

Critical Information Summary: Cloud Call Centre

Service Description

The Smartcom cloud call centre application (Service) is a fully managed, business-grade, Software as a Service (SaaS) with voice telephony that is supplied over your internet service; suitable for any size business, from start-ups to enterprise.

How it Works

The Service is located in a secure data centre. Service access is via your internet connection, either supplied by Smartcom or another provider. Softphones or IP Handsets connect to your Internet via a network router/switch; and thereby used to make and receive calls via the PSTN (Public Switched Telephone Network).

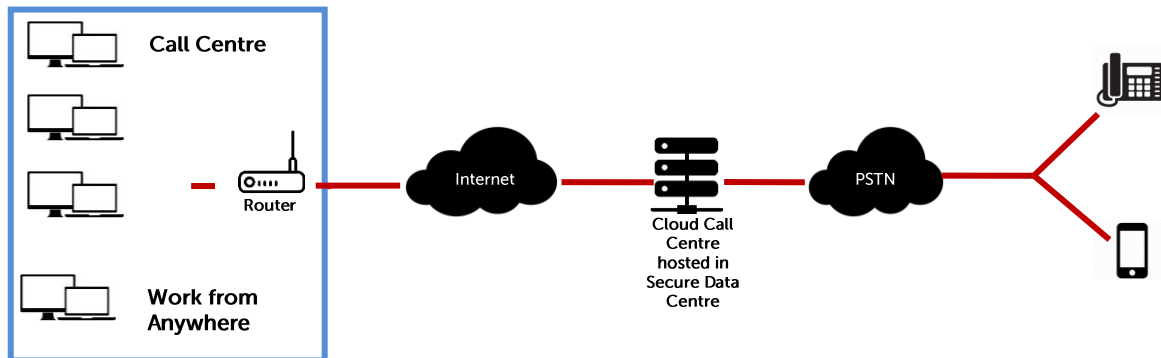


Figure 1: Smartcom Cloud Call Centre

Technical Requirements

Mandatory requirements include; 1) PC/Laptop; 2) network router and switch; and 3) a suitable broadband (Internet) connection. For clarity, a fixed broadband service with a minimum of 100kbps of uncongested upstream and downstream bandwidth per phone extension is required for optimal quality.

SoftPhones are installed on Laptops/PC's with USB or wireless headsets.

Compatible IP Handsets can be used as an alternative to softphones. IP Handsets require direct Ethernet cabling. A Power over Ethernet (PoE) network router/switch can be used to power the handsets. (Note: if a PoE switch is not available, handsets will require a power-pack to source electricity).

Work from Anywhere

The Service can be accessed from any location via a suitable internet connection ie; @home, subsidiary office, off-shore etc.

Installation

Once phone devices are connected to your network, the Service is configured via remote provisioning by a Smartcom technician. (onsite technicians may be deployed for Enterprise sites)

Service Availability

The Service is available for business use Australia-wide - 24/7; and is also available outside Australia by your offices and subsidiaries upon written approval by Smartcom.

Only Smartcom approved devices will be connected to the Service. No other equipment or software is to be used, in particular any device that would aggregate call traffic from more than one user or automate dialling.

A 'Fair Use' policy applies; Refer www.smartcombusiness.com/policies

Service Inclusions

There are three (3) Service types; 1) Starter; 2) Call Centre Plus; & 3) Enterprise. In essence, Starter is an entry level service, Call Centre Plus has more advanced features, and Enterprise is a comprehensive service with extensive support services.

Core functions available include; 1) PBX; 2) Inbound / Outbound / Blended Software as a Service; 3) Predictive Dialler; 4) VoIP Carriage; and 5) DID Number/s.

Critical Information Summary: Cloud Call Centre



Phones

Smartcom supplies softphones as part of the Service.

If you'd like to use IP Handsets as an alternative to softphones, refer your Smartcom Account Manager.

Online Portal

You'll have access to our online portal from any location to; review your account; order new services; and retrieve call records, reports & data usage.

Licensing

The software component of the Service is provided as a license. You'll be charged monthly service fees for licenses each month.

At the end of each month, usage will be reconciled against the requested number of licenses and charged accordingly.

Licensing – Minimum number

A minimum number of licenses is charged as per the license number that was negotiated with Smartcom prior to commencement of the Service. (this number may change upon mutual agreeance during a contract period - based on usage)

Licensing - New Users

New Users can be added to the Service during any month and charged on a pro rata basis.

Agent Interface

Agents receive and make calls via agent interface. The interface includes scripts and wrap-ups.

Supervisor Interface

Call centre managers are able to set and adjust settings, manage outbound campaigns, manage inbound call usage; review performance and retrieve call records and data via the Supervisor interface.

