

OUR CUSTOMER TERMS

TELSTRA 1 TOUCH VIDEO SERVICE SECTION



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Certain words are used with the specific meanings set out under clause 11 and in the General Terms of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm.

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1 ABOUT THIS SECTION

Our Customer Terms

- 1.1 This is the Telstra 1 Touch Video service section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in this section, then this section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 Any right for us to suspend or terminate your Telstra 1 Touch Video service in this section is in addition to our rights to suspend or terminate your Telstra 1 Touch Video service under the General Terms.

2 THE TELSTRA 1 TOUCH VIDEO SERVICE

What is the Telstra 1 Touch Video service?

- 2.1 The Telstra 1 Touch Video service provides and manages certain video conferencing services. You can apply for one or more of the following packs:
 - (a) Access Full Service Packs (formerly Full Access Packs) that consist of:
 - (i) equipment which you rent from us (Rental Equipment);
 - (ii) installation, commissioning, support and maintenance of the Rental Equipment;
 - (iii) a Telstra Ethernet Lite service (up to 2048 kbit/s); and
 - (iv) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
 - (b) Access Service Packs (formerly Service Access Packs), which are available where you have separately acquired and installed selected Polycom equipment (as detailed below) (Supported Equipment) and wish to use that equipment with the Telstra 1 Touch Video service. Service Access Packs consist of:
 - (i) commissioning, support and maintenance of the Supported Equipment;
 - (ii) a Telstra Ethernet Lite service (up to 2048 kbit/s); and
 - (iii) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
 - (c) Access Bridging Packs, which are available if you have separately acquired from us an installed Managed Video Conferencing service. The Access Bridging Packs consist of:
 - (i) commissioning and support for the video conferencing facilities;
 - (ii) a Telstra Ethernet Lite service (up to 2048 kbit/s); and

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- (iii) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
- (d) Converged Full Service Packs, which consists of:
 - (i) Rental Equipment;
 - (ii) installation, commissioning, support and maintenance of the Rental Equipment; and
 - (iii) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
- (e) Converged Service Packs, which are available where you have separately acquired and installed Supported Equipment and wish to use the Supported Equipment with the Telstra 1 Touch Video converged service. Converged Service Packs consist of:
 - (i) commissioning, support and maintenance of the Supported Equipment; and
 - (ii) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
- (f) Converged Bridging Packs, which are available if you have separately acquired from us an installed Managed Video Conferencing service. The Converged Bridging Packs consist of:
 - (i) commissioning and support for the video conferencing facilities; and
 - (ii) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
- (g) Telehealth Professional Packs, available to you if you are a general practitioner or other medical specialist. The Telehealth Professional Packs consist of:
 - (i) equipment which you purchase from us (Purchased Equipment);
 - (ii) installation, commissioning, basic training and support and maintenance of the equipment;
 - (iii) a Telstra Ethernet Lite service (up to 1024 kbit/s); and
 - (iv) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.
- (h) Telehealth Starter Packs, available to you if you are a general practitioner or other medical specialist. The Telehealth Starter Packs consist of:
 - (i) a software client for use on a compatible personal computer;
 - (ii) Purchased Equipment; and
 - (iii) commissioning, basic training and support and maintenance of the equipment;
 - (iv) video conferencing facilities available on the Telstra Network such as conference bridging, scheduling and data sharing.

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- (i) Desktop Video Soft Client, available as an option either when you apply for your 1 Touch Video service or later. This feature is available with the following 1 Touch Video services: Access Full Service Pack, Access Service Packs, Access Bridging Packs, Converged Full Service Packs, Converged Service Packs, Converged Bridging Packs.

2.2 The Desktop Video Soft Client has the following features:

- (a) The software client provides Video Conferencing capability from a compatible personal computer by meeting on the Telstra 1 Touch Video multiparty bridge.
- (b) Connectivity of the software client via the Internet is provided with standard SSL encryption (RSA 2048 Bits).

Converged Packs

- 2.3 To be eligible for the Converged Packs, you must separately acquire from us the access service necessary for the connection and carriage of video conferences. We cannot provide any of the Converged Packs to you if you do not have an access service between your nominated sites.
- 2.4 If you apply for a Converged Pack, the terms (including fees and charges) for your access service are separate from and in addition to the terms (including fees and charges) for your Converged Packs.

Telehealth Packs

- 2.5 The following terms and conditions apply to the Telehealth Packs.
- 2.6 You must:
 - (a) have a fixed line service (either PSTN or ISDN);
 - (b) have a broadband service for the connection and carriage of video conferences, with a minimum speed of 512 kbps in both uplink and downlink directions. We cannot provide any Telehealth Pack to you if you do not have a broadband service to your nominated site. User experience is dependent on Internet connection quality and data speeds in both the uplink and downlink direction. Speeds below 512Kbps in either direction may result in the service not meeting the user's service quality expectations.
 - (c) ensure that your personal computer meets the Internet access and personal computer specifications requirements described in the Application Form and these terms and conditions and as notified by us from time to time. We do not guarantee service quality if you do not meet these requirements.
- 2.7 If you apply for a Telehealth Professional Pack, the Access Full Service Packs terms and conditions also apply.
- 2.8 You acknowledge that we are not responsible for encrypting or backing up any data located on any equipment used to provide your Telehealth Pack. You must ensure that:
 - (a) proper privacy, security and other measures have been implemented to protect patient information; and
 - (b) you backup all data and patient information.

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- 2.9 Your Telehealth Starter Pack will be provisioned with encryption enabled, so that the data transmitted by the software client over your access service is encrypted.
- 2.10 You must ensure that your:
- (a) use of the Telehealth Pack and Telstra 1 Touch Video service complies with all applicable laws, including, but not only, privacy laws; and
 - (b) employees, subcontractors, and any third parties who use your Telehealth Pack and Telstra 1 Touch Video service, comply with this clause.
- 2.11 You acknowledge that the Telehealth Pack and Telstra 1 Touch Video service may not be suitable in all clinical environments and circumstances. You are responsible for determining appropriate use of the Telehealth Pack and Telstra 1 Touch Video service.
- 2.12 You must ensure that:
- (a) all medical and other licensing requirements are met in the course of any consultations or other activities undertaken using the Telehealth Pack and Telstra 1 Touch Video service;
 - (b) any third parties using the Telehealth Pack and Telstra 1 Touch Video service to provide consultations or other services are appropriately registered and insured;
 - (c) all medical and other regulatory requirements are met in the course of any consultations undertaken using the Telehealth Pack and Telstra 1 Touch Video service; and
 - (d) any Medicare requirements are met in the course of any consultations using the Telehealth Pack and Telstra 1 Touch Video service.
- 2.13 You acknowledge that equipment in the Telehealth Professional Pack may be registered under the Therapeutic Goods Act. If, for any reason, the equipment ceases to be registered or the supply of equipment may breach the Therapeutic Goods Act, we may cancel your Telstra 1 Touch Video service immediately.
- 2.14 You agree not to commence or maintain any claim or action (including any claim for costs) against us relating to the matters set out above. You indemnify us against all liability, loss or costs arising from a breach of the above clauses or this clause, or any third party claim in respect of your use of the Telehealth Pack and Telstra 1 Touch Video service.

