Analyser Online during the hours of 7am - 7pm Monday to Friday (excluding public holidays). You can contact the help desk on 1800 200 121 for support that you require.

2.24 You will not have access to Telstra Analyser Online between midnight and 8am.

Security

2.25 For security reasons, you must log-off the Telstra Analyser Online via the User Information page and keep your digital certificate secure.

Intellectual Property

2.26 We or our suppliers own all the intellectual property rights in the reports and other data that is provided to you as part of your Telstra Analyser Online. We grant you a licence to use the reports and data for the purpose of analysing your Inbound Service.

Charges

2.27 On and from 1 September 2008 Telstra will charge you for Telstra Analyser Online on a per user basis. This charging structure will only apply to new users that you add from 1 September 2008.

2.28 You must pay the following connection charge for your Telstra Analyser Online:

	GST excl.
Connection Charge	\$85.00 (once off charge per user ID)

2.29 You must pay the following monthly fees for your Telstra Analyser Online:

	GST excl.
Standard Telstra Analyser Online	\$30.00 (monthly charge per user ID)
Advance Telstra Analyser Online	\$80.00 (monthly charge per user ID)

2.30 If you request training for Telstra Online Analyser, you must pay the following fee. The training fee is for a training session that is limited to one three hour face to face training with a maximum of three people employed by you.

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	GST excl.
Training fee per session if training is within Sydney and Melbourne metropolitan areas	\$600