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### Contents

Click on the section that you are interested in.

<b>1</b>	<b>About the Web Contact Centre section</b>	<b>3</b>
	Our Customer Terms	3
	Inconsistencies	3
<b>2</b>	<b>About the Web Contact Centre service</b>	<b>3</b>
	What is Web Contact Centre service?	3
	Eligibility	3
	Minimum period	3
	What you need to acquire	4
	Using the Web Contact Centre service	4
	Service limitations	4
	Hours of operation	5
	Telephone numbers	5
	Agents and supervisors	7
	Licence terms	7
<b>3</b>	<b>Trial period</b>	<b>8</b>
<b>4</b>	<b>Web Contact Centre packages</b>	<b>8</b>
	Web Contact Centre packages	8
	Base package	9
	Base package plus outbound	10
	Base package plus call recording	10
	Base package plus multimedia	11
	Full feature package	11
<b>5</b>	<b>Package Features</b>	<b>12</b>
	Multimedia	12
	Call recording	12
	Outbound campaign dialling	12
	Simple customer relationship management	12
	Voicemail	12
<b>6</b>	<b>Optional features</b>	<b>13</b>
	Web and voice call back	13
	Additional pilot numbers	13
	Additional email addresses	13
	Additional Interactions	14
	Wallboard Licence	14
<b>7</b>	<b>Other charges</b>	<b>14</b>
	Call charges	14
	Equipment	15
<b>8</b>	<b>Professional services</b>	<b>15</b>
	Start-up and training professional services	15
	Additional professional services	15

<b>9</b>	<b>Service assurance</b>	<b>16</b>
	Service activation	16
	Availability	16
	Scheduled outages	17
	Help desk	17
	Faults	17
	Target response and restoration times	17
	Temporary repairs	18
	Emergency repairs	18
	Faults caused by interference or you	18
	Service appointment times	18
<b>10</b>	<b>Cancelling your Web Contact Centre service</b>	<b>18</b>
	Required services	18
	Early termination fee	19

Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

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## 1 About the Web Contact Centre section

### Our Customer Terms

- 1.1 This is the Web Contact Centre section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms, business and government customers [click here](#)).

### Inconsistencies

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

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## 2 About the Web Contact Centre service

### What is Web Contact Centre service?

- 2.1 The Web Contact Centre service is a feature rich contact centre solution hosted on a carrier grade platform supporting a full range of contact media (telephone, voicemail, email and fax). It is a web-based solution, using software that is coupled with directly diallable land line telephone numbers in Australia that are provided by us on a retail basis. It is hosted by us and accessed via the Internet or a private data network.

### Eligibility

- 2.2 The Web Contact Centre service is not available to Telstra Wholesale customers or for resale.

### Minimum period

- 2.3 You must take the Web Contact Centre service for either:
  - (a) a minimum period of at least 12 months; or
  - (b) a trial period of three months.

### What you need to acquire

- 2.4 The following items are not part of the Web Contact Centre service. You will need to acquire these items separately in order to use the Web Contact Centre service:
- (a) a Telstra IN-Control or IN-Control Call Direct service;
  - (b) one or more Telstra Inbound Services;
  - (c) for each agent or supervisor, access to the public Internet or a Telstra IP MAN or IP WAN;
  - (d) for each agent and supervisor, a computer that meets the minimum technical requirements (we will notify you of minimum technical requirements from time to time and provide reasonable notice of any changes to these); and
  - (e) for each agent and/or supervisor, a land line telephone service in Australia that can be directly dialled that is provided by us on a retail basis.
- 2.5 The terms (including pricing) on which we provide:
- (a) Telstra Inbound Services, IN-Control and IN-Control Call Direct service are set out in the [Inbound Services section](#); and
  - (b) Telstra IP MAN and Telstra IP WAN are set out in the [IP Solutions section](#),
- in each case of Our Customer Terms

### Using the Web Contact Centre service

- 2.6 In using the Web Contact Centre service, you must comply with any applicable laws, standards or codes.
- 2.7 You must only allow the Web Contact Centre service (or any part of it) to be used for the purpose of call centre operations.
- 2.8 You must only use the Web Contact Centre service (and any part of it) for your own internal business purposes (which can include to provide call centre services to your customers). You may allow your contractors to use the Web Contact Centre service to provide services to you. You must not provide access to the Web Contact Centre service to any other person unless we agree otherwise.