Desktop Soft Client

- 2.15 You must:
- (a) install the Desktop Soft Client on a personal computer;
 - (b) have Administrator access to the personal computer for software installation and updates;
 - (c) have a broadband service for the connection and carriage of video conferences, with a recommended minimum speed of 512 kbps in both uplink and downlink directions. User experience is dependent on Internet connection quality and data speeds in both the uplink and downlink direction. Speeds below 512Kbps in either direction may result in the service not meeting the user's service quality expectations.

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- (d) ensure that your personal computer meets the Internet access and personal computer specifications requirements as described in the Application Form and these terms and conditions and as notified by us from time to time. We cannot provide service quality if you do not meet these requirements.

2.16 If you apply for the Desktop Soft Client, the level of support for your software client will be Essentials Managed Service – Business Plus. We do not provide support for:

- (a) your personal computer; or
- (b) your access service if it is provided by a third party.

General

2.17 For each conference, you may select from two options when choosing your conference bridge:

- (a) Continuous Presence conference – where all parties in the conference bridge can be seen at the one time.
- (b) Voice Switched conference – where only the talking party in the multiparty conference is shown at the time they speak.

2.18 Video end points dialled into a conference via ISDN may be limited in their ability to share content due to the bandwidth limitations of typical ISDN connections, or the incompatibility of older legacy ISDN Video systems;

2.19 In order for ISDN video endpoints to join into a conference they must meet on the 1 Touch Video bridge. There is no direct point to point calling between Telstra 1 Touch video endpoints and ISDN video endpoints unless you meet on the bridge.

2.20 The Ethernet Lite service is provided to you on the terms set out in the Ethernet Lite section of Our Customer Terms (except for the charges, which are incorporated into your Telstra 1 Touch Video service monthly fee). If you continue to acquire a Telstra 1 Touch Video service that includes a Business DSL service on or after 28 July 2010, this section of Our Customer Terms applies to your service as if references to “Ethernet Lite” were references to “Business DSL”.

2.21 In the case of the Access Service Packs and Converged Service Packs, your Supported Equipment must be approved by us for use with your Telstra 1 Touch Video service. We keep a list of the equipment that is approved for use with the Telstra 1 Touch Video service, and update it from time to time.

2.22 Video Conferencing endpoints on the public Internet can participate in a conference by joining on the 1 Touch video bridge. There is no direct point to point calling between Telstra 1 Touch video endpoints and endpoints with access to the public Internet unless you meet on the bridge. Video conferencing endpoints must be configured to use H.323 protocol and must connect to the bridge using the Internet Calling Gateway IP address: 203.37.247.71 or URL video.ipvc.telstra.com.

2.23 Where Video Conferencing endpoints connect to a conference via the public Internet, we do not warrant:

- (a) that those Video Conferencing endpoints can fully share content; or

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- (b) the quality of the Video Conferencing service where the Internet bandwidth you use to connect to the service is less than a speed of 512kbps in both the uplink and downlink directions. Speeds below 512kbps in either direction may result in degraded Video Conferencing service.

2.24 You can directly connect your Telstra 1 Touch video service to Visionnet video conferencing services by dialling the endpoint number or by dialling the Visionnet conference bridge number. Content sharing between these services may be limited to showing only the content during a sharing session, not both the people and the content at the same time.

Availability

2.25 The Telstra 1 Touch Video service is not available to Telstra wholesale customers.

3 USING YOUR TELSTRA 1 TOUCH VIDEO SERVICE

Training

- 3.1 On request you may apply for up to two hours of training on how to use your Telstra 1 Touch Video service. We provide training via your Telstra 1 Touch Video service teleconferencing facilities during business hours and for a maximum of 10 attendees.
- 3.2 You can request us to provide further training for an additional amount which we will notify to you beforehand.
- 3.3 From time to time, we may also provide you with other on-line training or briefing sessions at no additional charge.

Restrictions on use

- 3.4 You must only use your Telstra 1 Touch Video service for video conferencing. If you use your Telstra 1 Touch Video service for any other purpose, we may terminate your service immediately.
- 3.5 We will only support your Telstra 1 Touch Video service for video conferencing use within Australia.

Minimum Term and automatic renewal

- 3.6 If you apply for an Access Bridging Pack or Converged Bridging Pack you must take the Telstra 1 Touch Video service for a minimum term of 12 months, all other packs must be taken for a minimum of 36 months.
- 3.7 If you signed up for the Telstra 1 Touch Video service on or after 26 October 2009, your Telstra 1 Touch Video service will automatically renew for a further 12 month term upon expiry of the minimum term, or the then current renewal term, unless you notify us that your service is not to be renewed prior to expiry of the minimum term or the then current renewal term for your service.

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- 3.8 If you signed up for the Full Access Pack on or after 26 October 2009 and before 28 July 2010, the applicable monthly charges during both your minimum term and any automatic renewal term are set out below.
- 3.9 If you have signed up for a Telstra 1 Touch Video service on or after 28 July 2010, the applicable monthly charges during your minimum term and any automatic renewal term are as set out in your application form or separate agreement with us.

Early Termination Charge

- 3.10 If during the minimum term, or the then current renewal term (as applicable), your Telstra 1 Touch Video service is cancelled for any reason other than for our material breach, we may charge you an amount equal to 60% of the monthly charges multiplied by the number of remaining months remaining in the minimum term, or the then current renewal term (as applicable). You acknowledge that this amount is a genuine pre-estimate of the loss we are likely to suffer.

