

## **365 CONNECT PTY LTD – VOICE SERVICE SCHEDULE**

### ***SERVICE DESCRIPTION***

1. 365 Connect Voice provides a complete Digital and Analogue PABX phone service equivalent to that of a traditional fixed-line voice service. It offers the Customer the ability to make and receive calls, subject to any conditions that might apply to specific types of calls, via a customer access service to other fixed-line and mobile services throughout Australia and overseas. Access to the service by the Customer is only provided via the provisioning of a new access service by 365 Connect.
2. The service is only available to the Customer: (i) where the Customer is utilizing a Digital or Analogue voice service that is delivered via the 365 Connect PABX phone service or is able to be connected to such a service and agrees for 365 Connect to provision such a service on their behalf; (ii) where the Customer is an approved 365 Connect customer; and (iii) where the Customer agrees to pre-select their services in favour of 365 Connect.
3. 365 Connect Voice may also incorporate inbound 13/1300/1800 services. Such services offer the Customer a more effective way of managing their inbound calls in addition to offering the potential to provide callers with a more cost effective way of contacting them. The Customer may either transfer an existing service or request that 365 Connect provisions a new service on their behalf.

### ***PRICING***

4. Pricing for the Service and other charges under the Agreement shall be as notified by 365 Connect (for example, in its proposal to the Customer) and as otherwise notified or varied by 365 Connect in accordance with the General Terms.

### ***ADDITIONAL TERMS***

5. 365 Connect will use reasonable endeavours to make the Service available to the Customer 24 hours a day, 7 days a week. However, the Customer acknowledges that the Service may be unavailable at times, due to various factors including but not limited to system maintenance, peak congestion, Service Equipment or line failure. The Customer further acknowledges that 365 Connect does not guarantee the performance or quality of the Service.
6. The Customer agrees to use only Australian Communications & Media Authority approved equipment to access the Service or in conjunction with the Service.
7. If the initial term for the Service is specified in the application form, it will be as specified. Where not specified in the application form, the initial term for the Service will be 1 month. The Agreement shall automatically renew for successive monthly periods thereafter. Either party may terminate the Agreement at the end of the then current term by notifying the other party in writing at least 28 days prior to the end of the then current term.
8. Nothing in this Schedule limits any limitation, exclusion or indemnity contained in the General Terms.
9. Nothing in this Service Schedule limits any limitation, exclusion or indemnity contained in the Master Services Agreement.