NATIONAL PHONE & DATA PTY LTD
BUSINESS COMMUNICATION SPECIALISTS

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Service Schedule

Product: **Digital Business Telephony**
Provided by National Phone & Data Pty Ltd

Digital Business Telephony is a business voice, internet and VPN product designed to solve the communication requirements of small to medium enterprises.

The Digital Business Telephony product is designed to be a combination of value-added services with options to choose discrete services depending on the customer requirements. There are effectively 3 types of product services for this product available. They are:

1. Voice – The customer requires new or replacement telephony services with a PSTN equivalent service between 4 and 12 voice lines. Customers may also choose IP trunking for 4 to 45 voice lines for IP capable PBX systems.

2. VPN – The customer requires private data communication between 2 or more sites.

3. Internet Access – The customer requires use of applications via the internet.

Digital Business Telephony is delivered using either ADSL or SHDSL technology for the access component, depending on the number of voice lines ordered and the customer's physical location. Services can be provisioned which connect directly to a phone system with a PSTN interface, IP interface or for connection to standard 2-wire telephony handsets. Customers may specify any xDSL speed they require (above the minimum to support the number of voice lines) or opt for the standard bundle provided. All Voice services are bundled with a VPN service free of charge and an optional Internet service (regardless of the number of voice lines). Voice traffic is given priority above all other traffic and therefore the maximum VPN/Internet service speed is only available when no voice traffic is present.

Digital Business Telephony can also be provided with limited functionality over unbundled internet access (BYO Access). In situations where Digital Business Telephony access is not available, customers may use any type of Internet access for either voice or VPN services. National Phone & Data will supply and manage a router and ATAs to ensure best possible performance over the chosen internet access.
Note however that the standard SLA is not applicable where customers provide their own access and number porting is not supported.

Roaming VPN – Customers may use windows VPN networking software to securely access their corporate VPN by remotely connecting over the Internet. The customer must provide their own Internet access. National Phone & Data will provide all the appropriate authentication details.

Applications packages - 2 Additional packages can be ordered supplementary to the PSTN functionality when connecting directly to handsets. These services must be bundled with voice services. These packages are a Messaging and Find-me, follow-me feature package.

Voice: Business phone lines for carrying all phone calls: local, national, international and fixed to mobiles; new or ported service numbers. These
can be taken as either analogue POTS services or IP trunks.

VPN: Secure Interoffice IP communication including application sharing and interoffice voice calls carried as data.

Internet: Generic Internet access including appropriate bundled data. Note: No email or hosting services are provided.

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Basic PSTN feature-set
Digital Business Telephony voice services are bundled with telephony features common with standard analogue business lines. The voice services can provide between 4 and 12 voice lines (depending on available access speed) and come standard with the following features:

i. CLI
ii. CLI blocking
iii. Call Forwarding Always
iv. Call Forwarding Busy
v. Call Forwarding No Answer
vi. Call Hold
vii. Call Transfer
viii. Call Waiting
ix. Three-Way Calling

Line Hunt
Line Hunt can be configured in the following configurations;

Regular: A list is specified by the administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.

Circular: Sends incoming calls to agents according to their position on a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.

Simultaneous: Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.

Uniform: Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, they are moved to the bottom of the call queue.

Message Bank
Messaging is a unified communications offering that goes beyond traditional voice mail by providing individual end-users with the flexibility to use and manage their messaging and notification services from either traditional telephone based messaging and/or electronically emailed WAV formatted messages directly to a designated email address.

Find-me, Follow-me feature-set
The Find-me, Follow me feature-set is a combination of 2 distinct features that allow you to always be accessible to those who wish to communicate with you. The 2 distinct features are:

I. Sequential Ring
Sequential Ring allows you to sequentially ring up to 5 locations (in addition to the base location) for a specified number of rings. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your mobile phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

II. Simultaneous Ring
Simultaneous Ring allows you to list numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your mobile phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call. Note: if your

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mobile phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your mobile phone messaging system.

Calling between offices or "On-Net" calling
If a customer has more than 1 office utilising the Digital Business Telephony Voice service, calls between offices will be treated as "on-net" calls and will not be charged for.

Calls that are not within the customer's Voice network will be handed off at the local PSTN gateway. These calls are classed as "Off-Net" calls and will be charged at the applicable rate.

IP trunking feature-set
Digital Business Telephony IP trunking voice services can provide between 4 and 45 voice lines (depending on available access speed) and come standard with the following features:

I. CLI
II. Direct-inward-Dial

IP trunking relies on the customers phone system equipment to be compliant with the National Phone & Data's IP software version currently in place. It is the responsibility of the partner to ensure that the customer's equipment functions correctly with the National Phone & Data solution. At this stage, National Phone & Data do not have an official list of compliant PBX equipment. It is recommended partners test the IP trunking solution for compliancy against their chosen PBX. National Phone & Data will not receive assurance calls in regards to interoperability of the IP trunking feature and a particular PBX. We will endeavour to generate a list of compliant PBX equipment by Q3 2006

Bring-your-own (BYO) access
Where Digital Business Telephony bundled xDSL access is not available or where there is a requirement for less then 4 voice lines, customer may choose to supply their own access. This access can be any type of Internet access with enough bandwidth to support the Digital Business Telephony features selected. Customers can use this access for both Voice and/or VPN access. National Phone & Data will supply and manage all the necessary equipment as either a replacement or in addition to existing access equipment. The selected access must have a Static public IP address and have either an ADSL or Ethernet Interface available.