Notification of Software updates

- 3.11 From time to time, we may provide you with email alerts regarding software updates, security issues and product information. We will use the email address that you provide us. You consent to receiving these emails.

Telehealth Packs

- 3.12 The following terms and conditions apply to your Telehealth Packs.
- 3.13 If you apply for a Telehealth Professional Pack, the Access Full Service Packs terms and conditions also apply.
- 3.14 You acknowledge that we are not responsible for encrypting or backing up any data located on any equipment used to provide your Telehealth Pack. You must ensure that:
- (a) proper privacy, security and other measures have been implemented to protect patient information; and
 - (b) you backup all data and patient information.
- 3.15 Your Telehealth Starter Pack will be provisioned with encryption enabled, so that the data transmitted by the software client over your access service is encrypted.
- 3.16 You must ensure that your:
- (a) use of the Telehealth Pack and Telstra 1 Touch Video service complies with all applicable laws, including, but not only, privacy laws; and
 - (b) employees, subcontractors, and any third parties who use your Telehealth Pack and Telstra 1 Touch Video service, comply with this clause.
- 3.17 You acknowledge that the Telehealth Pack and Telstra 1 Touch Video service may not be suitable in all clinical environments and circumstances. You are responsible for determining appropriate use of the Telehealth Pack and Telstra 1 Touch Video service.
- 3.18 You must ensure that:

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- (a) all medical and other licensing requirements are met in the course of any consultations or other activities undertaken using the Telehealth Pack and Telstra 1 Touch Video service;
- (b) any third parties using the Telehealth Pack and Telstra 1 Touch Video service to provide consultations or other services are appropriately registered and insured;
- (c) all medical and other regulatory requirements are met in the course of any consultations undertaken using the Telehealth Pack and Telstra 1 Touch Video service; and
- (d) any Medicare requirements are met in the course of any consultations using the Telehealth Pack and Telstra 1 Touch Video service.

3.19 You acknowledge that equipment in the Telehealth Professional Pack may be registered under the Therapeutic Goods Act. If, for any reason, the equipment ceases to be registered or the supply of equipment may breach the Therapeutic Goods Act, we may cancel your Telstra 1 Touch Video service immediately.

3.20 You agree not to commence or maintain any claim or action (including any claim for costs) against us relating to the matters set out above. You indemnify us against all liability, loss or costs arising from a breach of the above clauses or this clause, or any third party claim in respect of your use of the Telehealth Pack and Telstra 1 Touch Video service.

4 EQUIPMENT

Ordering equipment

- 4.1 To order Rental Equipment or Purchased Equipment from us you must complete and submit the relevant Telstra 1 Touch Video service application form. This application form informs us of details for delivery and installation of your service.
- 4.2 If you cancel an order for Rental Equipment or Purchased Equipment after we have ordered it from our supplier, in addition to any other rights we may have, we may require you to pay us for the Rental Equipment or Purchased Equipment that has been ordered.

Delivery, Installation and Commissioning of equipment

- 4.3 So that we can provide you with your Telstra 1 Touch Video service you must:
 - (a) ensure that our personnel (including our sub-contractors) are provided with a safe working environment when working on your premises and your nominated sites, including sufficient working space and facilities;
 - (b) provide us with all reasonable assistance and access to information, materials, your network and systems and your nominated sites as requested by us from time to time; and
 - (c) where applicable, obtain (at your cost) all third party consents necessary for us to access and use your nominated sites and any materials requested by us.
- 4.4 For services acquired on and from 8 July 2011, the standard provisioning time for a Telstra 1 Touch Video service is 30 business days from when we accept your order if you are located in a CBD zone or metro area. This timeframe is an indicative timeframe for the expected completion time for installation of the service, regional areas may take longer

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- 4.5 For services acquired on and from 8 July 2011, if you request a required date which is sooner than 30 business days, we will endeavour to install your service sooner but cannot make a firm commitment to connect your service by the date you requested.
- 4.6 For the Access Full Service Pack and Converged Full Service Pack following delivery of the service and Rental Equipment we will install and commission the Rental Equipment at your nominated sites at a time we agree with you. As part of the commissioning of the Rental Equipment, we will check that it operates correctly.
- 4.7 For the Telehealth Professional Pack and Telehealth Starter Pack following delivery of the service and Purchased Equipment we will install and commission the Purchased Equipment at your nominated sites at a time we agree with you. As part of the commissioning of the Purchased Equipment, we will check that it operates correctly.
- 4.8 For Access Service Packs and Converged Service Packs, following delivery of the service, we will commission the Supported Equipment for use with the Telstra 1 Touch Video service. You must make the installed and Supported Equipment available to us at your nominated sites at a time we agree with you.
- 4.9 For the Bridging Access Pack and Converged Bridging Pack, we will commission the Supported Equipment for use with the Telstra 1 Touch Video service. You must make the installed Supported Equipment available to us at your nominated sites at a time we agree with you.
- 4.10 You agree that the installation and commissioning of your Telstra 1 Touch Video service must be within 3 months of you submitting the Site Survey Form. If your Telstra 1 Touch Video service is not installed within this timeframe through no fault of ours, we may cancel your Telstra 1 Touch Video service and charge you the applicable early termination charge.

Ownership of Purchased Equipment

- 4.11 Title to the Purchased Equipment will pass to you once you have paid us in full for the once off up front charge for the service. Until that time, you hold the Purchased Equipment on our behalf and must promptly return the Purchase Equipment if we ask you to. Risk in the Purchased Equipment transfers to you on delivery.
- 4.12 Until you have paid us in full for the once off up front charge for the service, you must treat the Purchase Equipment as Rental Equipment and the obligations set out below in relation to Rental Equipment apply to you.
- 4.13 If you do not pay us the once off up front charge for the service as set out in your agreement with us, then you must:
 - (a) deliver the Purchase Equipment back to us, at your expense, in good working order and condition (reasonable wear and tear excepted) to such place in Australia as we may reasonably direct; and
 - (b) if applicable, immediately pay to us any applicable early termination charge or costs associated with restoring the Purchased Equipment.
- 4.14 If you do not deliver the Purchased Equipment as you are required, then:
 - (a) we may, or our agent may, enter any premises where we believe the Purchase Equipment may be located for the purpose of recovering it; and

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- (b) you must pay us for any expenses which we may reasonably incur in recovering or attempting to recover the Purchased Equipment.

