

OUR CUSTOMER TERMS

TELSTRA INTEGRATED SERVICE DESK SECTION



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Certain words are used with the specific meanings set out under clause 9 and 15 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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TELSTRA INTEGRATED SERVICE DESK SECTION



1 ABOUT THE TELSTRA INTEGRATED SERVICE DESK

Our Customer Terms

- 1.1 This is the Telstra Integrated Service Desk section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms at <https://www.telstra.com.au/customer-terms/business-government> apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in this Telstra Integrated Service Desk section, then this section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of this section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

IF YOU ACQUIRE THIS SERVICE ON OR AFTER 23 SEPTEMBER 2014

2 TELSTRA INTEGRATED SERVICE DESK

What is the Telstra Integrated Service Desk?

- 2.1 The Telstra Integrated Service Desk gives you access to a consolidated service desk that provides end-to-end management and support for your Eligible Services.

Service Features

- 2.2 The Telstra Integrated Service Desk will perform the service features relevant for your Eligible Services.
- 2.3 The available service features of the Telstra Integrated Service Desk (as further described below) are:
 - (a) transition planning and management to allow our service desk to manage service desk functions for your Eligible Services;
 - (b) supporting your end users and your authorised users (as applicable) for the following in relation to your Eligible Services:
 - i. Incident management;
 - ii. Request Fulfilment;
 - iii. Knowledge Management;
 - iv. Access Management;
 - v. Change Management;
 - vi. Reactive Problem Management;
 - vii. Major Incident Management;
 - viii. Third Party Management; and
 - ix. Service Level Reporting.

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Minimum Term

2.4 You must take the Telstra Integrated Service Desk for the term set out in your agreement with us.

Terms

2.5 We will provide the Telstra Integrated Service Desk as set in this section of Our Customer Terms and your agreement with us.

Charges

2.6 You agree to pay all the applicable fees and charges incurred in respect of your Telstra Integrated Service Desk. The fees and charges for your Telstra Integrated Service Desk, including the process for changes to those fees and charges, will be set out in your separate agreement with us. For the avoidance of doubt, these charges do not include any charges for the Eligible Services which are managed under these terms.

Eligibility

2.7 Telstra Integrated Service Desk:

- (a) is not available to Telstra Wholesale customers or for resale;
- (b) is not available to customers who do not have at least two managed products as Eligible Services at all relevant times;
- (c) is not available to customers who are not business customers; or
- (d) customers who do not have a separate agreement with us.

Equipment not supported

2.8 The Telstra Integrated Service Desk excludes support for handsets and other equipment that is not supported by us (either because it is at a site we do not support, or because the equipment is not listed in your separate agreement with us or supplied by us in association with your Eligible Services).

3 FEATURES

3.1 The following terms apply to the features of the Telstra Integrated Service Desk.

3.2 If there are specific restrictions relating to service features for an Eligible Service (such as requests to the service desk must be made by authorised users only, or certain features are only available in respect of specific equipment), then such restrictions apply to the Telstra Integrated Service Desk for that Eligible Service.

Incident Management

3.3 We will implement an Incident management process that is documented in the ISD Handbook. All Incidents must be reported and managed according to the process defined and agreed upon in the ISD Handbook.

3.4 All Incidents detected by us or reported to the Service Desk will be raised as an Incident in our ISD Tool. The ISD Tool will be the single source of truth for Incident management.

3.5 The Service Desk will:

- (a) log and provide a job reference number for each Incident;
- (b) allocate a Priority Level to each Incident as appropriate;