Phone Calls

The Service facilitates both inbound and outbound calls.

Outbound calls are charged on a per minute basis, in one second increments, with a minimum charge of 2c per call.

Inbound calls incur a per minute call collection fee.

Phone Lines

Sufficient phone lines are included in the Service; restricted by the number of lines the phones can support.

Service Upgrades

Software maintenance and firmware upgrades are automated and included in the Service.

Phone & Headset Warranties

Smartcom provides Handsets, SoftPhones and USB Headsets with manufacturer warranties. Some products also have additional replacement warranties available at the point of purchase.

Service Exclusions

The Service does not include LAN items such as; PC's, laptops and routers. Likewise, your internet connection is not included in the Service. Smartcom can however, supply internet services upon application. Prices vary based on service type, size and location. A network router/switch is also not included.

Only Smartcom supplied telephony carriage is allowed when using the Service. Further, the Service, does not support ISDN or analogue telephony, such as fax. Nor does it support back-to-base alarms or any other phone line monitoring systems or the likes. In addition, the Service does not support Premium 19/1900 number calls.

Critical Information Summary: Cloud Call Centre



Additional Products & Services

13/1300 1800 & 0800 Numbers

Inbound 13/1300, 1800 or 0800 numbers can be either ported from another carrier or new numbers can be purchased from Smartcom and configured to the Service. Smartcom will assist in the process, and manage the porting fulfilment from the incumbent.

Professional Services

Non-Standard technical services and customisation may incur costs. Smartcom will provide no-obligation quotes for authorisation prior to the commencement of any work quoted. These services are charged as time and material, with our professional services fee being; \$195 ex GST per hour.

Hardware

IP Handsets, Headsets & accessories are available for purchase from Smartcom at either www.smartcombusiness.com/shop or ask your Smartcom Account Manager.

Agreement Term

As a business critical service, the Service is available as; 12, 24 or 36 month contract terms. Agreements roll-over for a further 12 months at the end of each Agreement term; and on an annual basis.

Termination

There is an early termination clause for the initial 12 months (Refer your Smartcom Account Manager). 30 days written notice is required to cancel the Service prior to the end of the Agreement term.

Maximum Termination Charges

At the end of the Agreement term, any unpaid minimum fees or usage charges for the period prior to the termination date, and during the 30 day notice period are payable 7 days net once the invoice has been issued by Smartcom. Charges include; Monthly Service Fees, Call Charges, and Purchased Equipment Charges.

Termination prior to the completion of the Agreement term, requires payment of the minimum monthly fees for the remainder of the full Agreement including the 30 day notice period. Charges include the Monthly Service Fees and Purchased Equipment Charges. Payment is due 7 days net once the invoice has been issued by Smartcom.

Credit Limit

Smartcom may apply a credit limit to your account to protect against unauthorised use.

Price Model

The price Model of the Service has four (4) standard charges – outlined in table 1;

Table 1: Price Model

Charge	Payment Options
Service Set-Up	In Advance
Monthly Service Fees	Monthly in Advance
Telephony: Call / Messaging Costs	Monthly in Arrears
Purchased Equipment	In Advance

Inbound Call Centre – Monthly Fees

Monthly Service Fees for the Inbound Call Centre are outlined in table 2.

Table 2: Monthly Service Fees – Inbound Call Centre

Item	Unit	Starter	Call Centre Plus	Enterprise
Agent License	Per Agent	\$35	\$45	\$55
Supervisor License	Per Supervisor	\$45	\$125	\$125
System Access Fee	Per Service	\$95	\$125	On Application
Service Support Fee	Per Agent	\$7.50	\$10	On Application
Single Number DID	Per Agent	\$0	\$0	\$0

All Prices ex GST.

Minimum Service Charge

Minimum monthly fees are based on a site by site basis.

Critical Information Summary: Cloud Call Centre



Minimum Service Charge Example

'Starter' 20 Agent Licenses (with minimum 10x agents)

10x Agent Licenses: @ \$35

1x Supervisor License: @ \$45

10x Service Support Fees: @ \$7.50

System Access Fee: @ \$95

Total Monthly Charge: \$565

12 Months Minimum Charge: \$565 x 12 months = \$6,780 (excludes phone calls & SMS usage)

Outbound Predictive Dialler or Blended (Dialler + Inbound) – Monthly Fees

Monthly Service Fees for the **Outbound Predictive Dialler or Blended** are outlined in table 3.

Table 3: Monthly Service Fees – Predictive Dialler or Blended

Item	Unit	Starter	Call Centre Plus	Enterprise
Agent License	Per Agent	\$69	\$89	\$125
Supervisor License	Per Supervisor	\$45	\$125	\$125
System Access Fee	Per Service	\$95	\$125	On Application
Service Support Fee	Per Agent	\$7.50	\$10	On Application
Single Number DID	Per Agent	\$0	\$0	\$0

All Prices ex GST.