Ownership of Rental Equipment

- 4.15 We own the Rental Equipment we provide to you as part of the Access Full Service Pack or Converged Full Service pack. Title to the Rental Equipment does not pass to you at any time. Risk in the Rental Equipment transfers to you on delivery.
- 4.16 You must take reasonable care of the Rental Equipment and agree to pay for any damage to the Rental Equipment that is caused or contributed to by you (including any of your employees, contractors or agents).

Replacement, alterations and modifications to Rental Equipment

- 4.17 If the Rental Equipment is destroyed, damaged, lost or stolen at any time, then we may charge you an additional fee to replace the Rental Equipment.
- 4.18 You must not modify the Rental Equipment without our consent. If you make any modification to the Rental Equipment and it impairs the condition of the Rental Equipment or diminishes its use or value, then we may charge you an additional repair fee.
- 4.19 If you remove a part or modify the Rental Equipment, then you must ensure that any replacement part is of equal or better quality than the removed or original part.
- 4.20 If any part of the Rental Equipment is replaced or modified, then that replacement or new part will become part of the Rental Equipment (and is our property).

Your responsibilities

- 4.21 You must only use the Purchased Equipment, Rental Equipment and Supported Equipment, including any replacement equipment supplied by us (if applicable):
 - (a) in connection with the Telstra 1 Touch Video service at your nominated sites;
 - (b) in a manner that is contemplated by the manufacturer and in accordance with the manufacturer's manuals and recommendations;
 - (c) in compliance with all relevant laws;
 - (d) in accordance with our reasonable directions;
 - (e) in a suitable environment for the correct operation of the equipment; and
 - (f) with the Ethernet Lite service provided by us as part of the Telstra 1 Touch Video service and must not attach or enable connection with any other equipment or service.
- 4.22 You must:
 - (a) provide:
 - (i) a dedicated Ethernet connector and 240V power in the room of the endpoint installation; and

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(ii) for Access Full Service Packs, Access Service Packs, and Bridging Access Packs, a dedicated CAT5 or CAT6 cable from the cable distribution room (also known as the communications room), where the Ethernet Lite service terminates, to the Ethernet connector in the room of the endpoint installation. This cable should not exceed 100 meters in length;

- (b) ensure the availability of necessary auxiliary services for the correct operation of the Rental Equipment;
- (c) protect the Rental Equipment from electrostatic interference and power surges;
- (d) ensure that the Rental Equipment is kept in good order and repair (if you do not, we may require you to reimburse us for the costs of restoring the Rental Equipment); and
- (e) allow us (or our subcontractors) to inspect the Rental Equipment on reasonable notice.

4.23 You must not:

- (a) attempt to sell, dispose of or encumber the Rental Equipment in any way; or
- (b) alter any identifying markings on the Rental Equipment.

Rental Equipment and Purchased Equipment warranty

4.24 If the Rental Equipment or Purchased Equipment is faulty, the procedure for warranty management is as follows:

- (a) you notify our Helpdesk of the faulty Rental Equipment or Purchased Equipment;
- (b) we will notify the supplier of the Rental Equipment or Purchased Equipment of the fault and find out from the supplier how we should proceed;
- (c) we may direct you to send the faulty Rental Equipment or Purchased Equipment to us or the supplier at your expense (if this is required by the supplier of the Rental Equipment); and
- (d) if the Rental Equipment or Purchased Equipment is to be repaired, then the supplier will arrange for this through us or directly with you (at the supplier's option) and then send the Rental Equipment or Purchased Equipment back to you.

4.25 The warranties will not apply if the Rental Equipment or Purchased Equipment has:

- (a) been altered, repaired or maintained by a person other than us;
- (b) not been operated in a suitable environment in accordance with its specifications;
- (c) been installed or operated contrary to the manufacturer's recommendations or recommended usage;
- (d) been used in conjunction with unauthorised or non-compliant hardware or software; or
- (e) been subjected to abnormal physical or electrical stress, misuse, negligence or

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accident.

- 4.26 You are responsible for all costs and repairs to the Rental Equipment or Purchased Equipment for faults arising as a result of any event set out in the preceding clause.

Return of Rental Equipment

- 4.27 If your Telstra 1 Touch Video service is cancelled or terminated for any reason, then you must:
- (a) within 14 days of cancellation or termination, deliver the Rental Equipment back to us, at your expense, in good working order and condition (reasonable wear and tear excepted) to such place in Australia as we may reasonably direct. If the Rental Equipment is being returned from outside Australia you must ensure that all applicable import and customs taxes, charges and duties are paid in full; and
 - (b) if applicable, immediately pay to us any applicable early termination charge or costs associated with restoring the Rental Equipment.
- 4.28 If you do not deliver the Rental Equipment as you are required, then:
- (a) we (the owner of equipment) may, or our agent may, enter any premises where we believe the Rental Equipment may be located for the purpose of recovering it; and
 - (b) you must pay us for any expenses which we may reasonably incur in recovering or attempting to recover the Rental Equipment.

Supported Equipment maintenance

- 4.29 We provide our maintenance services using the Polycom Partner Premier Maintenance service.
- 4.30 We may not be able to provide maintenance services on your Supported Equipment if the Supported Equipment has:
- (a) been installed, altered, repaired, operated or modified contrary to the manufacturer's recommendations or recommended usage;
 - (b) not been operated in a suitable environment in accordance with its specifications;
 - (c) been used in conjunction with unauthorised or non-compliant hardware or software; or
 - (d) been subjected to abnormal physical or electrical stress, misuse, negligence or accident.
- 4.31 Our maintenance services exclude:
- (a) electrical work external to the Supported Equipment;
 - (b) repair or replacement of damage to or defects in the Supported Equipment resulting from causes external to the Supported Equipment including disaster, fire, accident, neglect, misuse, vandalism, water, lightening or the installation or use of the Supported Equipment contrary to the manufactures specifications;

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- (c) furnishing supplies or accessories, or painting or refinishing the Supported Equipment;
- (d) services in connection with the relocation of the Supported Equipment, or the addition or removal of items of equipment not provided by us;
- (e) services in connection with computer viruses or conflicts involving software that is not installed by us; and
- (f) support or maintenance for screens on your equipment.