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- (c) monitor, track and co-ordinate each Incident until it is Resolved;
 - (d) provide regular status updates for each Incident;
 - (e) promptly advise you of Resolution of the Incident; and
 - (f) close the Incident after it has been Resolved.
- 3.6 We will investigate and diagnose the Incident (either remotely or by attending on-site). Where on-site attendance is required to resolve an Incident, we will arrange a suitable time to attend your Premises with your contact person.
- 3.7 Where we reasonably determine that an Incident does not arise from or relate to the Eligible Services, we will promptly advise you, and will work collaboratively with any relevant third party suppliers to resolve the Incident. Where we reasonably determine that an Incident has not arisen from or is not related to the Eligible Services, or has been caused by you (or your Personnel), we may charge you our reasonable costs incurred in relation to identifying, investigating and Resolving the Incident.
- 3.8 If we reasonably believe that the Incident cannot be Resolved, we will communicate the reasons why we believe the Incident cannot be Resolved and obtain your approval to close the Incident.
- 3.9 When reporting Incidents via the Service Desk, you must provide us with the following information:
- (a) the Full National Number (FNN) or service number for all impacted Eligible Services;
 - (b) details of the Incident (for example, symptoms and degree of impact);
 - (c) impacted areas of your business; and
 - (d) contact details for Incident management (including the address of your Premise and your contact person's details where on-site attendance may be required).

Request Fulfilment

- 3.10 We will provide Request fulfilment in accordance with standardised methods and processes to ensure the efficient and prompt handling of Standard Requests and Non-Standard Requests from Authorised Representatives.
- 3.11 The Service Desk will:
- (a) identify and log each Request having regard to whether it is a Standard Request or a Non-Standard Request, and manage the Request accordingly;
 - (b) provide a job reference number for each Request;
 - (c) track and manage each Request until it is Resolved;
 - (d) provide regular status updates for each Request; and
 - (e) close each Request after it has been Resolved.
- 3.12 The Service Desk will only accept and action Requests from Authorised Representatives in accordance with the agreed process in the ISD Handbook.

Knowledge Management

- 3.13 Our Service Desk will respond to inquiries relating to use of the functionality and performance of the

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relevant Eligible Service and any supported equipment.

- 3.14 If our Service Desk cannot provide an immediate response to an inquiry for “How to” support, the Service Desk will try to address the inquiry within one complete Business Day.

Access Management

- 3.15 We will provide Access Management in accordance with standardised methods and processes to ensure:
- (a) the efficient and prompt handling of all requests for access to services managed or provided by Telstra;
 - (b) the correct level of security verification, approval and conflict checking is applied to all requests for access; and
 - (c) periodic access verification checks are performed to verify all access is valid.

Change Management

- 3.16 If you take up Change Management as part of your service, we will also apply a standardised method for efficient and prompt handling of all changes to services managed or provided by Telstra. Specifically, we will record, evaluate, prioritise, plan, test, and implement, document and review changes in a controlled manner, as required to:
- (a) deliver and manage your Eligible Services;
 - (b) deliver specific change management services as mutually agreed; and
 - (c) undertake change management activities required to support other Integrated Service Desk processes.
- 3.17 To avoid doubt, Change Management services do not include integration of the ISD Tool with your Change Management tools.

Reactive Problem Management

- 3.18 If you take up Reactive Problem Management as part of your service, we will develop a Problem management process and ensure that all Problems relating to your Eligible Services are controlled through the Reactive Problem Management process. Specifically:
- (a) Any Problems detected by us or reported to the Service Desk will be logged/raised as a Problem in our ISM Tool. Our ISM Tool will be the single source of truth for Problem Management.
 - (b) The Service Desk will:
 - i. log and provide a job reference number for each Problem;
 - ii. classify Problems as appropriate;
 - iii. manage each Problem until it is Resolved;
 - iv. provide regular status updates for each Problem (including the estimated time to resolution and any temporary or permanent work-arounds which are necessary);
 - v. promptly advise you of Resolution of the Problem; and
 - vi. close the Problem after confirming with you that it has been Resolved.
 - (c) We will investigate and diagnose the Problem (either remotely or by attending on-site). Where on-site

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attendance is required to resolve a Problem, we will arrange a suitable time to attend the Premises with your contact person.

