

## MULTILINE SERVICE SCHEDULE

### 1. About this document

This Service Schedule forms part of your Contract. In the event of any inconsistency between this Service Schedule and another clause of your Contract, this Service Schedule prevails to the extent of any inconsistency, but not otherwise.

### 2. Dictionary and Glossary of Terms

The expression:	means:
Call Barring	a Value Added Service that may allow you to prevent specified types telephone calls to originate from your Multiline Service
Call Redirection (Temporary)	<p>a Value Added Service that may allow you to redirect incoming calls made to your Multiline Service to another phone number.</p> <p>This Value Added Service is a temporary service only. If you require a permanent redirection service, refer to Number Only Diversion (Permanent)</p>
Calling Number Display (Incoming)	<p>a Value Added Service that may display the phone number of an incoming call made to your Multiline Service.</p> <p>Calling Number Display (Incoming) may not be available if (without limitation):</p> <ul style="list-style-type: none"> <li>(a) you do not have compatible Equipment; or</li> <li>(b) the call originates from overseas, from a Silent Line or from a telephone number that is subject to Calling Number Display (Outgoing) withholding or blocking</li> </ul>
Calling Number Display (Outgoing)	a Value Added Service that may allow a person to whom a call is made from your Multiline Service to determine the phone number used in connection with your Multiline Service

Commencement Date	the date on which your Multiline Service commences (as set out in the application form, in the terms and conditions of your Plan or as otherwise agreed to by the parties in writing)
Contract	as in clause 3 of our Standard Form of Agreement made under section 479 of the Telecommunications Act 1997 (Cth)
Direct Indial	a Value Added Service that may allow a call to be placed directly to a PABX extension from the PSTN without the need for that call to be manually routed through your Equipment or by your PABX operator
DSL/Spectrum Sharing	means a Telstra shared spectrum service provided on a compatible physical line, available in circumstances where Optus provides an ADSL service on a Telstra Standard Telephone Service
Emergency Diversion	a Value Added Service that may allow you to redirect incoming calls to another predetermined phone number nominated by you in the event of an emergency, for example, due to a PABX failure
Extension Level Billing	a Value Added Service that may enable outgoing calls made from a given extension of your Multiline Service to be billed to that extension so that an invoice you receive in connection with your Multiline Service is itemised on an 'extension by extension' basis
Holding Over Period	as in clause 4(b)
Hunt Group Working	<p>a Value Added Service that may allow your Multiline Service to be configured into 'hunt groups' in order to enable an incoming call to a busy line of your Multiline Service to be allocated to an available idle line.</p> <p>Flexible options in respect of the routing rules in connection with Hunt Group Working may be available as part of this Value Added Service</p>
ISDN	Integrated Services Digital Network

Malicious Call Trace	<p>a Value Added Service that may enable an incoming call to your Multiline Service to be designated as malicious at your relevant exchange.</p> <p>The exchange will typically record the details of that call, such as the phone number in respect of that call (provided that number is not blocked or withheld) and may facilitate you to send a letter to the originator of that call in respect of that call</p>
Minimum Term	the minimum term of your Multiline Service (as set out in your application form, the terms and conditions of your Plan or as otherwise agreed to by the parties in writing)
Multiline Service	the multiline Service provided to you in accordance with this Service Schedule
Number Only Diversion (Permanent)	a Value Added Service that may allow you to set up an exchanged-based diversion to divert incoming calls to your Multiline Service to another predetermined phone number
Operator Connect Diversion	a Value Added Service that may divert an incoming 'reverse charges' made to a given extension of your Multiline Service to to the main line used in connection with your Multiline Service (e.g. to front desk or reception)
PABX	Private Automatic Branch Exchange
PBX	Private Branch Exchange
Premises	means the physical place from which your Multiline Service is or will be primarily used or where the majority of the Equipment to be used in connection with your Multiline Service is contained
PSTN	Public Switched Telephone Network
Relocation Diversion	<p>a Value Added Service that may allow you to retain the phone numbers used by you in connection with this Multiline Service for use by you in an adjacent Standard Zone Unit.</p> <p>This Value Added Service is at all times subject to the Telecommunications</p>