Third party suppliers

4.32 You acknowledge that we purchase some components of the Telstra 1 Touch Video service from third party suppliers. If one of our third party suppliers suspends, cancels or terminates a service that we rely on to provide you with the your Telstra 1 Touch Video service, we may suspend, cancel or terminate your Telstra 1 Touch Video service or the affected part of your service. We will give you as much notice as is reasonably possible in the circumstances.

5 INSTALLATION AND COMMISSIONING

Your premises

- 5.1 It is your responsibility to ensure that your nominated sites are suitable for video conferencing.
- 5.2 It is your responsibility to provide us (and our contractors) with access to your video conference rooms, CPE accounts and passwords necessary to access your equipment and provide the Telstra 1 Touch Video service. Additional fees may apply in the event that we (or our contractor) attend your premise but are unable to access your nominated sites or equipment because of a failure by you.
- 5.3 If you request, or if we recommend, we can carry out a site survey to assess your nominated sites for video conferencing. A fee may be charged for this service, as set out in your separate agreement with us.
- 5.4 If following the site survey we recommend a network upgrade, you must agree to this upgrade before we will agree to provide the Telstra 1 Touch Video service.
- 5.5 You must ensure that you prepare your nominated sites in accordance with our instructions so that we can deliver and install the equipment. You must also provide us (and any third parties assisting us) with reasonable assistance to install the equipment.
- 5.6 We will tell you when we have completed the installation of your equipment. We will test the equipment following installation to check that it is working correctly and you agree to provide us with reasonable assistance to allow us to carry out such testing.
- 5.7 We may charge you additional fees to fix problems with your equipment that we do not cause and which occur during installation.

Installing your equipment

- 5.8 The installation services do not include:
 - (a) patching of equipment to the existing cabling infrastructure;

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- (b) the provision of any rack (rack unit) or supporting structure to house the equipment;
- (c) any cabling;
- (d) any MAN, WAN or LAN cabling or upgrades to your equipment; or
- (e) any network rationalisation, upgrade or conditioning (such as QoS, PoE, VLAN or network redesign).

5.9 If we install any additional rental or purchased equipment you obtain from us separately, then you agree to pay us the relevant installation charges for that equipment.

6 SECURITY

- 6.1 Depending on features select, (such as the iView Communications Manager, or Enhanced Video Features) we may provide you with an account name and password for each user.
- 6.2 You are responsible for ensuring the confidentiality of any call in numbers, account numbers, authentication details, and passwords issued to you as part of the Telstra 1 Touch Video service.
- 6.3 You must notify us if you suspect that your authentication details have been disclosed to another person without your consent.
- 6.4 We are not liable for any loss or damage that you or any other person suffer as a result of your use of the Telstra 1 Touch Video service or from disclosing your account number, authentication details, password or call in number(s).
- 6.5 You are solely responsible for all use of the Telstra 1 Touch Video service using your authentication details, regardless of whether or not the use was authorised by you.

7 FEES AND CHARGES FOR CUSTOMERS WHO SIGNED UP FOR THE TELSTRA 1 TOUCH VIDEO SERVICE BEFORE 26 OCTOBER 2009

7.1 To obtain the Telstra 1 Touch Video service, you can purchase one or more of the service bundles described in the table below.

SERVICE BUNDLE	EQUIPMENT	CONNECTING SERVICE*	MONTHLY CHARGE (GST EXCL.)
Telstra 1 Touch Video 4000 desktop bundle - Metropolitan	Polycom KDX 4002XL single screen and user interface	Metropolitan Connecting Service	\$2050.00
Telstra 1 Touch Video 4000 desktop bundle - Regional	Polycom KDX 4002XL single screen and user interface	Regional Connecting Service	\$2050.00
Telstra 1 Touch Video 8000 room-based bundle - Metropolitan	Polycom HDX 8004XL twin screen on a fixed pedestal	Metropolitan Connecting Service	\$3050.00
Telstra 1 Touch Video 8000 room-based bundle - Regional	Polycom HDX 8004XL twin screen on a fixed pedestal	Regional Connecting Service	\$3450.00

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* Metropolitan Connecting Service means within 50km radius of the GPO of the nearest capital city or qualifying regional exchange.

Regional Connecting Service means more than 50km radius of the GPO of the nearest capital city or qualifying regional exchange.

8 FEES AND CHARGES FOR CUSTOMERS WHO SIGNED UP FOR THE TELSTRA 1 TOUCH VIDEO SERVICE ON OR AFTER 26 OCTOBER 2009 AND BEFORE 28 JULY 2010

8.1 To obtain the Telstra 1 Touch Video service, you can purchase one or more of the service bundles described in the table below. We charge you the monthly charge set out below for your applicable bundle.

FULL SERVICE PACK BUNDLES	EQUIPMENT	CONNECTING SERVICE*	MONTHLY CHARGE DURING 36 MONTH MINIMUM TERM (GST EXCL.)	MONTHLY CHARGE DURING ANY AUTOMATIC RENEWAL TERM (GST EXCL.)
Telstra 1 Touch Video Executive Desktop - Metropolitan	Polycom HDX 4002XL single screen	Metropolitan Ethernet Lite Service	\$1595.00	\$1295.00
Telstra 1 Touch Video Executive Desktop - Regional	Polycom HDX 4002XL single screen	Regional Ethernet Lite Service	\$1995.00	\$1695.00
Telstra 1 Touch Video Single Screen HD Media Centre - Metropolitan	Polycom HDX 8002XL single screen and Polycom IP7000 user interface	Metropolitan Ethernet Lite Service	\$2095.00	\$1295.00
Telstra 1 Touch Video Single Screen HD Media Centre - Regional	Polycom HDX 8002XL single screen and Polycom IP7000 user interface	Regional Ethernet Lite Service	\$2495.00	\$1695.00
Telstra 1 Touch Video Dual Screen HD Media Centre - Metropolitan	Polycom HDX 8002XL dual screen and Polycom IP7000 user interface	Metropolitan Ethernet Lite Service	\$2195.00	\$1295.00
Telstra 1 Touch Video Dual Screen HD Media Centre - Regional	Polycom HDX 8002XL dual screen and Polycom IP7000 user interface	Regional Ethernet Lite Service	\$2595.00	\$1695.00
Telstra 1 Touch Video Single Screen Media	Polycom QDX 6000XL single screen	Metropolitan Ethernet Lite Service	\$1695.00	\$1295.00