### Service limitations

- 2.9 You agree and acknowledge that:
- (a) the Internet is not secure and not subject to performance standards. Data sent across the Internet may be delayed or lost, and we cannot guarantee

application response times of, or stability of connections to, the Web Contact Centre service;

- (b) the Web Contact Centre service is accessible only through the Internet or your private data network, and therefore it may not be continuously accessible; and
  - (c) you are solely responsible for any data or recordings you place in the Web Contact Centre service, including the quality, accuracy and completeness of that data.
- 2.10 The total number of calls that you can queue or place on hold plus the number of interactions (including calls, faxes, emails, web chat sessions, voicemails, etc) being served by your agents and supervisors at any one time using the Web Contact Centre service is limited to your number of agents and supervisors multiplied by 1.7 unless you purchase additional interactions from us.
- 2.11 You acknowledge that the online guides contain important information relating to the use of the Web Contact Centre service. Failure to follow the online guides may impair the Web Contact Centre service.

### Hours of operation

- 2.12 The Web Contact Centre service is available 24 hours per day, seven days a week.

### Telephone numbers

- 2.13 Your Web Contact Centre service must only use a Telstra Inbound Service to receive incoming telephone calls. If you wish your Web Contract Centre service to receive calls on any other telephone number, that telephone number must be redirected to a Telstra Inbound Service, which may then connect to the Web Contact Centre service.
- 2.14 Telstra Inbound Services will be redirected to pilot numbers. Each pilot number can be managed separately, and may use different rules for call redirection and other services. These pilot numbers will then be redirected by the Web Contact Centre service where interactive voice response prompts can be played and the call is queued while routing decisions are made.
- 2.15 Your pilot numbers will be allocated a nominated home location and an area code based on the State or Territory of your site address as follows:

State or Territory of Site Address	Nominated Home Location	Area Code
Northern Territory	Northern Territory	(08)

New South Wales ACT	New South Wales	(02)
Tasmania Victoria	Victoria	(03)
Queensland	Queensland	(07)
Western Australia	Western Australia	(08)
South Australia	South Australia	(08)

The nominated home location and area code will be used to calculate call costs for calls made using the Web Contact Centre service.

If your site address is in Northern Territory; New South Wales; Tasmania; Victoria; Queensland; Western Australia; or South Australia and is not located in an urban area, your pilot numbers will be allocated a telephone number matched to your nearest telephone exchange. This will allow your Telstra Inbound Service to be redirected to pilot numbers at local call rates rather than long distance call rates.

Whether your site address is located outside of an urban area is based on the place's population. For more detail, see our Universal Service Plan or the ACA's Customer Service Guarantee.

- 2.16 Answer point telephone numbers are used by your agents and supervisors to make and receive calls using the Web Contact Centre service. Each of your answer point telephone numbers must be land line telephone numbers in Australia that can be directly dialled and that are provided by us on a retail basis. These telephone numbers cannot be mobile or international numbers.
- 2.17 Without limiting our other rights, we may charge you any interconnection or similar charges incurred by us as a result of the use of answer point telephone numbers not provided by us on a retail basis, together with our reasonable administration costs.
- 2.18 The pilot numbers must be used only with the Web Contact Centre service, and must not be used to receive calls other than through the Web Contact Centre service. If you:
- (a) directly dial pilot numbers; or
  - (b) allow or encourage any person to directly dial pilot numbers,
- we may (at our option):

- (c) revoke the pilot number; or
- (d) modify your Web Contact Centre service so that your pilot numbers cannot be directly dialled.

