

Business Calling Service Schedule

This Service Schedule forms part of your company's Agreement with NOW and should be read in conjunction with NOW's Business Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/business-terms-and-conditions/>. In the event of any inconsistency between this Service Schedule and any other clause of the Agreement, this service schedule takes precedence.

1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW business customers or other non-residential customers except where a separate written agreement covers other services we provide. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Terms apply to our business customers who have a NOW Business Calling Service including toll-free services.

2. Service options

2.1 Service Description

The Business Calling Service provides calling for your NOW business telephony service. This Business Calling Service Schedule applies to the following NOW business telephony services:

- Cloudphone
- UCC and IPT
- MiCC
- Bundled PSTN voice services provided with your aDSL, vDSL or fibre broadband service.
- SIP Trunking
- Standalone PSTN services (POTS, ISDN BRA or PRI phone lines)
- Toll free services (0800 or 0508)

2.1 Calling Types

The following calling types are covered by this service:

- Local calls
- National calls
- Fixed line calls to cellular - calls to any mobile number from a New Zealand mobile operator.
- International calls – calls to any international number outside of New Zealand.
- Toll Free calls - NOW toll-free numbers allow your customers to call you free of charge.
- 0900 calls

3. Service terms

1. A one-minute minimum call charge applies to all telephone calls. Per second charging applies after the first minute.
2. NOW's Calling prices are detailed in your Service Subscription Agreement or are available on request.
3. NOW's Calling pricing is subject to change at any time.

4. You must also pay for 0900 calls charged to you or made from your phone regardless of who makes them. NOW will charge you for those calls on behalf of 0900 service providers. Agreement to pay for those calls also applies to and is for the benefit of the 0900 service providers and may be enforced by them. Billing for these services may not be within the normal billing period and may coincide with when charges are received on your behalf from 0900 service providers. NOW reserves the right to charge for 0900 calls for up to 6 months after they are made.
5. NOW provides free local calling to each phone line, Cloudphone, IPT or UC user, SIP trunk or MiCC agent. Free local calling is restricted to 2000 minutes per phone line, trunk or user per month; if you exceed this limit NOW reserves the right to charge these additional calls at \$0.035 per minute.
6. Toll free numbers are subject to the following terms:
 - a. A one-off fee of \$50+GST applies to all new standard 0800 setups. Geographic routing and complex setups such as IVRs, time of day routing setup one off fees are price on application.
 - b. Toll free numbers have a minimum monthly usage charge of \$20. Once calling costs reach that value all calls will be charged at the specified per minute rate.
 - c. Calls using additional features such as Follow Me where your call is diverted will incur an additional charge. These will be in accordance to your selected plan and the appropriate call type.
 - d. Time of day diversion, Reporting, Call Advance and Reporting features are available on request. Additional charges may apply.
 - e. Calls from local numbers to your toll-free number are not free.
7. Charges for your business telephony services are separate from your calling rates.