



**PART B – IN-CONTROL AND ICCD**

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Certain words are used with the specific meanings set out in Part A – General of the Inbound Services section at [http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus\\_inbound.htm](http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus_inbound.htm) and in the General Terms of Our Customer Terms at [http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus\\_government.htm](http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm).



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### 1 ABOUT THIS PART

- 1.1 This is part of the Inbound Services section of Our Customer Terms. Provisions in other parts of the Inbound Services section, as well as in the General Terms of Our Customer Terms, may apply to your Telstra IN-Control and Telstra IN-Control Call Direct.

*See clause 1 of the General Terms of Our Customer Terms at [http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus\\_government.htm](http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm) for more detail on how the various sections of Our Customer Terms should be read together.*

*See clause 1 of Part A – General of the Inbound Services section at [http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus\\_inbound.htm](http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus_inbound.htm) for more detail on how the various parts of the Inbound Services section should be read together.*

- 1.2 If there is an inconsistency between this part and the other parts of the Inbound Services section of Our Customer Terms, this part prevails to the extent of the inconsistency.

### 2 TELSTRA IN-CONTROL AND TELSTRA IN-CONTROL CALL DIRECT

#### What is Telstra IN-Control?

- 2.1 Telstra IN-Control is a service management tool that provides you with the ability to access, update and modify the configuration of your Inbound Service or InfoCall Service.

*For example, Telstra IN-Control allows you to redirect call traffic during peak times, direct calls to the most suitable answering locations, monitor the status of configuration changes you have made to your Inbound Service or InfoCall Service and obtain statistical reports on the call traffic of your Inbound Service or InfoCall Service.*

- 2.2 Telstra IN-Control is a software application that runs on your PC with Internet access to the Telstra environment. We provide you with the relevant software on CD-ROM. You can contact our helpdesk (described below) for assistance with installing the software on your PC.

#### What is Telstra IN-Control Call Direct?

- 2.3 Telstra IN-Control Call Direct (“Telstra ICCD”) is a simplified version of Telstra IN-Control. It is an online service management tool that provides you with an ability to manage the configuration of the following types of Inbound Services - Priority One3, Priority 1300, Freecall 1800 and SecuriDial services.
- 2.4 You can use Telstra ICCD to view service configurations and make simple changes (but not all changes). You can choose to use Telstra IN-Control in conjunction with Telstra ICCD so that you can also make more complex changes to your Inbound Service.

#### Intellectual Property

- 2.5 We or our suppliers own all the intellectual property rights in or related to your Telstra IN-Control, Telstra ICCD and other data that is provided to you as part of your Telstra IN-Control and/or Telstra ICCD. We grant you a licence to use the software and data only for the purpose of managing and analysing your Inbound Service and/or InfoCall Service.

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### Features of Telstra IN-Control

2.6 The table below outlines the features of Telstra IN-Control and Telstra ICCD:

TELSTRA IN-CONTROL	TELSTRA ICCD
<ul style="list-style-type: none"> <li>• Ability to manage destinations of calls including the setting of answer points, overflows and call splaying.</li> <li>• Allows for time dependent routing, including time of day, day of the week and statutory holidays.</li> <li>• Allows all calls from a designated area (for example, a particular postcode) to be answered at the one answer point.</li> <li>• Ability to add answer points beginning with 02, 03, 04, 07, 08, 0011 and 0015.</li> <li>• Order management allowing scheduled activation of alternative call routing configurations.</li> <li>• Near real time statistics monitoring of your Inbound Service and/or InfoCall Service.</li> <li>• Ability to download historical reports covering answer point success, call distribution, average call duration by service or by answer point and overflow success.</li> <li>• Ability for you to set up a disaster recovery plan (for example, setting up alternative answer points etc.).</li> <li>• A help menu so that you can find out information on how to use your Telstra IN Control.</li> <li>• Five different user IDs to access Telstra IN-Control. You acknowledge that each user will not be able to view the future ordered changes of any other user. Each user ID incurs a separate connection and rental fee as set out under the Charges section.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to change answer point locations and overflow sequences.</li> <li>• Ability to create standby plans by using the same service configurations with different answer point locations and overflow sequences.</li> <li>• Ability to activate changes to Inbound Service in near real time or schedule changes to occur up to 12 months in advance.</li> <li>• You can email requests to Telstra to add, move or change features of your Inbound Service other than answer point locations or overflow sequences. The charges for these adds, moves and changes are the standard charges for adds, moves and changes to your Inbound Service.</li> </ul>

### Access to Telstra IN-Control

2.7 Your users can only access your Telstra IN-Control:

- (a) with an IN-Control Application user ID and password which we will arrange for you;



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- (b) through an Internet connection to provide access to Telstra IN-Control (you must separately acquire and maintain an Internet connection to access Telstra IN-Control as this is not provided or included in the Telstra IN-Control software and charges);
- (c) using a SecurID physical token and Username which we will provide to you. You must ensure that each user has their own unique SecurID Token; and
- (d) by installing a CD containing the IN-Control software on each PC that will be used to access Telstra IN-Control.

2.8 You may apply for up to three SecurID physical tokens per user ID for access to your Telstra IN-Control. You may request additional SecurID physical tokens for an additional charge set out below.

**Access to Telstra ICCD**

2.9 Your users can only access your Telstra ICCD if you have:

- (a) a username and password; or
- (b) a Telstra digital certificate,

which we will provide you.

2.10 If you have an existing Telstra digital certificate, you may be able to use this for your Telstra ICCD. You must provide us with these details before we can give you access to your Telstra ICCD.