- (d) Where we reasonably believe a Problem does not appear to arise from or relate to the Services, we will promptly advise you, and will work collaboratively with any relevant third party suppliers to resolve the Problem. Where it is reasonably determined that a Problem has not arisen from or is not related to the Services, or has been caused by you (or your Personnel or Authorised Users), we may charge you our reasonable costs incurred in relation to identifying, investigating and resolving the Problem.
- (e) If we reasonably believe a Problem cannot be Resolved, we will communicate the reasons why we reasonably believe the Problem cannot be Resolved and obtain your approval to close the Problem.
- (f) When reporting Problems, you must provide the Service Desk with the following Information:
 - i. the Full National Number (FNN) for all impacted Services;
 - ii. details of the Problem (for example, symptoms and degree of impact);
 - iii. impacted areas of your business; and
 - iv. contact details for Problem Management (including any Premises contact details where on-site attendance may be required).
- (g) We will establish and maintain a database of known errors and associated work-arounds in our ISM Tool.

Major Incident Management

- 3.19 If you take up Major Incident Management as part of your service, we will provide the following additional services to ensure a high level of control, coordination and communication is applied to Incidents that are causing critical impact to your organisation:
- (a) provide a major incident management team, available 24 hours per day x 7 days per week, to manage and assess the criticality of Incidents;
 - (b) assign a major incident manager for Priority Level One Incidents, who is responsible for Telstra's role in resolution, escalation and communication;
 - (c) monitor and track Priority Level One and Priority Level Two Incidents until restoration;
 - (d) facilitate the development and implementation of restoration plans (including any temporary or permanent work-arounds);
 - (e) conduct risk analysis and develop contingency plans for Incident resolution as required;
 - (f) provide regular status updates as agreed with you, through the course of a major incident;
 - (g) provide Post Incident Review (PIR) reports within 6 Business Days from the date of resolution of the Incident; and
 - (h) if requested, participate in any post-Incident reviews conducted by you.

Third Party Management

3.20 Third Party Management is an optional add-on service available in relation to the Service Desk.

3.21 If you acquire our Third Party Management service, the terms that apply to this service will be set out in

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your separate agreement with us.

Supplier Support

3.22 We may, but are not required to, liaise with your suppliers to the extent required by us to provide the Service Desk.

4 PORTAL

4.1 You may access the following functions of the Service Desk via the Portal if we make the Portal available to you:

- (a) lodge Requests for your Eligible Services;
- (b) lodge Incidents for your Eligible Services and;
- (c) access an online knowledge centre, including "how to" information and frequently asked questions relating to your Eligible Services.

4.2 The Portal Guide sets out details for accessing the Portal, including information on user IDs and passwords.

4.3 You acknowledge that due to the nature of the Portal, we cannot guarantee that access to the Portal will be continuous or fault-free.

5 SERVICE LEVELS

5.1 There are no service levels for the Service Desk.

5.2 The service levels for your Eligible Services are as set out in your agreement with us or in Our Customer Terms for the Eligible Service and the service levels may include SLA Premium if you purchased this service from us.

6 SERVICE LEVEL REPORTING

6.1 We will provide you with a consolidated monthly report of the number of Incidents and Standard Requests which sets out your use of the Service Desk

7 TRANSITION PLANNING AND MANAGEMENT

7.1 We will use reasonable endeavours to migrate the management of your Eligible Services to the Telstra Integrated Service Desk, as set out below.

7.2 At our request, you will provide us with all necessary assistance to enable us to collect information we require to create a transition plan and provide the Telstra Integrated Service Desk.

7.3 We will provide you with a welcome pack which will include:

- (a) an ISD Handbook: setting out processes relating to the Telstra Integrated Service Desk service, including contact details for the service desk and Portal access details (if available);
- (b) a Helpdesk Contact and Escalations Guide: a document designed for distribution to your end users and authorised users (as applicable) providing service desk contact information and processes; and
- (c) a Portal Guide: a user guide to assist you with use of the Portal (if available).

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8 GENERAL

Service Desk

8.1 We will provide you with the following to contact the Service Desk:

- (a) a dedicated 1800 number with your own personalised greeting;
- (b) access to our Portal, if we make it available to you;
- (c) a fax number; and
- (d) an email address.

