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# Our Customer Terms

## Telstra Unified Contact Centre section

Certain words are used with the specific meanings set out on page 8 and in [the General Terms of Our Customer Terms](#).

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### 1 About this section

#### Our Customer Terms

- 1.1 This is the Telstra Unified Contact Centre section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) also 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 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.

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### 2 Telstra Unified Contact Centre

#### What is Telstra Unified Contact Centre?

- 2.1 Telstra Unified Contact Centre is an advanced on-premises contact centre solution consisting of the following standard features:
  - (a) computer telephony integration;
  - (b) call routing;
  - (c) a contact centre management portal;
  - (d) reporting;
  - (e) solution design and installation;
  - (f) supplied equipment;
  - (g) solution management services;
  - (h) scripting services; and
  - (i) computing system server virtualisation.



Other features of your Telstra Unified Contact Centre solution are set out in your separate agreement with us.

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### 3 Eligibility

- 3.1 Telstra Unified Contact Centre is not available to Telstra Wholesale customers or for resale.
- 3.2 Unless we agree with you otherwise, in order to be eligible for Telstra Unified Contact Centre you must acquire from us:
- (a) a Telstra Unified Communications Solution for the relevant telephony system; and
  - (b) either the reactive managed service tier or proactive managed service tier for the Telstra Unified Communications Solution.

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### 4 Description of standard features

#### Computer telephony integration

- 4.1 Computer telephony integration delivers call and customer related data to the contact centre agent's desktop in the form a "screen pop" when the agent receives the call.

#### Call routing

- 4.2 Call routing provides automated processing, queuing and distribution of calls to the most appropriate available resource based on defined business rules. For example, skills based routing distributes calls to the most suitable agent based on the knowledge and skills required to handle each call type.

#### Contact centre management portal

- 4.3 The contact centre management portal provides an easy-to-use web-based user interface for provisioning and configuration activities performed by contact centre managers or administrators. These activities can include moves, adds or modifications of phones, agents, skill groups or teams.
- 4.4 The contact centre management portal is a partitioned system offering hierarchical administration to support users with specific roles and responsibilities. It also provides audit-trail reports detailing all configuration changes and usage of the portal.

#### Reporting

- 4.5 Your Telstra Unified Contact Centre solution includes a comprehensive reporting suite allowing both near-real time and historical reports.

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## Telstra Unified Contact Centre section

- 4.6 Your solution includes a set of standard report templates. Any customised reports we agree to develop for you will be set out in your separate agreement with us.

### **Solution design and installation**

- 4.7 We will provide the design and installation services as indicated in your separate agreement with us on a project basis.

### **Supplied equipment**

- 4.8 The equipment we supply you as part of your Telstra Unified Contact Centre solution are set out in your separate agreement with us.

- 4.9 The “Equipment”, “Rental Equipment”, “Purchasing Equipment” and “Equipment Delivery, Installation and Commissioning Services” sections of the Telstra Unified Communications Solution section of Our Customer Terms apply to the equipment we supply to you.

### **Solution management services**

- 4.10 We will provide solution management services for your Telstra Unified Contact Centre solution in accordance with the “Solution Management Services”, “Proactive Managed Service Tier”, “Reactive Managed Service Tier”, “Equipment Maintenance Services” and “Security of the equipment and network” sections of the Telstra Unified Communications Solution section of Our Customer Terms, except that the reporting services and the off-site storage of back-up copies of equipment configuration that are described in the “Proactive Managed Service Tier” section will not be provided as part of the Proactive Managed Service Tier for your solution management services.
- 4.11 You must select the Proactive Managed Service Tier or the Reactive Managed Service Tier for your solution management services.
- 4.12 You may only select the Proactive Service Tier for your solution management services if you acquire directly from us our Managed Data Network service (with, at a minimum, “proactive” service tier) in respect of each of your relevant IP telephony sites.
- 4.13 If you select the Proactive Managed Service Tier for your solution management services, we will provide you an on-site back-up copy of your equipment configuration that will be stored at no less than two of your sites.
- 4.14 Unless we agree with you otherwise, you must select for your Telstra Unified Contact Centre solution the same service tier as your Telstra Unified Communications Solution service tier.

### **Scripting services**

- 4.15 Our scripting services aim to capture your relevant business rules for customer contacts and determine appropriate routing for those contacts. The scripting services include:

- (a) working with you to determining the business rules that dictate the delivery of customer contacts;
- (b) developing a call flow design based on those business rules;
- (c) developing scripts providing Interactive Voice Response (IVR) treatment for call classification and automation; and
- (d) testing the scripting logic to verify that it meets the agreed business requirements.

### **Computing system server virtualisation**

- 4.16 Your Telstra Unified Contact Centre solution enables multiple core Cisco applications to be deployed on a single server.

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## **5 Your responsibilities**

### **Your responsibility for the information you provide**

- 5.1 You must ensure that all the information you provide us for purposes of solution design and installation and scripting services is accurate and complete.
- 5.2 You understand that your solution may be unsuitable, may have errors and/or may be delayed if you provide us with inaccurate or incomplete information.
- 5.3 We may charge you an additional fee for any delay or additional work we are required to perform because of your inaccurate or incomplete information.

