



## Tiptone Telecommunications Limited - Toll Call Services Description

### Overview

All calls from phones and faxes originating on the NZ PSTN delivered via the Tiptone Telecommunications Limited ("Tiptone") or third party telecommunication carrier voice network. This service is available nationwide and calls can be delivered to land line and mobile phone destinations in New Zealand and overseas.

Tiptone tolls service offers the following product options:

- Local (programmed PABX)
- National
- International
- Land to Cellular

Tiptone tolls service has the Coded or Non Coded access options. Tiptone customers ("Customer") can mix and match from the product and access options to create their desired solution.

Customers may only choose to use Tiptone Tolls Service, they could keep their existing Line Rental and other access services with their lines providers e.g. Telecom or TelstraClear.

### Call Types

Calls are divided into the following separate call types. Charges for those call types are set out in the Tiptone Calling Rate Card.

- (i) National  
Calls that terminate outside the Tiptone local calling area in which they originate.
- (ii) Local  
Calls that terminate within the Tiptone local calling area in which they originate. (Note: local calls are only covered as "Calls" if the customer dials an area code.)
- (iii) International  
Calls that terminate outside New Zealand.
- (iv) Land to Cellular  
Calls that terminate with a mobile network

The call charges in the Tiptone Calling Rate Card are expressed as a charge per minute and are charged in New Zealand Dollars ("**NZD**") on a pro-rata basis in accordance with the following rounding rules. All National, Local, International and Land to Cellular Calls are charged per minute with a one minute minimum charge.

### Pricing and Payment

The customers will pay Tiptone:

- (i) charges for Calls as set out in the Tiptone Calling Rate Card.
- (ii) for each line on which a customer requests either code or non-code access and for each change from code access to non-code access or vice versa, the charge set out in the Tiptone Service Charges Rate Card. Tiptone and the customers may agree in writing that this charge will not apply to the initial transfer of a specified number of lines.
- (iii) Tiptone's reasonable charges (on a time and material basis) as notified by Tiptone to the Customers for the activation of the customers toll access code in the Tiptone Network.

There is no charge for historical call details requested within two weeks of the date of the calls to which the historical call details relate. However, there is a charge set out in the Tiptone Service Charges Rate Card for each day's historical call details requested two weeks to four months from the date of the calls to which the historical calls details relate.

### **Service Definition**

Tiptone will provide the following services to the customers:

- (i) carriage of the Calls and the termination, or hand over for termination, of those Calls; and
- (ii) provision of call details to the customers.

Calls to the following numbers are not "Calls" as defined in this document. The customer's line providers will provide those calls directly to the customer and will charge the customer for those calls.

000	International Special Services
800	Universal International Freephone Number (UIFL)
009XX	Home Country Direct
010	Operator Services/Assistant
011-015	Calling Card and other related services
0125	Telecom Calling Card
016	International bypass code
0160	International Price Required
0161	0161 International Calling
0168	Access 0168 (allows domestic US Toll Free Calls)
0170-0179	International Operator Services / Assistance / Directories
018	National Directory Service
019	Reserved
0500-0501	Interconnect Party Bypass codes
0503-0507	Reserved
0508	Freephone service
0509-0599	Interconnect Party Bypass codes – excludes the toll access code that is allocated to the Service Provider
0800	Freephone service
0801-0809	Reserved
081	Reserved
0820-0899	Enhanced/Special Services

0900	Calling party pays - the Service Provider fees billed on party bill
2-9	Local calls (except where an area code is dialed)
110-119	Emergency service shortcodes (i.e. 111)
12-19	Telecom reserved short codes
1011-1019	Reserved
911	Copy of 111 emergency shortcodes
*	Mobile network shortcode prefix.

### **Unavailable Services**

The customers acknowledge that the following services will not be available using the Tiptone Tolls Service:

- (a) Call Track;
- (b) ISDN;
- (c) Call readdress;
- (d) Customerlink;
- (e) DDI extension;
- (f) Dual number; and
- (g) Faxability number.

### **Toll Access Codes**

Tiptone may provide the customers with a toll access code, which may only be used for the purpose of providing calls in accordance with this service description.