### **Agents and supervisors**

- 2.19 We will ask you to nominate the number of agents and supervisors you would like to be able to access your Web Contact Centre service at the same time.
- 2.20 An agent is a person logged in to the Web Contact Centre service who does not have access to supervisor monitoring and management capabilities through the supervisor manager interface. You will not be able to have more agents logged in to your Web Contact Centre service than the number of agents you have nominated.
- 2.21 A supervisor is a person logged in to the Web Contact Centre service who has access to supervisor monitoring and management capabilities through the supervisor manager interface. You will not be able to have more supervisors logged in to your Web Contact Centre service than the number of supervisors you have nominated.
- 2.22 You may increase or decrease the number of agents and supervisors that may access your Web Contact Centre Service at the same time by giving us a written change request. We will process your request within five working days after we receive your correctly completed change request.
- 2.23 In the case of an emergency, you increase or decrease the number of agents and supervisors that may access your Web Contact Centre Service by calling the Web Contract Centre help desk as described in clause 9.10 and giving us a written change request within 24 hours. We will process your request within 2 hours. However, additional service charges may apply.
- 2.24 You must nominate at least 10 agents and supervisors in total, and the number of agents and supervisors may not be decreased below 10.
- 2.25 You may nominate a maximum of one supervisor for every five agents.

### **Licence terms**

- 2.26 We grant you a non-exclusive, non-transferable right to use the Web Contact Centre service as provided by us, using Microsoft Internet Explorer only, and only for your internal business purposes.
- 2.27 Your licence terminates immediately if your Web Contact Centre service is cancelled for any reason.

### Cease sale

- 2.28 The Web Contact Centre service (which includes any part of it) will no longer be available for purchase on and from 30 August 2016.

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## 3 Trial period

- 3.1 You may take the Web Contact Centre service for a trial period of three months.
- 3.2 During the trial period:
- (a) the early termination fee does not apply;
  - (b) you may cancel the Web Contact Centre service by giving us seven days' written notice; and
  - (c) if another clause of this Web Contact Centre section of Our Customer Terms is inconsistent with something in this clause, then this clause applies to the extent of the inconsistency.
- 3.3 During the trial period, if:
- (a) you cancel your Web Contact Centre service for any reason other than due to our breach; or
  - (b) we cancel your Web Contact Centre service due to your breach,
- we may charge you a trial cancellation fee equal to the amount we would have charged you for your Web Contact Centre service had the Web Contact Centre service been cancelled at the end of the trial period.
- 3.4 You acknowledge that the trial cancellation fee is a genuine pre-estimate of the loss we are likely to suffer.

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## 4 Web Contact Centre packages

### Web Contact Centre packages

- 4.1 When you order the Web Contact Centre service from us you must select a Web Contact Centre package from the list below:
- (a) base package;
  - (b) base package plus outbound;



- (c) base package plus call recording;
- (d) base package plus multimedia; or
- (e) full feature package.

4.2 You may only select one package for each Web Contact Centre service. You cannot have a blend of packages.

4.3 Charges for Web Contact Centre packages include the monthly rental charges of any optional features that are part of that package.

### **Base package**

4.4 The base package includes the following features:

- (a) customer administration and self management capabilities;
- (b) interactive voice response, automatic call distribution, queuing and basic skills based routing;
- (c) voicemail;
- (d) simple customer relationship management;
- (e) standard historical reporting;
- (f) standardised agent web telephone interface;
- (g) basic screen call information pop-up;
- (h) call wrap-up codes to describe call outcomes; and
- (i) 10 pilot numbers.

4.5 We will charge you the following for the Web Contact Centre base package:

<b>Base package</b>	<b>GST excl.</b>	<b>GST incl.</b>
Monthly rental charge for each agent	\$220	\$242

4.6 The base package does not include supervisor monitoring and management capabilities. If you have the base package and would like to have supervisor monitoring and management capabilities, you must select base package supervisors.