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FULL SERVICE PACK BUNDLES	EQUIPMENT	CONNECTING SERVICE*	MONTHLY CHARGE DURING 36 MONTH MINIMUM TERM (GST EXCL.)	MONTHLY CHARGE DURING ANY AUTOMATIC RENEWAL TERM (GST EXCL.)
Centre - Metropolitan				
Telstra 1 Touch Video Single Screen Media Centre - Regional	Polycom QDX 6000XL single screen	Regional Ethernet Lite Service	\$2095.00	\$1695.00
Telstra 1 Touch Video Dual Screen Media Centre - Metropolitan	Polycom QDX 6000XL dual screen	Metropolitan Ethernet Lite Service	\$1795.00	\$1295.00
Telstra 1 Touch Video Dual Screen Media Centre - Regional	Polycom QDX 6000XL dual screen	Regional Ethernet Lite Service	\$2195.00	\$1695.00

SERVICE ACCESS PACK BUNDLES	EQUIPMENT	CONNECTING SERVICE*	MONTHLY CHARGE (GST EXCL.)
Telstra 1 Touch Video service – Metropolitan	Supplied by you. Must be of approved type.	Metropolitan Regional Ethernet Lite Service	\$1295.00
Telstra 1 Touch Video service - Regional	Supplied by you. Must be of approved type.	Regional Ethernet Lite Service	\$1695.00

* Metropolitan Ethernet Lite Service means your site is within a 50km radius of the GPO of the nearest capital city or qualifying regional exchange.

* Regional Ethernet Lite Service means your site is more than 50km from the GPO of the nearest capital city or qualifying regional exchange.

8.2 We do not charge you for video and audio calls between your Telstra 1 Touch Video services and other Telstra 1 Touch Video services.

8.3 We charge you the following ISDN calling charges for video and audio calls originating from your Telstra 1 Touch Video service:

CALL TYPE	BANDWIDTH	CHARGE PER MINUTE (GST EXCL.)
Local Call (Audio)	64 kbit/s	\$0.05
Local Call	128 kbit/s	\$0.11
Local Call	256 kbit/s	\$0.15
Local Call	384 kbit/s	\$0.16
Local Call	512 kbit/s	\$0.21

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CALL TYPE	BANDWIDTH	CHARGE PER MINUTE (GST EXCL.)
Local Call	768 kbit/s	\$0.32
Long Distance Call (Audio)	64 kbit/s	\$0.15
Long Distance Call	128 kbit/s	\$0.29
Long Distance Call	256 kbit/s	\$0.59
Long Distance Call	384 kbit/s	\$0.88
Long Distance Call	512 kbit/s	\$1.17
Long Distance Call	768 kbit/s	\$1.76
International Call to New Zealand (Audio)	64 kbit/s	\$1.56
International Call to New Zealand	128 kbit/s	\$3.13
International Call to New Zealand	256 kbit/s	\$6.26
International Call to New Zealand	384 kbit/s	\$9.38
International Call to New Zealand	512 kbit/s	\$12.51
International Call to New Zealand	768 kbit/s	\$18.77
International Call (excluding New Zealand) (Audio)	64 kbit/s	\$2.57
International Call (excluding New Zealand)	128 kbit/s	\$5.15
International Call (excluding New Zealand)	256 kbit/s	\$10.29
International Call (excluding New Zealand)	384 kbit/s	\$15.43
International Call (excluding New Zealand)	512 kbit/s	\$20.58
International Call (excluding New Zealand)	768 kbit/s	\$30.87

The definitions of these call types are set out in Part A - General of the Basic Telephone Service section of Our Customer Terms at <http://telstra.com.au/customer-terms/business-government/fixed-line/bus-general/>.

8.4 Originating calls include which are:

- (a) audio calls originated directly from your equipment; and
- (b) video or audio calls originating from your video conference bridge.

8.5 Incoming video and audio calls to your Telstra 1 Touch Video service are charged to the party who originated the call, as set out in their applicable agreement.

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8.6 You can now make and receive 3G Mobile video calls using your Telstra 1 Touch Video service. We charge you the following calling charges for 3G Mobile Video calls originating from your Telstra 1 Touch Video service.

CALL TYPE	BANDWIDTH	CHARGE PER MINUTE (GST EXCL.)
Local Call	64 kbit/s	\$0.15
Long Distance Call	64 kbit/s	\$0.15
International Call to New Zealand	64 kbit/s	\$1.56
International Call (excluding New Zealand)	64 kbit/s	\$2.57

The definitions of these call types are set out in Part A - General of the Basic Telephone Service section of Our Customer Terms at <http://telstra.com.au/customer-terms/business-government/fixed-line/business-general/>.

- 8.7 Incoming 3G Mobile Video calls to your Telstra 1 Touch Video service are charged to the party who originated the call, as set out in their applicable agreement.
- 8.8 We do not charge for calls between your Telstra 1 Touch video bridging service and video conferencing units connected via the Internet calling gateways. There may be separate charges associated with the usage of your Internet connectivity under a separate agreement with your Internet service provider.

9 FEES AND CHARGES FOR CUSTOMERS WHO SIGNED UP FOR THE TELSTRA 1 TOUCH VIDEO SERVICE ON OR AFTER 28 JULY 2010

- 9.1 To obtain the Telstra 1 Touch Video service, you can purchase one or more of the service bundles described in your application form or separate agreement with us. We charge you the monthly charge set out in your application form or separate agreement with us for the service bundle(s) that you purchase.
- 9.2 We do not charge you for video calls between your Telstra 1 Touch Video conferencing services, and between your Telstra 1 Touch Video conferencing service and the Hosted Multi-point bridging conferencing infrastructure.
- 9.3 Clauses 8.2 to 8.78, which deal with call types and charges, also apply to Telstra 1 Touch Video services taken on or after 28 July 2010.
- 9.4 If you acquired your Telstra 1 Touch Video service on or after 8 July 2011 and if you make calls to other Telstra 1 Touch Video services, Telstra Hosted Video services and Telstra IP Telephony services outside your organisation we will charge you the applicable Business Fixed Line charges set out in [the Basic Telephone Service section](#) of Our Customer Terms or in your separate agreement with us.
- 9.5 If you acquired your Telstra 1 Touch video service on or after 8 July 2011 and if you make calls to the Telstra iVision Visionnet service, including the Visionnet multipoint service, we will charge you the applicable Business Fixed line charges set out in the basic Telephone Service section of Our Customer Terms or in your separate agreement with us.