### **Responsibilities**

Tiptone will:

- (i) carry the Calls and terminate, or hand over for termination, those Calls;
- (ii) activate non-code access and coded access that is advised by the customers in accordance with their service application;
- (iii) provide monthly invoice/statement to customers with Call Details for each lines in accordance with this service application;
- (iv) investigate and, if possible, resolve faults relating to the Service notified by the Customers in accordance with the services application;
- (v) to the extent any Call originates and/or travels over any part of the third party network and subject to this service description, use best endeavours to ensure that the reasonable quality of that Call will be delivered. For the avoidance of doubt, Tiptone gives no assurance regarding the quality of any Call to the extent it is carried on any other network.

The Customers will:

- (i) give permission to Tiptone to use their Call Details for billing purposes;
- (ii) accept full responsibility for all costs and charges incurred by the Customers in relation to the Tiptone Tolls Service;
- (iii) comply with Tiptone Standard Terms and Conditions;
- (iv) do anything reasonably requested by Tiptone to enable Tiptone to comply with its legal obligations; and
- (v) provide all information reasonably required by Tiptone to perform its obligations under this service description and make all reasonable efforts to ensure that such information is complete and accurate.

## Call Details

Tiptone will make available on a monthly basis the following details ("**Call Details**") to the customers for each Call, including:

- (i) the phone number from which the Call originated;
- (ii) the phone number on which the Call terminated; and
- (iii) the length of the Call in minutes and seconds.

The Customers may request from Tiptone Call Details for any day within the previous four months ("**Historical Call Details**"). Tiptone will provide such Historical Call Details within 20 Working Days of the customer's request. Where a request for Historical Call Details is made, Tiptone will provide all Historical Call Details for the calendar day of the request.

## Numbers and Codes

Nothing in this service description affects the ownership by any person of any number or code.

## Agreements with other network operators

Tiptone may reach agreements with other network operators, including Telcome New Zealand Limited, TelstraClear Limited and Callplus Services Limited, to route calls with the relevant toll access code to Tiptone so that customers of other network operators can use Tiptone Tolls Service. In doing so, Tiptone is not required to act in a manner contrary to what Tiptone considers to be its best commercial interests.

If Tiptone enters into an agreement in accordance with clause 7(a) above, the parties may agree to amend this service description to provide that the definition of "Calls" extends to calls handed to the network by those network operators with which Tiptone has such an agreement. Amendments to the charges may also be agreed to reflect Tiptone's transit costs and/or any amount payable by Tiptone to the other network operator for those calls.

## Tiptone rights

Tiptone may at any time:

- (i) enter into an agreement, arrangement, or understanding with any other party in relation to the Network and the Customers acknowledges that nothing in this agreement gives the Customers exclusive rights in respect of the Network; or
- (ii) without liability to the Customers or any other person, add or alter any Network announcements which End Users receive.

## Definitions

"**Calls**" means calls made by End Users in New Zealand either by dialling the toll access code that is allocated to the Service Provider or by non-code access from the Tiptone Network to numbers beginning with the prefixes 02, 03, 04, 06, 07, 09, or to 00 + a Valid International Number, but does not include the following types of calls:

- (a) calls made from payphones;
- (b) calls made from cellular phones;
- (c) calls made from a VPN line;
- (d) calls where a customer requests nX64 K bits/S connectivity;
- (e) calls made from multi-party lines;
- (f) calls made from mobile radio phones;

- (g) calls made via diversion points; and
- (h) calls made from phones with Centrex.

**“NAD”** means the numbering administration deed between Tiptone and other parties authorised by the Commerce Commission on 17 May 1999 and the Number Allocation Rules under that Deed.

**“Procedures for Non-Code Access”** means the Tiptone document of that name, as amended by Tiptone from time to time.

**“Service Provider’s Tolls Service”** means the provision of retail toll services by the Service Provider to its Customers whereby an End User, having dialled the relevant toll access code before the relevant telephone number or having previously requested non-code access, makes a Call and the Service Provider bills its Customer for the Call.

**“Valid International Number”** means, excluding the access code, a number containing a valid country code other than “64” followed by five digits and then followed by a maximum of sixteen digits.