Minimum Service Charge

Minimum monthly fees are based on a site by site basis.

Minimum Service Charge Example

'Starter' 10 Agent Licenses (with minimum 5x agents)

5x Agent Licenses: @ \$69

1x Supervisor License: @ \$45

5x Service Support Fees: @ \$7.50

System Access Fee: @ \$95

Total Monthly Charge: \$522.50

12 Months Minimum Charge: \$522.50 x 12 months = \$6,270 (excludes phone calls & SMS usage)

Call Rates

Outbound call rates for the **'Starter'** service is detailed in table 4.

Table 4: Starter Call Rates

Outbound Calls	Charge	Increments	Rate
Local & National	Per Minute	1 Second	6.5c
Mobile	Per Minute	1 Second	12.5c
1300 Numbers	Per Call	n/a	35c

*Minimum 2c per call

All Prices ex GST.

'Call Centre Plus' & 'Enterprise' Outbound Call Rates

Outbound call rates for the **'Call Centre Plus'** and **'Enterprise'** services are negotiated based on call volumes. Refer your Smartcom Account Manager.

International Call Rates

Refer your Smartcom Account Manager.

Other related telco services are listed in table 4.

Table 5: Telco Charges

Call Type	Set-Up	Monthly Charges
SIP Trunks/Phone Lines	Included	Included
Single Number DID ie; (02) XXXX XXXX	1x Included	1x Included
Additional Single Number DID	\$0	\$5.00
10x DID Number Range	\$0	\$25.00
100x DID Number Range	\$0	\$40.00

All Prices ex GST.

Critical Information Summary: Cloud Call Centre



Inbound Calls

Inbound calls incur a collection charge of 2 cents per minute, charged in 1 second increments.

Calls made between Smartcom internal extension numbers (on-net calls) are free of charge; including call diversions to the Service. However, if an inbound call originates from a customer's inbound 13/1300, 1800 or 0800 number/s, a per minute call collection fee applies for the incoming leg of the call diversion.

Calls diverted to an external PSTN landline or mobile number are charged at 'Standard Rates'; as if the call originated from the Service ie; a call diverted to a mobile phone will be charged at the standard mobile rates.

Inbound 13/1300, 1800 & 0800 Numbers

Inbound calls originating from a customer's 13/1300, 1800 or 0800 number/s incur separate charges by the issuing service provider; either Smartcom or another provider.

Rates for inbound call services, namely 13/1300/1800 & 0800 numbers are volume-based. Refer your Smartcom Account Manager.

Hardware & Software

IP Handsets, SoftPhones, Headsets & accessories are available for purchase. Refer; www.smartcombusiness.com/shop.

Invoices

Billing is per calendar month, with invoices raised at the end of each month. Invoices will be sent via email to your nominated email address.

Payment

Purchased Equipment

Equipment can be purchased with monthly instalments paid 'in advance'; or alternatively, payment can be made in full in advance. Smartcom accepts payment via; Credit Card, Direct Debit, or EFT.

Set-Up, Monthly Fees

Set-Up and Monthly Fees are charged and payable 'in advance' via Credit Card, Direct Debit, or EFT.

Calls & Messaging

Calls & Messaging services are charged and payable 'in arrears' via Credit Card, Direct Debit, or EFT.

Professional Services

Calls & Messaging services are charged and payable 'in arrears' via Credit Card, Direct Debit, or EFT.

Support Services

The support service desk is included in all Services; Monday to Friday 8.30am to 6pm AEST - excluding National Public holidays. Consideration of support services outside the above hours is upon application.

The support services for each Service type is as follows;

Starter

Service Desk - Email

Starter

Service Desk – Phone, Email & Ticketing

Enterprise

Service Desk – Phone, Email & Ticketing

SLA Reports

Account Management

Support Contact Details

Phone: 1300 063 234

Email: support@smartcombusiness.com

Critical Information Summary: Cloud Call Centre



Dispute Resolution Process

Smartcom strives to develop mutually rewarding relationships with our clients. Nonetheless, we understand that there may come a time when you are dissatisfied with a product or service and in these instances, we employ a Dispute Resolution Process – detailed in our terms and conditions. www.smartcombusiness.com/Policies_Complaint_Handling.

Contacting the TIO

In the event that you remain unsatisfied with the outcome of the Dispute Resolution Process between us, you may, as part of the Dispute Resolution Process, you may escalate your case to the Telecommunications Industry Ombudsmen (TIO) at www.tio.com.au or Phone: 1800 062 058.

More Information

If you have more questions, please call us on 1300 196 386 or you may find the answer to your question at; www.smartcombusiness.com.