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10 SERVICE ASSURANCE (FOR SERVICES ACQUIRED BEFORE 8 JULY 2011)

Helpdesk

- 10.1 We will provide you with helpdesk support for your Telstra 1 Touch Video service through the Video Conference Service Centre (Helpdesk).
- 10.2 You can contact the Helpdesk on 1800 011 080 between 07:00 - 19:00 (AEST) on business days. Calls to this number at all other times are directed to our afterhours call centre, which will put you in contact with an on-call Helpdesk representative.

On-site Maintenance

- 10.3 If you report a fault on your Telstra 1 Touch Video service and we are not able to resolve it remotely, on request, we will:
 - (a) attend your nominated site between 08:00 - 18:00 (AEST) on business days (Business Hours) and diagnose the fault; and
 - (b) use our reasonable endeavours to resolve the fault or advise you on a way to proceed in resolving the fault.
- 10.4 If we determine that there is no fault with the Rental or Supported Equipment or where:
 - (a) we perform on-site technical support outside of Business Hours on your request;
 - (b) you require on-site technical support as a result of an issue with the business broadband connection service that we have provided you; or
 - (c) you require on-site technical support as a result of failure in your Rental or Supported Equipment and the failure is due to:
 - (i) a failure to follow our installation, operation, maintenance or other instructions;
 - (ii) any unauthorised modification or alteration to the Rental or Supported Equipment;
 - (iii) abuse, misuse, negligent acts or omissions by you or any person under your control; or
 - (iv) an event or act outside our reasonable control,

then we may charge you our reasonable costs incurred in identifying, examining and rectifying such faults.

Service Restoration

- 10.5 Between the hours of 05:30 and 23:30 (AEST) on business days, we will try, but do not promise, to meet the following service levels for availability of the Telstra 1 Touch Video Conference system:

SEVERITY LEVEL	RESPONSE AND UPDATE TIMES	RESTORATION TARGETS - METROPOLITAN	RESTORATION TARGETS - REGIONAL SITES
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		SITES	
1	Within 15 minutes from the initial report to us	Next business day	Within four business days
2	Within 15 minutes from the initial report to us	Next business day	Within four business days
3	Within 15 minutes from the initial report to us	Less than 48 hours	Within four business days

Severity 1 means that the Telstra 1 Touch Video Conference system is unavailable during or within a pre-scheduled 4 hour meeting period.

Severity 2 means that the Telstra 1 Touch Video Conference system is unavailable or severely degraded and there are meetings pre-scheduled within 24 hours.

Severity 3 means that the Telstra 1 Touch Video Conference system is unavailable or severely degraded but there are no meetings pre-scheduled for 24 hours.

** All the above times are based on AEST or AEDST (when applicable).*

*** All Restoration times are subject to the underlying network availability and site access and do not apply to fatal network or Equipment faults.*

10.6 We will not be responsible for the availability of your Telstra 1 Touch Video service when you or any person accessing your Telstra 1 Touch Video service has caused the fault.

Planned outages

10.7 From time to time we may need to implement a planned outage. This may involve us interrupting the Telstra 1 Touch Video service to perform work such as network upgrades, modifications to hardware or software or testing.

10.8 We will use reasonable endeavours to:

- (a) provide you with at least two business days notice (via email or otherwise) prior to the planned outage;
- (b) ensure that planned outages on business days are between the hours of 19:30 -06:00 (AEST); and
- (c) ensure that any planned outage does not exceed 10 hours per quarter in total.

11 SERVICE ASSURANCE (FOR SERVICES ACQUIRED ON AND FROM 8 JULY 2011)

11.1 If you apply for a Telstra 1 Touch Video Access Full Service Pack, Telehealth Professional Pack, Access Service Pack, Converged Full Service Pack or Converged Service Pack on and from 8 July 2011, the Enhanced Managed service – Business Plus will apply to the end point conferencing equipment.

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11.2 If you apply for a Telstra Business Video Connect - Converged Full Service Packs then the level of service support for your end point equipment will be 'Essentials Managed service - Business Hours'.

11.3 If you apply for a Telehealth Starter Pack then the level of support for your software client and equipment will be 'Essentials Managed service – Business Plus'. We do not provide support for:

- (a) your personal computer; or
- (b) your access service, if it is provided by a third party.

11.4 The table below sets out support available for your endpoint Video Equipment.

Support	Description	Essentials Managed service	Enhanced Managed service
Helpdesk	User help provided with 1800 toll free.	√	√
Technical Support (Phone)	Customer calls Telstra to receive technical assistance over the phone.	√	√
Technical Support (Technical Link)	Following a call to the helpdesk, Telstra Techs connect to the suspect equipment, allowing deeper, more accurate investigation, remote rebooting and soft fixes.	X	√ **
Onsite Fix / Replace	Telstra technicians visit customer site	√	√

** For Converged Service Packs, the Technical Support (Technical Link) is only available if you have separately acquired from us a Managed WAN, Managed Data Networks or Managed Connect IP service from us with Ethernet or Ethernet Lite as your connecting carriage service and with a minimum bandwidth of 512Kbps.

Helpdesk Hours	Business Hours	Business Plus
	Mon – Fri, 08.00 – 17.00	24x7

11.5 If you apply for a Bridging Access Pack, or Converged Bridging Service Pack, the level of service support for your video conferencing endpoint equipment will be determined by the service assurance purchased with your Telstra Managed Video Conferencing equipment.

11.6 For Converged Bridging Packs, the Technical Support (Technical Link) is only available if you have separately acquired from us a Managed WAN, Managed Data Networks or Managed Connect IP service from us with Ethernet or Ethernet Lite as your connecting carriage service and with a minimum bandwidth of 512Kbps.

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- 11.7 When using an Internet gateway to connect a Video Conferencing endpoint via the public Internet, we do not provide support for:
- (a) your Video Conferencing endpoint, but we will provide best effort support where possible; or
 - (b) your Internet access service, if it is provided by a third party.