- 4.7 If you have the base package we will charge you the following for each base package supervisor:

<b>Base Package Supervisor</b>	<b>GST excl.</b>	<b>GST incl.</b>
Monthly rental charge for each base package supervisor	\$396	\$435.60

### **Base package plus outbound**

- 4.8 Base package plus outbound includes all base package features plus the following features:

- (a) outbound campaign preview dialling; and
- (b) supervisor monitoring and management capability.

- 4.9 We will charge you the following for the Web Contact Centre base package plus outbound:

<b>Base package plus outbound</b>	<b>GST excl.</b>	<b>GST incl.</b>
Monthly rental charge for each agent or supervisor	\$385	\$423.50

### **Base package plus call recording**

- 4.10 Base package plus call recording includes all base package features plus the following features:

- (a) call recording; and
- (b) supervisor monitoring and management capability.

- 4.11 We will charge you the following for the Web Contact Centre base package plus call recording:

<b>Base package plus call recording</b>	<b>GST excl.</b>	<b>GST incl.</b>
Monthly rental charge for each agent or supervisor	\$385	\$423.50

### Base package plus multimedia

4.12 Base package plus multimedia includes all base package features plus the following features:

- (a) multimedia; and
- (b) supervisor monitoring and management capability.

4.13 We will charge you the following for the Web Contact Centre base package plus multimedia:

Base package plus multimedia	GST excl.	GST incl.
Monthly rental charge for each agent or supervisor	\$385	\$423.50

### Full feature package

4.14 The full feature package includes all base package features plus the following features:

- (a) multimedia;
- (b) call recording;
- (c) outbound campaign preview dialling; and
- (d) supervisor monitoring and management capability.

4.15 We will charge you the following for the Web Contact Centre full feature package:

Full feature package	GST excl.	GST incl.
Monthly rental charge per agent or supervisor	\$550	\$605

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## 5 Package Features

### Multimedia

5.1 The multimedia feature includes the following features:

- (a) web chat;
- (b) 10 email addresses for fax and email contact; and
- (c) web and voice call back.

5.2 Email and fax allows your customers to send emails and faxes to the Web Contact Centre service. Emails and faxes are directed by the Web Contact Centre service to appropriate agents, who may respond using email and fax.

5.3 Web chat allows customers to enter text questions into their Internet browsers and view responses from your agents in real-time.

### Call recording

5.4 Using the call recording feature you can record calls made to and from your Web Contact Centre service and access recorded calls online. Data about the call recordings (metadata) may be stored by us online for up to seven years.

5.5 You can make voice call recordings of up to one hour in length for each call.

### Outbound campaign dialling

5.6 Outbound campaign dialling provides you with predictive and preview outbound dialling.

5.7 Predictive dialling intelligently automates the dialling of outbound calls, and allocates outbound calls to agents.

5.8 Preview dialling displays call details to users before outbound calls are made.

### Simple customer relationship management

5.9 Using simple customer relationship management you can maintain a contact list that can link call centre interactions to specific caller variables (such as calling line identification and email address).

### Voicemail

5.10 Voicemail allows callers in a voice queue to leave a voicemail message. Voicemail messages are stored for up to 14 days then deleted.

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### 6 Optional features

- 6.1 You may select optional features in addition to a Web Contact Centre package. Optional features must be taken for your whole Web Contact Centre service. You cannot have an optional feature for only some of your agents and supervisors.

#### Web and voice call back

- 6.2 Web and voice call back allows your customers to request your contact centre to call them back. Your customers can request call backs through your website or whilst in a voice queue.
- 6.3 We will charge you the following for the web and voice call back optional feature:

Web and voice call back	GST excl.	GST incl.
Monthly rental charge	\$110	\$121

#### Additional pilot numbers

- 6.4 We will charge you the following for additional pilot numbers:

Additional pilot numbers – monthly rental charge	GST excl.	GST incl.
Additional pilot numbers – 10 pack	\$110	\$121
Additional pilot numbers – 20 pack	\$198	\$217.80
Additional pilot numbers – 50 pack	\$385	\$423.50