8.2 The Service Desk will operate during Business Hours on a Business Day. Priority Level One and Priority Level Two Incidents (as described in your agreement with us for the relevant Eligible Service) may be reported at any time by telephone

8.3 We will:

- (a) log and provide job reference numbers to the person who reported the Incident or made the Request;
- (b) make an initial assessment of each Incident or Request and, if appropriate, attempt to Resolve the Incident or Request, or refer it to the next level of support in accordance with the escalation procedures for the Eligible Service;
- (c) provide updates on Incidents and Requests to the person who reported the Incident or made the Request; and
- (d) close Incidents or Requests after it has been Resolved [to the satisfaction of the person who reported the Incident or made the Request or any other Authorised Representative].

Your obligations

8.4 You agree to:

- (a) train your Authorised Representatives on the appropriate use of the Service Desk;
- (b) inform us of:
 - i. any activity that may affect our delivery of the Service Desk, including changes to your Eligible Services; and
 - ii. any changes to your Authorised Representatives which may affect our provision of the Service Desk.

Changes to your Eligible Services and Premises

8.5 By notifying us in writing of the change(s) you require, you may request a change to:

- (a) the Eligible Services supported by us as part of the Service Desk;
- (b) your Premises to which the Service Desk is supplied in relation to your Eligible Services,

8.6 We will liaise with you to determine if we can deliver your Service Desk according to your proposed changes.

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8.7 If we agree in principle to the proposed changes requested by you, our agreement will be amended in accordance with the change process set out in that agreement between us.

9 SPECIAL MEANINGS

9.1 In this Part A of this section of Our Customer Terms, unless otherwise stated:

Authorised Representatives means your authorised representative who has the requisite authority to make any Requests and decisions in relation to the Eligible Services (including IMACs) on your behalf.

Business Day means Monday to Friday excluding public holidays in the State or Territory from which the Service Desk operates

Business Hours means 8am to 6pm on a Business Day.

Eligible Services means those eligible telecommunications services identified in your agreement with us that you connect with us (and that remain connected) in your own name (which may include equipment supplied by us in association with those services) for which we will provide the Telstra Integrated Service Desk to you.

Incident means an event that is not part of the standard or expected operation of your Eligible Services that causes, or may cause, an interruption to, or a reduction in the quality of, the Eligible Service or which affects your ability to use your Eligible Services.

ISD Handbook means the procedures manual for the Service Desk, as updated by us from time to time.

ISD Tool means our service management platform that we use to manage Incidents and Requests raised via the Service Desk.

Non-Standard Requests are any requests in relation to Eligible Services that are not contained in the Service Catalogue.

Portal means a secure web browser client based access to a single comprehensive service management portal which may be provided by us as a part of the Telstra Integrated Service Desk.

Portal Guide means the guide that sets out the processes and procedures for accessing the portal for the Telstra Integrated Service Desk, as update by us from time to time.

Premises means your premises (as described in your agreement with us) where the Eligible Services are being provided and in respect of which an Incident or Request has been raised via the Service Desk, as may be amended from time to time by notice in writing from you to us.

Problem means a recurring Incident or multiple recurring Incidents where the cause is not known.

Request means any request (including Standard Requests and Non-Standard Requests) or 'how to' enquiries in relation to the Eligible Services, except for a request or enquiry in relation to an Incident.

Resolution means:

- (a) in respect of Request Fulfilment, any action which will fulfil a Request Fulfilment;
- (b) in respect of an Incident, any action which will restore normal service operation;
- (c) the implementation of workarounds to mitigate the effects of Incidents;

and **Resolve**, **Resolved** and **Resolving** have a corresponding meaning.

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Service Desk means the Telstra Integrated Service Desk service as described in these terms.

Standard Requests are a new instance of, or a change to, an in-scope Eligible Service that is contained in the Service Catalogue, and is classified as either a simple request or a complex request where:

- (a) simple requests (also known as minor requests) are small, low risk changes to in scope Eligible Services that are pre-approved and are proven, repeatable and well-documented minor changes (including software installations, moves, add, changes and deletions) that are generally performed remotely; and
- (b) complex requests (also known as major requests) are larger, higher risk changes to in scope Eligible Services that are pre-approved require site visits or include 10 or more of the same activity in some cases, complex requests may be as a separate project.

