

Premium CustomCare Schedule

Coverage: 24 hours a day, 7 days a week (inc. Public Holidays)

Response Time: Within 2 hours (1)

Servicing the Equipment

- > Upon receipt of your call we will assist you as detailed below in order to restore your Equipment to your satisfaction:

Commander Branded Equipment and Equipment listed in Item 2 of Section C-1 (except for Peripheral equipment (2))

Provided the Equipment is at the Site,

- > We will resolve the difficulty by providing verbal assistance, or
- > We will fix the fault by remote access, or
- > We will come to the Site to service the Equipment.

If the Equipment is not at the Site, Commander is under no obligation to resolve the fault but will attempt to do so by providing verbal assistance.

Headsets, Audio Conferencing Units – Polycom branded

- > We will resolve the difficulty by providing verbal assistance, or
- > We will send replacement Equipment along with a return courier bag for return of the faulty Equipment to your Site.
- > You must send the faulty Equipment back to us in the return courier bag.
- > If you do not send the faulty Equipment to us within 5 working days in the return courier bag, you agree that we will charge you for the cost of the replacement Equipment.

Call Accounting Software – Phoneware branded (including PC Anywhere Software and Modem) and CVT branded Periscope 3L, Video Conference Units – Polycom branded, AdvaTel branded IP Console and PhoneEasy software, Unified Messaging System – CorriDOR branded.

- > We or our agent will resolve the difficulty by providing verbal assistance, or
- > We or our agent will fix the fault by remote access, or
- > We or our agent will come to the Site to service the Equipment.
- > CustomCare options on Call Accounting Software are included at our discretion.

Voice Mail - Active Voice branded, Call Accounting Software – Periscope Express branded

- > We will resolve the difficulty by providing verbal assistance, or
- > We will fix the fault by remote access, or
- > We will come to the Site to service the Equipment.

On-site Adds Moves and Changes (AMC)

- > We will provide a 10% discount from our current selling price for all equipment purchased or rented as an AMC under this Agreement..
- > We will also provide 4 x 1 hour on-site labour vouchers per annum for AMC work requested by you during the term of this Agreement. These hours must be used in no less than 1 hour duration each and cannot be used for any other purpose. Any unused hours will expire at the end of each 12 month fixed term contracted period. The vouchers exclude any applicable call-out charge and are only for adds, moves, changes not already covered by your CustomCare Agreement.

Service Check

- > 1 comprehensive service check per annum performed on request by a specialist field engineer. For Metro & Regional 1 sites we will come to the Site and for Regional 2 and Rural sites we will provide the service by remote access.
- > The check will be based on criteria set by us and can change at anytime.
- > Extra charges apply for additional work required by the customer.

Remote Software Enhancements

- > Unlimited remote software enhancements per annum provided as software enhancements become available.
- > Extra charges apply (parts and labour) if the customer requires the software enhancement to be performed on site and/or additional parts are required for the software enhancement.
- > Extra charges apply for additional work required by the customer.

Remote Moves and Changes

- > 4 remote moves and change per annum performed on request by the customer.
- > This includes any type of programming that can be performed remotely within a 30 minute period (this can include call barring, ring changes, station relocations, night mode changes).
- > Extra charges apply for additional work required by the customer.

Automatic commander.com User Registration

- > We will automatically register the authorised customer's company representative to commander.com on the satisfactory completion of the registration form and meeting our security criteria.
- > This is subject to the authorised customer's company representative agreeing to the Terms and Conditions for Access and Use of commander.com.

Equipment	Term	Service Package
Commander branded Equipment, Voice Mail – Active Voice branded, Headsets, Sound and Voice Stations- Polycom branded	Year 1	Servicing of the relevant Equipment excluding parts (covered by Equipment warranty) as specified
	Year 2-5	Servicing of the relevant Equipment including parts and labour as specified.
Other Equipment (non-Commander branded) listed in Item 2 of Section C-1 but excluding Peripheral equipment	Year 1-5	Servicing of the relevant Equipment including parts and labour as specified.
VSX range Video Conference Units – Polycom branded	Year 1	Servicing of the relevant Equipment including parts (covered by Equipment warranty) as specified.
VSX 7000 only	Year 2 – 3	Servicing of the relevant Equipment including parts and labour as specified.
Phoneware branded Call Accounting Software	Year 1 - 5	Servicing of the relevant Equipment including parts as specified.
Call Accounting Software – Periscope branded, Unified Messaging System – CorriDOR branded,	Year 1	Servicing of the relevant Equipment excluding parts (covered by Equipment warranty) as specified
	Year 2-5	Servicing of the relevant Equipment excluding parts (chargeable on a fee for service basis) as specified.

CustomCare Periods

- > The periods of the CustomCare Plan in Item 5 of Section C-1 of this Agreement as detailed, are dependent on the type of Equipment, which Contract Term applies and the Service Package offered.

(1) For Metro sites; For Customers >100km from a Commander point-of-presence response times are dependent on location of site.

(2) Peripheral equipment marked with an asterisk (*) in Item 2 of Section C-1 are excluded from servicing.