#### Additional email addresses

- 6.5 The base package plus multimedia and full feature package Web Contact Centre packages include email capability and 10 email addresses. You may select additional email addresses if required.
- 6.6 We will charge you the following for additional email addresses:

Additional email addresses – monthly rental charge	GST excl.	GST incl.
Additional email addresses – 10 pack	\$55	\$60.50

### Additional Interactions

- 6.7 If you require additional interactions in excess of the included interactions provided as part of your Web Contact Centre service, you may purchase additional interactions from us.
- 6.8 We will charge you the following for each additional interactions (per agent or supervisor):

<b>Additional Interactions – monthly rental charge</b>	<b>GST excl.</b>	<b>GST incl.</b>
Additional Interaction per agent or supervisor	\$60	\$66

### Wallboard Licence

- 6.9 If required an additional Wallboard Licence can be purchased to provide a customised view of reporting and status information to contact centre staff in the form of a wallboard display. The wallboard display may only be accessed and managed by your nominated supervisors.
- 6.10 Your Wallboard Licence will not allow you to have more supervisors logged in to your Web Contact Centre service than the number of supervisors you have nominated. Your Wallboard Licence will not be counted as an interaction provided as part of your Web Contact Centre Service.
- 6.11 We will charge you the following for your Wallboard Licence

<b>Wallboard Licence – monthly rental charge</b>	<b>GST excl.</b>	<b>GST incl.</b>
Licence for wallboard display	\$80	\$88

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## 7 Other charges

### Call charges

- 7.1 We will not charge you for calls made between logged in agents and supervisors using your Web Contact Centre service.
- 7.2 Standard call charges apply to all other calls made using the Web Contact Centre

service.

- 7.3 The charges payable by people calling your Telstra Inbound Service are specified in other sections of Our Customer Terms.

### **Equipment**

- 7.4 If you want to rent or buy equipment for your Web Contact Centre service from us, we will negotiate this as part of our agreement with you.

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## **8 Professional services**

- 8.1 We have on-site professional services available on business days to train you to self configure, maintain, manage and operate the Web Contact Centre service.
- 8.2 If you require professional services, we may give you a quotation for travel charges and any other reasonable disbursements we may incur.

### **Start-up and training professional services**

- 8.3 You must work with our professional services team to determine start-up and training requirements for your Web Contact Centre service.
- 8.4 Start-up and training professional services time may be allocated amongst the following professional services:
- (a) administration consulting and configuration;
  - (b) user training; and
  - (c) training the trainer.
- 8.5 We will give you a quotation for start-up and training professional services.

### **Additional professional services**

- 8.6 Additional on-site professional services and remote professional services we can provide include:
- (a) project management;
  - (b) design;
  - (c) consulting;
  - (d) training;

- (e) documentation advice and production; and
- (f) ongoing management of your Web Contact Centre service.

8.7 We will give you a quotation if you request additional professional services.

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## 9 Service assurance

### Service activation

- 9.1 The target activation time for the Web Contact Centre service (including activation of any moves, adds and changes to your Web Contact Centre Service) is 5 working days from our acceptance of your order. We will not accept an order until you have provided all information reasonably required by us to assess your order.
- 9.2 Our target activation time starts on the date that we accept your order and ends on the completion of activation.
- 9.3 Our target activation times are indicative only. We aim to meet the target activation times but are not required to do so and no rebate will apply. Actual activation times may be affected by a number of factors including:
- (a) the availability of equipment and network infrastructure;
  - (b) the size and scale of your Web Contact Centre service or your move, add or change to that service; and
  - (c) any other factor that is beyond our reasonable control.
- 9.4 If you request multiple services, we will negotiate an activation time with you on a case-by-case basis.
- 9.5 We will begin billing you when your Web Contact Centre service, or your move, add or change is activated.

### Availability

- 9.6 We will try to ensure, but do not guarantee that the Web Contact Centre service will be available 99.7% of the time (excluding scheduled outages).
- 9.7 We do not guarantee that the Web Contact Centre service will be fault-free.