Helpdesk and Technical Support

- 11.8 We will provide you with helpdesk support for your Telstra 1 Touch Video service through the Video Conference Service Centre (**Helpdesk**).
- 11.9** You can contact the Helpdesk on 1800 011 080 between 8am – 5pm (AEST or AEDST when applicable) on business days. Calls to this number at all other times are directed to our afterhours call centre, which will pass your contact details to an on-call helpdesk representative. The on-call helpdesk representative will return your call.

Onsite Fix/Replace

- 11.10 If you report a fault on your Telstra 1 Touch Video service and we are not able to resolve it remotely, on request, we will:
- (a) attend your nominated site between 08:00 - 18:00 (AEST or AEDST when applicable) on business days (**Business Hours**) and diagnose the fault; and
 - (b) use our reasonable endeavours to resolve the fault or advise you on a way to proceed in resolving the fault.
- 11.11 If we determine that there is no fault with the Rental or Supported Equipment or where:
- (a) you have either Essentials Managed service – Business Hours or Enhanced Managed service – Business Hours and we perform on-site technical support outside of business hours on your request;
 - (b) you require on-site technical support as a result of an issue with the business broadband connection service that we have provided you; or
 - (c) you require on-site technical support as a result of failure in your Rental or Supported Equipment and the failure is due to:
 - (i) a failure to follow our installation, operation, maintenance or other instructions;
 - (ii) any unauthorised modification or alteration to the Rental or Supported Equipment;
 - (iii) abuse, misuse, negligent acts or omissions by you or any person under your control; or
 - (iv) an event or act outside our reasonable control,
- then we may charge you our reasonable costs incurred in identifying, examining and

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rectifying such faults.

11.12 We will not be responsible for the availability of your Telstra 1 Touch Video service when you or any person accessing your Telstra 1 Touch Video service has caused the fault.

Service level targets

11.13 If you apply for an Access Full Service Pack, Access Service Pack, Converged Full Service Pack or Converged Service Pack, we aim, but do not guarantee, to respond to requests regarding your video conferencing endpoint equipment within the time periods set out in the table below.

	Essentials Managed service - Business Hours / Enhanced Managed service – Business Hours	Essentials Managed service - Business Plus / Enhanced Managed service – Business Plus
Helpdesk Hours	Mon – Fri, 08.00 – 17.00	24x7
Response Time	120 Mins	60 Mins
Restore Times: During Business Hours Only		
Urban Restore	End of Next Business Day	12 Hrs
Rural Restore	Urban + 1 Business Day	Urban + 1 Business Day
Remote Restore	Urban + 2 Business Days	Urban + 2 Business Days

11.14 If you apply for a Bridging Access Pack, or Converged Bridging Service Pack, the level of service restoration for your video conferencing equipment will be determined by the service assurance purchased with your Telstra Managed Video Conferencing equipment.

11.15 For issues logged with the helpdesk between the hours of 07:00 and 22:00 (AEST or AEDST when applicable) on business days, we aim, but do not guarantee, to meet the following service restoration for your Hosted Video Conferencing Facilities and Desktop Video Soft Client:

Severity level	Response and update times	Restoration targets
1	Within 15 minutes from the initial report to the helpdesk	4 Hours
2	Within 15 minutes from the initial report to the helpdesk	24 Hours
3	Within 15 minutes from the initial report to the helpdesk	72 Hours

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** All Restoration times are subject to the underlying network availability and site access and do not apply to fatal network or Equipment faults.

11.16 For issues associated with the dedicated Ethernet Lite access link which is part of the Access bundles, we will try, but do not promise, to meet the following service levels for availability of your Telstra 1 Touch Video Conference service:

Severity level	Response and update times	Restoration targets - metropolitan sites	Restoration targets - regional sites
1	Within 15 minutes from the initial report to us	Next business day	Within 4 business days
2	Within 15 minutes from the initial report to us	Next business day	Within 4 business days
3	Within 15 minutes from the initial report to us	Less than 48 hours	Within 4 business days

11.17 For issues associated with connection of your 1 Touch Video Conference service via an Internet gateway or the public Internet we will try, but do not promise, to meet the service levels set out in clause 11.15.

Planned outages

11.18 From time to time we may need to implement a planned outage. This may involve us interrupting the Telstra 1 Touch Video service to perform work such as network upgrades, modifications to hardware or software or testing.

11.19 We will use reasonable endeavours to:

- (a) provide you with at least 2 business days notice (via email or otherwise) prior to the planned outage;
- (b) ensure that planned outages on business days are between the hours of 19:30 -06:00 (AEST or AEDST when applicable); and
- (c) ensure that any planned outage does not exceed 10 hours per quarter in total.

12 SPECIAL MEANINGS

12.1 The following words have the following special meanings:

Business day means any day, other than a Saturday, Sunday or recognised public holiday in the capital city of the state in which your premises are located.

CBD zone has the meaning set out in the Ethernet Lite section of Our Customer Terms.

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Hosted Video Conferencing Facilities means the video conferencing services that are delivered by capability built into our network. These facilities include capability such as: multiparty conference bridging, scheduling, data sharing, and Enhanced Video Features.

Metro has the meaning set out in the Ethernet Lite section of Our Customer Terms.

Metro site means any site that is in a CBD zone or metro area.

Regional has the meaning set out in the Ethernet Lite section of Our Customer Terms.

Regional site means any site that is in a regional or remote area.

Remote in relation to the provisioning of your service, has the meaning set out in the Ethernet Lite section of Our Customer Terms and in relation to service assurance means a township or community with a population of less than 200 people.

Response time means the time from which the incident is logged to the time when a resource is allocated to attend to the incident.

Restore time means the time from which the incident is logged to the time when the incident is closed.

rural means a township or community with a population of 200 people or more but less than 10,000 people.

Severity 1 means a critical incident which requires immediate corrective action and has a direct and immediate customer impact. The Hosted Video Conferencing Facilities are, or your Telstra 1 Touch Video endpoint is, completely unavailable (as applicable).

Severity 2 means a high impact incident which requires prompt corrective action and has a direct customer impact. The Hosted Video Conferencing Facilities are, or your Telstra 1 Touch Video endpoint is, completely unavailable and there is no immediately obvious work-around (as applicable).

Severity 3 means a medium impact incident which requires managed restoration. The Hosted Video Conferencing Facilities are, or your Telstra 1 Touch Video endpoint is, available, but a work-around is available, or a customer can operate in a reduced capacity (as applicable).

Urban means a township or community with a population of 10,000 people or more.