VPN
Where customers have more than 1 site and require private networking between sites Digital Business Telephony can provide a managed CPE based VPN solution that provides a secure connection between sites. Digital Business Telephony VPN provides support for real-time, interactive and business grade applications.

End Customer Equipment
National Phone & Data will provide managed customer equipment and installation to deliver the voice, VPN and internet services to the end-customer. We can provide a range of managed router options for all voice/data combinations as well as an analogue terminal adaptor[s] for up to 12 Voice lines.

National Phone & Data will also provide appropriate equipment when customers are supplying their own Internet access (BYO access). Customers will have a managed install or a self-install install option for BYO Access.

End Customer Access Link
The standard bundled offering is provided with a business grade xDSL line. This xDSL line uses a copper pair (ULL or VULL) that connects the managed router to the National Phone & Data

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network. The delivery of a particular voice and/or data package is subject to distance limitations and hence xDSL Deployment Class Rules governed by ACIF.

Standard bundled access speeds for Voice

The table below shows the minimum access speed needed to deliver the Digital Business Telephony Voice services and the standard access bundle for a given number of voice lines. Adding a concurrent VPN or Internet service will not result in a higher service speed unless specified.

No. of Lines	Access Speed
4-7	2M/384k
8-12	4M/512k
13-22	1M/1M
23-34	1.5/1.5
35-45	2M/2M

BYO	
1	64k
1-2	128k
1-5	256k
1-7	384k
1-10	512k

Configuration Options

Standard Router Bundle

National Phone & Data will provide the following router as part of the 'Standard router' bundle. i.e. $0 for minimum 3 ported numbers on 12 month contract. The free install is only available where the ported numbers are located at the same site address as the new service.

Customers may select to have the router perform NATing, DNS and DHCP or provide the customer with a public static IP.

Voice Configuration

There are several voice configuration options available with the Digital Business Telephony voice service. A quick summary of features is provided below.
Note these features are provisioned for all PSTN services (PSTN replacement and directly connecting handsets)

1. Call Forward - Call forward transfers calls from your phone to a number you choose, be it your mobile, pager, answering service or another phone. Several types of call forwarding exist.
1. These are:
    a. Call Forward Immediate
    b. Call Forward No Answer
    c. Call Forward On Busy
2. Call Waiting - Call Waiting can let you know if a new caller is trying to contact you while you are already on the phone.
3. Line Hunt - Line Hunt lets you add additional lines, yet advertise only one number. As calls come in on your main number, Line Hunt automatically finds the next free line and puts them through. Customers needn't wait until the main phone line is free of calls.
4. Call Hold – This feature allows you to place a call on hold muting any sounds coming from both the calling and receiving party
5. Call Transfer – Call transfer allows you to transfer a current call to another extension within your organization.

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6. Three-Way Calling – Three-way calling allows a party to initialize 2 simultaneous phone calls so that all 3 parties can then converse together.
7. Calling Line ID (CLI) – This allows you to enable or block your primary number being displayed to the receiving party

Interstate VPN
National Phone & Data will maintain appropriate interstate bandwidth in national networks. During ordering customers must select a state to be set as the VPN head-office state. Preferably this will be the state with the most customer sites in it, as all traffic from interstate sites will incur an interstate surcharge (charge is dependant on speed). This interstate surcharge covers the backhaul of all traffic to the Head-Office state with appropriate QoS.

Outages resulting in total loss of services
In the event of a total loss of phone services to a Digital Business Telephony connection, partners may opt to get a 'call diversion always' on their primary number to an alternative number. This may be submitted as part of the faults reporting process.
Emergency 000 calls will not be able to be made in the event of a service outage, power failure or disruption. You should always have an alternative means of accessing 000 services. E.g. mobile phone

Power Outages and Availability of Emergency Call Services
The service may not function in the event of a power failure or disruption unless a UPS powered network is in place on the customer's site. A power failure or disruption may require the Customer to reset equipment prior to utilising the Service. Emergency 000 calls will not be able to be made in the event of a service outage, power failure or disruption. You should always have an alternative means of accessing 000 services if you do not have a UPS powered network in place.

Number Portability
The number portability process allows customers to bring their existing phone numbers to the Digital Business Telephony service. Number portability has a minimum lead time of 14 days, but can range up to 30 business days depending on when the cutover date can be agreed upon by all involved parties (gaining carrier, losing carrier and customer) An average timeframe for number portability is from 20 to 30 days from submission. Number portability is subject to lead-times in accordance with ACIF C540 Local Number Portability.