### **Scheduled outages**

- 9.8 If we require a scheduled outage, we will use reasonable endeavours to:
- (a) provide you at least 48 hours notice via the Web Contact Centre help desk;
  - (b) provide reasonable assistance to implement call redirection requirements during the period of the scheduled outage;
  - (c) ensure that scheduled outages are between the hours of 8pm and 8am; and
  - (d) ensure that scheduled outages do not exceed 10 hours per quarter in total.
- 9.9 It is your responsibility to manage your telecommunications traffic in the event of any outage.

### **Help desk**

- 9.10 We will operate a help desk for your Web Contact Centre service. We will tell you how to contact the help desk. You understand that this may change from time to time.

### **Faults**

- 9.11 As part of your Web Contact Centre service we will also provide:
- (a) a 24 hour fault reporting service where you can report any service faults to us; and
  - (b) a maintenance and repair service for service faults during the coverage period of 7am to 9pm, Monday to Saturday (including public holidays).
- 9.12 Service assurance levels only apply to the Web Contact Centre service hosted by us.

### **Target response and restoration times**

- 9.13 Our target response and restoration times only apply to service faults within our maintenance responsibilities.
- 9.14 If there is a fault in your service we aim to respond to you within two hours of you telling us about the fault (excluding time outside the above coverage period). You receive a response from us when we tell you that we have identified the fault.
- 9.15 If there is a fault in your service we aim to restore your service to full working order within 12 hours of you telling us about the fault (excluding time outside the above coverage period).

### Temporary repairs

- 9.16 In some cases, we may perform a temporary repair, so that you can use the Web Contact Centre service before we finish a full repair. A temporary repair that lets you use the Web Contact Centre service counts as a restoration for the purposes of determining our service restoration obligations to you.

### Emergency repairs

- 9.17 We give priority to rectifying major fault outages affecting a number of customers. If such cases arise, we may not meet our targets for restoring your Web Contact Centre service.

### Faults caused by interference or you

- 9.18 We may charge you to restore the following faults:
- (a) faults from interference caused by you;
  - (b) faults caused by your negligence; and
  - (c) faults caused due to wilful damage by you to any of your Web Contact Centre services.

### Service appointment times

- 9.19 If required, we will agree service appointment times for restoring faulty services with you.

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## 10 Cancelling your Web Contact Centre service

- 10.1 You can cancel your Web Contact Centre service by telling us in writing one month in advance.
- 10.2 If we are unable to supply your Web Contact Centre service due to the expiry or termination of any agreement between us and any of our suppliers, we may cancel your Web Contact Centre service (or any part of it). We will give you much notice as possible in the circumstances.
- 10.3 In addition to the rights we have if you directly dial pilot numbers or allow or encourage any person to directly dial pilot numbers we may cancel your Web Contact Centre service.

### Required services

- 10.4 If your Telstra Inbound Service or your Telstra IN-Control or IN-Control Call Direct service is transferred, cancelled or disconnected, we may cancel your Web

Contact Centre service immediately.

### Early termination fee

10.5 If:

- (a) you cancel your Web Contact Centre service for any reason other than due to our breach; or
- (b) we cancel your Web Contact Centre service due to your breach,

before the expiry of the minimum period, we may charge you an early termination fee calculated as follows:

$$ETF = \{A \times [(B - C) / 30]\} \times 0.3$$

where:

A = either:

- (a) if the Web Contact Centre service is cancelled within three months of the start of the minimum period – the monthly charge for the Web Contact Centre service in the month immediately before the month in which your Web Contact Centre service is cancelled; or
- (b) if the Web Contact Centre service is cancelled after the expiry of the first three months from the start of the minimum period – the average monthly charge for the Web Contact Centre service in the three months immediately before the month in which your Web Contact Centre service is cancelled.

B = the total number of days in the minimum period.

C = the number of days from the start of the minimum period up to and including the date of cancellation.

10.6 You acknowledge that the early termination fee is a genuine pre-estimate of the loss we are likely to suffer.