**Equipment that you need for Telstra IN-Control and Telstra ICCD**

2.11 You need to have certain equipment to obtain Telstra IN-Control or Telstra ICCD, including the following:

TELSTRA IN-CONTROL	TELSTRA ICCD
<ul style="list-style-type: none"> <li>• a PC with minimum system requirements that we will tell you;</li> <li>• an Internet connection (56kbps or above recommended).</li> </ul>	<ul style="list-style-type: none"> <li>• a web browser which, if your computer runs on:                             <ul style="list-style-type: none"> <li>○ Windows must be Internet Explorer Version 5 or later or Netscape Version 6.2 or later.</li> <li>○ Macintosh, must be Internet Explorer 5.1.3 or later or Netscape 6.2 or later;</li> </ul> </li> <li>• an internet connection (56kbps or above); and</li> <li>• a monitor with 800 x 600 pixel screen resolution or better.</li> </ul>

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### Eligibility

2.12 Telstra IN-Control and Telstra ICCD are not available to Telstra wholesale customers or for resale.

### Your obligations

- 2.13 You may only use Telstra IN-Control or Telstra ICCD for internal business purposes within Australia.
- 2.14 You must not allow a third party to use Telstra IN-Control or Telstra ICCD unless you have our consent in writing beforehand.
- 2.15 You must provide us with any changes to your details.
- 2.16 You must receive training for your Telstra IN-Control. You can choose to receive training for your Telstra ICCD. The charges for training are set out in the charges section.
- 2.17 You must ensure that each of your users only access Telstra ICCD using the unique username and password (or a Telstra digital certificate, if applicable) that has been assigned to that user by us. You must ensure that each of your users keep their username and password (or a Telstra digital certificate, if applicable) secure and you must not allow usernames and passwords (or Telstra digital certificates, if applicable) to be shared with multiple users. We are not responsible for any loss, damage, liability, costs or expenses incurred by you as a result of any user accessing Telstra ICCD using a username or password (or a Telstra digital certificate, if applicable) contrary to this clause.
- 2.18 You must ensure that your users only access Telstra IN-Control using the Application User ID, password and SecurID physical token that has been assigned to that user by us. You must ensure that each of your users keeps the Application User IDs, passwords and SecurID physical tokens secure. You must not allow SecurID physical tokens and Usernames to be shared with multiple users. We are not responsible for any loss, damage, liability, costs or expenses incurred by you as a result of any user accessing Telstra IN-Control using an Application User ID, password or SecurID physical token contrary to this clause.

### Charges

2.19 You must pay the following charges for your Telstra IN-Control:

	<b>GST EXCL.</b>
Connection fee	<b>\$1,000</b> <b>(once off charge per In Control subscription)</b>
Rental fee	<b>\$250 for users 1 to 3, \$80 per user for each additional user</b> <b>(per month charge, per user ID)</b>
Additional Token or Lost Token	<b>\$150 per additional token or replacement of lost token</b>

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2.20 You must pay the following charges for your Telstra ICCD. The connection and rental fees for Telstra ICCD do not include the cost of internet connection, which is your responsibility.

	<b>GST EXCL.</b>
Connection fee	<b>\$50</b> <b>(once off charge per user ID)</b>
Rental fee	<b>\$12.50</b> <b>(per month per user ID)</b>

2.21 You must pay the following fee for training. The training fee is for a training session that is limited to one, three hour, face to face training session with a maximum of three people employed by you.

	<b>GST EXCL.</b>
Training fee (for training held in the Sydney or Melbourne metropolitan areas)	<b>\$600</b>
Training fee (for training held outside the Sydney or Melbourne metropolitan areas)	<b>\$1,000</b>

### Billing data

2.22 While we exercise reasonable care in providing statistical monitoring for your Telstra IN-Control, you may not rely on the information you receive from the statistical monitoring as a basis for what you will be charged for your Telstra IN-Control. We comply with all mandatory industry codes and applicable laws in relation to billing and if there is any discrepancy between the data contained in your bill (except where the bill contains a manifest error) and the data contained in the statistics monitoring, the data in your bill will prevail.

### Service Assurance

2.23 We will provide the following support for your Telstra IN-Control and/or Telstra ICCD:

- (a) a user guide; and
- (b) a freecall helpdesk.

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2.24 We aim to respond to faults and restore your Telstra IN-Control and Telstra ICCD within the following time frames. However we are not responsible for any failure to meet the proposed targets.

AVAILABILITY OF HELPDESK	BETWEEN 7.00AM AND 7.00PM, MONDAY TO FRIDAY.
Response time*	For Telstra IN-Control: within two hours during business hours. For Telstra ICCD: within one business day
Restoration time**	Within 12 hours during business hours.

\* *Response time is the time between when you first report a fault to the helpdesk and when the fault is logged on our system.*

\*\* *Restoration time is the time between when a fault is logged on our system and when your Telstra IN-Control or Telstra ICCD is restored.*

### Termination

2.25 If you cancel your Telstra IN-Control before the end of 12 months after the commencement date of your Telstra IN-Control, you must pay us the monthly charges that would have applied for the remainder of the 12 months. This is a genuine pre-estimate of the loss that we will suffer if you terminate your Telstra IN-Control before the expiry of 12 months.

2.26 We may cancel your Telstra ICCD if you have not used the service for more than six consecutive months but will try to contact you before we do so. If you provide us with notice that you will not be using your Telstra ICCD for six months but you still want your service to continue, we will not cancel your Telstra ICCD.