IF YOU ACQUIRE THIS SERVICE BEFORE 23 SEPTEMBER 2014

10 TELSTRA INTEGRATED SERVICE DESK

What is the Telstra Integrated Service Desk?

10.1 The Telstra Integrated Service Desk gives you access to a consolidated service desk that provides end-to-end management and support for your Eligible Services.

Service Features

10.2 The Telstra Integrated Service Desk will perform the service features relevant for your Eligible Services.

10.3 The available service features of the Telstra Integrated Service Desk (as further described below) are:

- (a) transition planning and management to allow our service desk to manage service desk functions for your Eligible Services;
- (b) supporting your end users and your authorised users (as applicable) for the following in relation to your Eligible Services:
 - i. Incident management;
 - ii. problem management;
 - iii. “How to” support;
 - iv. service request management; and
 - v. billing;
- (c) liaising with your suppliers, in relation to Eligible Services; and
- (d) reporting.

Minimum Term

10.4 You must take the Telstra Integrated Service Desk for the term set out in your agreement with us.

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Terms

10.5 We will provide the Telstra Integrated Service Desk as set in this section of Our Customer Terms and your agreement with us.

Charges

10.6 You agree to pay all the applicable fees and charges incurred in respect of your Telstra Integrated Service Desk. The fees and charges for your Telstra Integrated Service Desk, including the process for changes to those fees and charges, will be set out in your separate agreement with us. For the avoidance of doubt, these charges do not include any charges for the Eligible Services which are managed under these terms.

Eligibility

10.7 Telstra Integrated Service Desk:

- (a) is not available to Telstra Wholesale customers or for resale;
- (b) is not available to customers who do not have at least two managed products as Eligible Services at all relevant times;
- (c) is not available to customers who are not business customers; or
- (d) customers who do not have a separate agreement with us.

Equipment not supported

10.8 The Telstra Integrated Service Desk excludes support for handsets and other equipment that is not supported by us (either because it is at a site we do not support, or because the equipment is not listed in your separate agreement with us or supplied by us in association with your Eligible Services).

11 FEATURES

11.1 The following terms apply to the features of the Telstra Integrated Service Desk.

11.2 If there are specific restrictions relating to service features for an Eligible Service, such as requests to the service desk must be made by authorised users or certain features only being available in respect of specific equipment, then such restrictions apply to the Telstra Integrated Service Desk for that Eligible Service.

Transition Planning and Management

11.3 We will use reasonable endeavours to migrate the management of your Eligible Services to the Telstra Integrated Service Desk, as set out below.

11.4 At our request, you will provide us with all necessary assistance to enable us to collect information we require to create a transition plan and provide the Telstra Integrated Service Desk.

11.5 We will provide you with a welcome pack which will include:

- (a) a Customer Procedures Manual: setting out processes relating to the Telstra Integrated Service Desk service, including contact details for the service desk and Web Portal access details (if available);
- (b) a Helpdesk Contact and Escalations Guide: a document designed for distribution to your end users and authorised users (as applicable) providing service desk contact information and processes; and
- (c) a Web Portal Guide: a user guide to assist you with use of the Web Portal (if available).

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11.6 Transition planning and management will end when the welcome pack is supplied to you.

Incident Management

11.7 We will:

- (a) receive and record Incidents reported by you to the service desk;
- (b) either co-ordinate or conduct the detection, investigation and diagnosis of Incidents;
- (c) assign the priority level of Incidents according to the priority levels in respect of the relevant Eligible Service;
- (d) co-ordinate the restoration and recovery of your network for the resolution of Incidents;
- (e) liaise with you and, to the extent applicable, our suppliers and your suppliers in relation to the Incident;
- (f) close Incidents; and
- (g) create Incident history reports.

Supplier Support

11.8 We may, but are not required to, liaise with your suppliers to the extent required by us to provide the Telstra Integrated Service Desk.

“How to” Support

11.9 Our service desk will respond to inquiries relating to use of the functionality and performance of the relevant Eligible Service and any supported equipment.