Number Mobility
If the customer is relocating, and the new site supports Digital Business Telephony (not BYO), number relocation from their previoud site may be possible, where in the same call collection area. E.g. Sydney Basin.

Service Qualification
Service qualification is required prior to ordering to identify availability of coverage for each customer site. This process increases the speed and accuracy of service provisioning.

Customer Activation
End customer activation will begin after the appropriate and authorized Digital Business Telephony order is received.
End Customer activation involves the provisioning and activation of the following:

1. Service pre-qualification - Confirmation of the availability of copper pairs (ULLS).
2. Provision of access link and network configuration.
3. Configuration and installation of end customer CPE.
4. Implementation and testing of service between the installed CPE and the National Phone & Data network.
5. Installation of the standard cabling from the Router and/or ATA to the Customer data and/or voice equipment.

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6. In the case of voice services, an optional National Phone & Data provided PBX/KTS maintainer can be provided to:
    a. Connect the voice services directly to a PBX/KTS
    b. Do any PBX/KTS programming/re-programming
    c. Testing.

During Installation, the installer will install to the managed equipment installation location, recognising the location of existing cabling and the customer's requirements for voice and data. The process for installation of managed equipment & connectivity to customer equipment is shown below.

1. Lead-in and installation of the National Phone & Data equipment. This includes both installation of voice and data components (if applicable) to the corresponding communication room/s. Testing should be done to confirm the service is working for both the data and voice portion of the service (if applicable). Where a number port is in progress, voice tests will be conducted with new temporary numbers. If voice services are to be connected to a KTS/PBX, the installer will label the voice lines clearly and cable the appropriate cables for connection to the PBX/KTS (e.g. terminate lines on the site MDF but not actually jumper)
2. (Applicable only where voice services are provided)
    a. A National Phone & Data provided equipment maintainer is requested onsite at a pre-arranged time for the number port. They then connect the precabled services into the equipment, do any needed programming or removing of LCR and test that the porting of numbers is successful.
    b. The customer uses their own equipment maintainer to do exactly as explained in a) above. National Phone & Data can also provide instructions for removing of LCR etc.

<u>Service Provisioning Lead-Times</u>

Approx 25 days.

<u>Customer Responsibilities</u>
The customer is responsible for correctly informing National Phone & Data of:

- the customer's requirements for additional capacity and other changes the customer has made or is planning to make that may impact the service;
- the customer's requirements for the support of LAN protocols;
- any issues that the customer perceives developing over the performance of the service;
- any numbering plan change, that could impact on the service

- The customer must:
- provide access to personnel as reasonably required;
- provide National Phone & Data with access to all relevant areas necessary to deliver the service;
- NOT make any changes to the customer's network after the order has been placed, without first notifying National Phone & Data;
- (NB. Any changes made to the customer's network after the order will affect the validity of the design and may cause additional work and subsequent cost in implementing the solution.)
- be responsible for the configuration and connection of any computer equipment, or equipment not supplied or managed as part of the service, Examples of this are modems, DHCP and directory servers;
- provide:
    - § protection for Equipment from radio or electrical interference, power failure and fluctuations, abnormal environmental conditions, theft and any other risks of loss or

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damage; this responsibility applies from the time the equipment is delivered to the customer;

- § proper lighting, air conditioning and fire protection, an approved power supply and approved wiring;
- § AC power within 1.2 m of the location of Our Equipment

Limitation of Liability

a) National Phone & Data does not warrant that the Services will be free of interruptions, delays, faults or errors. National Phone & Data will not be responsible for any loss or damage to your business or your customers' business which may result from any interruptions, delays, faults or errors in the supply of the Services.

b) National Phone & Data has no liability to you or to any other person for:
   - (i) the acts or omissions of any third party, including the suppliers which have been engaged by National Phone & Data for the purpose of supplying or maintaining a Service supplied to you under this Schedule;
   - (ii) faults or defects in Services which are caused by your own conduct or misuse or the conduct or misuse of your customers;
   - (iii) faults or defects that arise in telecommunication services provided to you other than under this Agreement (even if they are connected with National Phone & Data's consent to Services which National Phone & Data has arranged under this Schedule);
   - (iv) any loss of revenue or profits, loss of data, loss of savings and damage to reputation or for any form of indirect or consequential loss whether in respect of negligence or other tort, breach of contract, equity or otherwise, arising out of or in connection with the provision of the Services or this Schedule;
   - (v) faults or defects in the Services that arise due to equipment or cabling owned or leased by you or your customers, or otherwise in your or your customers' control; or
   - (vi) faults or defects in the Services that arise due to failure by you or any third party (other than a contractor or agent engaged by National Phone & Data) to appropriately maintain any equipment relevant to the supply of the Services.