	Numbering Plan and other applicable Laws
Silent Line	a Value Added Service that may allow you to withhold the phone number used in connection with your Multiline Service from publication in a telephone directory, from being made available through a directory assistance service or from being displayed or made available to the person to whom a call is placed from your Multiline Service
Standard Features	as in clause 5(a)
Standard Zone Unit	as in the Telecommunications Numbering Plan
Telecommunications Numbering Plan	the Telecommunications Numbering Plan 1997
Value Added Services	any Service (or part of a Service) that is designated by us from time to time and in our sole and absolute discretion, as being a 'Value Added Service' (whether designated by that title or any other title).  A current list of Value Added Services is set out in clause 6 below
<i>Capitalised terms which appear in this Service Schedule and are not defined in this clause 2 may be defined in the Customer Terms section of your Contract. For the avoidance of doubt, the Interpretation section in the Customer Terms applies to this Service Schedule.</i>	

### 3. This Service: Overview

- (a) We agree to provide this Multiline Service to you on the terms and conditions set out in your Contract.
- (b) This Multiline Service may provide you with (amongst other things):
  - (i) a digital trunk telephone connection to your PBX that provides a primary rate ISDN voice service;
  - (ii) in excess of ten (10) lines for use in connection with your Multiline Service; and
  - (iii) Valued Added Services.

- (c) You are required to order and maintain a minimum of ten (10) lines in connection with this Multiline Service. The number of lines you use in connection with this Multiline Service may only be increased in groups of ten (10) lines at a time. For the avoidance of doubt, any increase in the number of lines used in connection with this Multiline Service is at all times subject to our consent, which consent may be withheld in our sole and absolute discretion or be granted on such terms and conditions as we may require.

#### **4. Term**

- (a) For the avoidance of doubt, the term of your Multiline Service commences on the Commencement Date and continues for the Minimum Term and any Holding Over Period, unless terminated earlier in accordance with your Contract.
- (b) If you do not provide us with notice in writing (in such form as we may reasonably require from time to time) that you do not intend to renew your Multiline Service at or prior to the expiry of the Minimum Term, your Multiline Service will continue on a month-to-month basis, on substantially the same terms and conditions ("**Holding Over Period**").

#### **5. Features**

- (a) The standard features available in connection with this Multiline Service may be notified to you by us from time to time ("**Standard Features**").
- (b) You acknowledge and agree that the Standard Features available in connection with this Multiline Service may vary from time to time. Where the Standard Features vary and we believe that the variation is significant and materially and adversely affects you, we will endeavour to notify you at the earliest practical opportunity.

*TCP Customers:* Clause 5(b) of this Service Schedule is subject to Clause 47 of Part C (General Terms) of your Contract.

#### **6. Value Added Services**

- (a) Where available in connection with your Multiline Service and agreed to by the parties (on such terms and conditions that are acceptable to the parties), your Multiline Service may include the following Value Added Services
  - (i) Malicious Call Trace;
  - (ii) Silent Line;
  - (iii) Hunt Group Working;

- (iv) Call Barring;
- (v) Calling Number Display (Outgoing);
- (vi) Calling Number Display (Incoming);
- (vii) Number Only Diversion (Permanent);
- (viii) Call Redirection (Temporary);
- (ix) Emergency Diversion;
- (x) Relocation Diversion;
- (xi) Operator Connect Diversion;
- (xii) Direct Indial; and
- (xiii) Extension Level Billing.

- (b) The list of Value Added Services set out in clause 6 (a) of this Service Schedule may vary from time to time and we may add, remove or vary the Value Added Services. Where we reasonably believe that an addition, removal or variation will materially and adversely affect you, we will endeavour to provide you with reasonable notice.

*TCP Customers:* Clause 6(b) of this Service Schedule is subject to Clause 47 of Part C (General Terms) of your Contract.

- (c) Whether you are entitled to, or are able to use, a given Value Added Service depends on a variety of factors, such as the details of your Plan, Multiline Service and any Equipment that you use in connection with your Multiline Service (such as handsets, your PABX and the like).

- (d) Subject to clause 34 to 39 of Part C (General Terms) of your Contract, you agree that you have made your own assessment (and to the maximum extent permitted by Law, you solely rely on that assessment) of:

- A. the fitness of a given Value Added Service for the purpose that you require; and
- B. any minimum Equipment, Multiline Service or other requirements of a given Value Added Service.

## **7. Fees and Charges**

- (a) The fees and charges in respect of your Multiline Service and Value Added Services (such as monthly fees, usage charges, and the like) are set out in the terms and conditions of your Plan, the Schedule of Fees and Charges (by which you are bound) or as otherwise notified to you by us from time to time.
- (b) The fees and charges must be paid before the due date specified in any invoice provided to you by us.