11.10 If our service desk cannot provide an immediate response to an inquiry for “How to” Support, the service desk will try to (but we do not guarantee to) address the inquiry within one complete business day.

Problem Management

11.11 We will use reasonable endeavours to:

- (a) Investigate Incident patterns for incidents reported to the service desk;
- (b) Classify problems identified during incident trend analysis by cause, type, category and prioritise based on urgency and impact;
- (c) Identify an appropriate workaround should the incidents re-occur;
- (d) Perform root cause analysis;
- (e) initiate, or recommend, corrective action for the problem, as appropriate;
- (f) notify you of problems being investigated and any appropriate workaround; and
- (g) notify you of the corrective actions taken by us to address problems.

Service Request Management

11.12 Our service desk will manage and coordinate your service requests to order, change and disconnect your Eligible Services, by:

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- (a) providing end-to-end management of your request;
- (b) administering and lodging our order forms on your behalf or referring you directly to our service area responsible for provisioning your order;
- (c) liaising with our other service areas to schedule appointments with you;
- (d) liaising with our technical areas, as needed;
- (e) tracking progress of your request;
- (f) providing you with updates on status of your request;
- (g) confirming completion and close of your request; and
- (h) updating your configuration records following completion of your request.

Billing

- 11.13 Our service desk will respond to general inquiries relating to the charges and billing for the Telstra Integrated Service Desk service and your Eligible Services, and may, as relevant direct your request to the relevant service desk.

Reporting

- 11.14 We will provide you with a consolidated monthly report which sets out your use of the Telstra Integrated Service Desk and it may also contain certain information on our provision of the Eligible Services against the service targets for the Eligible Services.
- 11.15 At your request, we may (but are not obliged to) provide you with non-standard reports, with the scope agreed by you and us, at your additional cost.

12 WEB PORTAL

- 12.1 You may access the following functions of the service desk via the Web Portal if we make such a portal available:
- (a) lodge service requests for your Eligible Services via an email inquiry;
 - (b) lodge Incidents for your Eligible Services via an email inquiry;
 - (c) access an online knowledge centre, including service information, "how to" information, and frequently asked questions relating to your Eligible Services;
 - (d) access the most recent and historical monthly reports relating to the service desk; and
 - (e) if we make available such functionality to your use of the Web Portal, allow you to place orders on your account and saving orders as a quote relating to your Eligible Services.
- 12.2 The Web Portal Guide sets out details for accessing the Web Portal, including information on user IDs and passwords.
- 12.3 You acknowledge that due to the nature of the Web Portal, that we cannot guarantee that access to the Web Portal will be continuous, accessible at all times or fault-free, that any defects will be corrected, or that the services or the servers that make them available are free of viruses.
- 12.4 You must not appoint or allow a third party without our express written permission to act on your behalf in

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relation to the Web Portal.

Orders Placed Through the Web Portal

- 12.5 You are responsible for ensuring that the person accessing your online account as a User is authorised to do so in the manner authorised by you. You acknowledge and agree that:
- (a) any person accessing your online account as a User is authorised by you to do so;
 - (b) any action, instruction, representation, or information made or given by a person accessing your online account as a User is an action, instruction, representation or information made or given by you; and
 - (c) you are liable to pay for all orders placed using your account except if such requests or orders are placed as a result of our negligence or error.
- 12.6 A person accesses your online account as a User if that person does so using a User username and password. You acknowledge that we cannot verify whether access by a person quoting a User username and password is access by a person authorised by you to do so.
- 12.7 You are responsible for the accuracy and completeness of order details (including delivery) provided to us. We will not be responsible or liable for any incorrect orders placed by you, or a User using the Web Portal.
- 12.8 You acknowledge that any prices we display on the Web Portal together with the charges for Eligible Services set out in your Agreement with us at the time you place an order are the prices that you will be charged for the Eligible Services that you order.
- 12.9 You agree that by submitting an order, we do not guarantee that we will supply the products or services to you. The provision of some products or services will be subject (amongst other things) to its availability.
- 12.10 You acknowledge that there may be delays in the provision of Eligible Services to you which are ordered via the Web Portal.
- 12.11 You must keep a copy of the Telstra Reference Number generated by submitting your order and you must quote the Telstra Reference Number to us if we ask you to do so.
- 12.12 You must notify us immediately if you wish to change any information provided to us in your order. Subject to clause 12.9 above, we will endeavour to supply the Eligible Services ordered by you in accordance with the updated order, where possible.
- 12.13 You may cancel your order at any time by notification to us, however we may charge you any costs we incur in preparing to provide the Web Portal to you as a reasonable estimate of the loss suffered by us as a result of your cancellation of the order.
- 12.14 You must notify us as soon as reasonably practicable when providing or changing your details for the purposes of using the Web Portal.