### **Testing**

- 5.4 We will perform individual unit and systems testing for your Telstra Unified Contact Centre solution. You must:
- (a) provide us with all assistance that we reasonably request or that is otherwise necessary to perform our testing; and
  - (b) perform your own user acceptance testing of the solution.

### **Responsibility for content**

- 5.5 You are solely responsible for all the information, announcements, advertisements, any messages and other content associated with your Telstra Unified Contact Centre solution and for arrangements with any third parties to access that content.

### 6 Ownership

#### Intellectual Property

- 6.1 You understand that we own all intellectual property rights connected with our design of your solution including in any diagrams, management IP addresses and equipment configurations.
- 6.2 We grant you a licence to use any of the items described in 6.1 above solely for the purpose of your use of your Telstra Unified Contact Centre solution and, after the expiry or termination of your minimum contract term, for continuing to manage your IP telephony network.

#### Confidential Information

- 6.3 Any information we supply to you in connection with Telstra Unified Contact Centre is confidential information. You must keep any information we supply to you in connection with Telstra Unified Contact Centre confidential. Unless you have our prior written consent otherwise, you may only disclose any such information where you are required to do so by law or where it is necessary to enable you to use your Telstra Unified Contact Centre solution.

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### 7 Adds, Moves and Changes

- 7.1 You may request adds, moves or changes to your Telstra Unified Contact Centre solution in accordance with the terms of the “Adds, Moves and Changes” section of the [Telstra Unified Communications Solution](#) section of Our Customer Terms.

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### 8 Fees and charges

- 8.1 The charges for your Telstra Unified Contact Centre solution will be set out in your separate agreement with us.
- 8.2 In the event that you request any additional work outside of the scope of this section, including consultancy, project, technology refreshes, training or other unforeseen work, in relation to the Telstra Unified Contact Centre solution, we will charge you standard professional services charges. We will provide you with a written specification quotation for such services for your approval prior to undertaking any such additional work.

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### 9 Term

#### Minimum contract term

- 9.1 The minimum contract term for Telstra Unified Contact Centre is 24 months unless otherwise set out in your agreement with us. Your minimum contract term will begin on

the date that we begin providing solution management services to you.

### **Term of your equipment rental agreement**

- 9.2 If you rent equipment from us, the term of your rental agreement with us must be the same as the minimum contract term for Telstra Unified Contact Centre. The term of your rental agreement with us must not exceed 36 months.
- 9.3 You may terminate your rental agreement with us on 30 days written notice, and we may charge you an early termination fee under clause 9.9 below.
- 9.4 When your rental agreement expires you must (unless otherwise agreed with us):
- (a) at your cost, return the rental equipment to an address specified by us and provide us with written notice that you have done so (including the address the equipment was delivered to, the date of delivery, the serial number of the equipment, the courier company name and the consignment note number); or
  - (b) purchase the applicable equipment at an agreed purchase price (if we specify that this is possible).
- 9.5 We will continue to charge you for the equipment rental until you either return or purchase the rental equipment.

### **Cancelling your Telstra Unified Contact Centre solution**

- 9.6 You may cancel your Telstra Unified Contact Centre solution at any time by giving us 30 days written notice.
- 9.7 If your Telstra Unified Contact Centre solution is cancelled for any reason (other than our material breach) before the commissioning of the equipment at one or more of your sites and we have already ordered the equipment from our supplier, we may require you to pay for any equipment that has been ordered on your behalf. If this happens, you will be entitled to keep any equipment that you pay for.
- 9.8 If your Telstra Unified Contact Centre solution is cancelled for any reason (other than our material breach) during your minimum contract term but after the commissioning of the equipment, we may charge you an early termination fee equal to 15% of your solution management services fee multiplied by the number of months (or part of a month) in the remainder of your minimum contract term. You acknowledge that this amount is a genuine pre-estimate of the losses we are likely to suffer.
- 9.9 If the equipment rental component of your agreement with us is terminated before the expiry of your minimum contract term for any reason (other than our material breach), we may charge you an early termination fee which is the total rent that would have been payable to us had the equipment rental agreement not been terminated. You acknowledge that this amount is a genuine pre-estimate of the loss we are likely to suffer.

### When your contract ends

- 9.10 At the end of your minimum contract term, unless you provide us with 30 days notice prior to expiry of your minimum contract term, we will continue to provide Telstra Unified Contact Centre to you on a month by month basis until:
- (a) you cancel your Telstra Unified Contact Centre solution by giving us 30 days written notice; or
  - (b) we cancel your Telstra Unified Contact Centre solution by telling you (in writing).

## 10 Special meanings

- 10.1 The following words have the following special meanings:

**Proactive Managed Service Tier** is described in the Telstra Unified Communications Solution section of Our Customer Terms, but excluding the reporting services and the off-site storage of back-up copies of equipment configuration that are described in that section.

**Reactive Managed Service Tier** is described in the Telstra Unified Communications Solution section of Our Customer Terms.

**Telstra Unified Communications Solution** is the service described in the Telstra Unified Communications Solution section of Our Customer Terms.