## **8. Local Number Portability**

- (a) The Telecommunications Numbering Plan sets out the framework for the numbering of carriage services in Australia and the use of numbers in connection with the supply of such services.
- (b) You expressly acknowledge and agree that:
  - (i) you do not own or receive any legal interest or goodwill in any phone number that is provided to you in connection with your Multiline Service;
  - (ii) you are entitled to use any phone number that is provided to you in connection with your Multiline Service (subject to the terms and conditions of this Contract and any right that we may have under the Telecommunications Numbering Plan to recover that phone number from you); and
  - (iii) certain types of Services and lines cannot be ported (for example, 'Securitel' security lines cannot be ported).

## **9. Transfer of Service to Us**

- (a) You acknowledge and agree that if you have requested to transfer your phone number and/or service to us from your supplier, you:
  - (i) must ensure that we are able to provide a Multiline Service to your relevant Premises;
  - (ii) authorise us to sign and execute on your behalf, and in your name, any form, consent or other document that may be required from time to time to give effect to the transfer;
  - (iii) authorise your current supplier to give effect to the transfer;

- (iv) will cooperate with us in good faith in respect of completing the transfer (including providing us with access to any relevant Premises);
- (v) may have your services disconnected with your supplier (including, without limitation, any DSL/Spectrum Sharing Service);
- (vi) may be liable to pay your supplier fees and charges (including, without limitation, early termination fees, disconnection fees and outstanding accounts) and you agree that we will not be liable to you or to your supplier for any such or similar fees and charges;
- (vii) may experience exclusions, limitations and restrictions in respect of your Multiline Service for reasons that are outside our reasonable control (such as, without limitation, any restrictions or limitations that are imposed by your current supplier, outages and matters in connection with the required infrastructure for a Multiline Service);
- (viii) are only entitled to the Multiline Service (and components of that Service) as set out in this Contract and on the terms and conditions set out in your Contract (including in our Schedule of Fees and Charges by which you are bound) and by transferring to us, you may no longer be entitled to incentives and benefits that you receive from your supplier;
- (ix) may experience provisioning times of thirty (30) days to one hundred and fifty (150) days (from the date we accept your **offer** in your application form to provide this Multiline Service to you) in respect of your Multiline Service (or any part thereof). We may require additional time (in excess of one hundred and fifty (150) days) in certain circumstances; and
- (x) must comply with any reasonable direction that we may give you, and any reasonable request that we may make, from time to time in connection with the transfer of your service.

## **10. Transfer of Service from Us**

- (a) You acknowledge and agree that if you have requested to transfer your Multiline Service from us to another supplier:
  - (i) your request may be treated by us as a termination of your Multiline Service by you;
  - (ii) you may incur fees and charges in connection with that transfer (including, without limitation, an Early Termination Fee and any

outstanding fees and charges) and you are liable to pay those fees and charges to us;

- (iii) any monies that we claim are owing to us in connection with this Contract will become a debt that is immediately due and payable to us  
*TCP Customers:* Clause 10(a)(iii) of this Service Schedule is subject to clause 81(c) of Part C (General Terms) of your Contract.
- (iv) where permitted by the Telecommunications Numbering Plan, you may be able to port your phone number from us to another supplier (subject at all times to any right that we may have under any Law or this Contract to recover that telephone number from you); and
- (v) you must comply with any reasonable direction that we may give you, and any reasonable request that we may make, from time to time in connection with the transfer.

## **11. Early Termination**

Details of the Early Termination Fee that may apply in respect of your Multiline Service Schedule is available in the terms and conditions of your Plan, at [www.peopletelecom.com.au](http://www.peopletelecom.com.au) or by contacting customer service on 1300 558 888.

## **12. Service Outages**

- (a) We may, from time to time, perform maintenance work that may affect your Multiline Service. Any disruption caused to your Multiline Service by reason of the maintenance work or other operational reasons will not constitute a breach of our obligations under your Contract.
- (a) Where possible, we will exercise our reasonable endeavours to perform maintenance work at such time to minimise a disruption to your Multiline Service.

## **13. Your Welcome Pack**

- (a) Please refer to your Multiline Welcome Pack for all your account management contacts and support numbers.
- (b) In the event of any inconsistency between this Service Schedule and your Multiline Welcome Pack, this Service Schedule prevails.