The terms of any agreement between you and us relating to purchases of Eligible Services generally, will continue to apply to any purchases you make using the Web Portal, except as modified by these terms

13 SERVICE TARGETS

- 13.1 The service targets for your Eligible Services are as set out in the applicable agreement or section of Our Customer Terms for the Eligible Service. We aim, but do not guarantee, to meet the service targets.

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14 GENERAL

Service Desk

14.1 We will provide you with the following to contact the service desk:

- (a) a dedicated 1800 number with your own personalised greeting;
- (b) access to our Web Portal, if we make it available;
- (c) a fax number; and
- (d) an email address.

14.2 The service desk will operate during the hours 8am to 6pm (National Time) Monday – Friday (excluding public holidays), except that Incidents may be reported at any time.

14.3 If you are contacting the service desk for a Priority Level One Incident or Priority Level Two Incident (as classified in your agreement for the relevant Eligible Service), then you must do this by telephone.

14.4 Our service desk is your first point of contact for reporting Incidents and making service requests.

14.5 Our service desk will:

- (a) provide job reference numbers to the person who logged the Incident;
- (b) make an initial assessment of each Incident and service request and, if appropriate, attempt to resolve the Incident or satisfy the service request, or refer it to the next level of support in accordance with the procedures for the Eligible Service;
- (c) provide updates on Incidents and service requests to the person who logged the Incident; and
- (d) close Incidents or service requests after confirming that the person who logged the call, or the authorised user (as the case may be) is satisfied that the Incident has been fixed or that the service request has been completed.

Your obligations

14.6 You agree to:

- (a) train the authorised users on the appropriate use of the service desk;
- (b) inform us of:
 - i. any activity that may affect our delivery of the Telstra Integrated Service Desk, including changes to your Eligible Services; and
 - ii. any changes to your authorised users who are authorised to make various action types or to internal procedures which may affect our provision of the Telstra Integrated Service Desk.

Changes to your Eligible Services and Premises

14.7 You may request a change to:

- (a) the Eligible Services supported by us as part of the Telstra Integrated Service Desk;

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(b) your premises to which the Telstra Integrated Service Desk is supplied in relation to your Eligible Services,

i. by notifying us in writing of the change(s) you require.

14.8 We will liaise with you to determine if we can deliver your Telstra Integrated Service Desk according to your proposed changes.

14.9 If you and we agree in principle to the proposed changes requested by you, then the agreement between us will be amended in accordance with the change process set out in the agreement with us.

15 SPECIAL MEANINGS

15.1 The following words have the following special meanings, unless otherwise indicated in this section of Our Customer Terms:

Eligible Services means those eligible telecommunications services identified in your agreement with us that you connect with us (and that remain connected) in your own name (which may include equipment supplied by us in association with those services) for which we will provide the Telstra Integrated Service Desk to you.

Incident means an event that is not part of the standard or expected operation of your Eligible Services that causes, or may cause, an interruption to, or a reduction in the quality of, the Eligible Service or which affects your ability to use your Eligible Services.

Procedures Manual means the procedures manual for the Telstra Integrated Service Desk, as updated by us from time to time.

Telstra Integrated Service Desk means the Telstra Integrated Service Desk service as described in these terms.

User means a person within your organisation that has been provided with access to the Web Portal to use it on your behalf.

Web Portal means a secure web browser client based access to a single comprehensive service management portal which may be provided by us as a part of the Telstra Integrated Service Desk.