

TELEPO

CLOUD PBX - UCAAS

1 SERVICE OVERVIEW

1.1 Overview

Digital Island Telepo is a Cloud PBX solution that delivers cloud-based telephony and communication features and functionality for business customers. It is part of Digital Island's Cloud Communications suite, built on the Telepo platform. It provides a way to manage business communications with features accessible on IP desk phones, desktop/PC softphones, and mobile apps.

1.2 Key Capabilities

- ConnectMe Web Softphone
- Android and iOS Mobile SIP Softphone
- CRM Integrations
- Web based Administration portal
- Advanced Calling Analytics
- Ad-Hoc and Full-Time Call Recording support
- Microsoft Teams integration support (addon feature)

2 PRICING

2.1 Monthly Licence Fees

Digital Island Telepo uses a licensing model where individual users are assigned licenses based on the service offering. A minimum of three users is usually required to subscribe to the service. Pricing is dependent on the license assigned to each user.

- Telepo UC License – Use the service via a web softphone, mobile app (iOS or Android), or a physical handset. Full-time call recording is available as an add-on.
- Telepo Advanced Agent – Includes all UC License features plus call centre modules for better call flows, reporting, and full-time recording (includes 2,000 minutes per user; extra storage charges apply) to enhance customer experience.
- Both UC and Advanced Agent plans include unlimited calling to New Zealand and Australia (fair use policy applies) unless stated otherwise.
- **All costs will be provided in the proposal agreement or Statement of Work (SOW).**

Cloud PBX Services Rentals	Monthly
Telepo UC User Licence	Monthly charge per agreement
Telepo Advanced Agent Licence	Monthly charge per agreement

Add-On Services	Monthly
Recording	Monthly charge per agreement
Teams Connect (Call2Teams)	Monthly charge per agreement
SMS Enablement	Per Message charge per agreement
Australian Phone Numbers	Monthly charge per agreement

2.2 Implementation Fees

Telepo Cloud PBX is implemented by our expert Service Delivery team. This process may include: solution design, call flow mapping, user configuration, Hardware configuration, provisioning and number porting. Project management and training options are also available. Site audit and installation fees apply based on number of sites, remote vs onsite installation, and user numbers.

Installation	Total
Remote Installation (subject to availability) - Includes user config and remote user testing	Various One-off Charges per agreement
Full Managed Install for all sites (subject to availability) - Includes user config and remote user testing	
Project Design / Audit streamline – Site Detail and Call flow audit	
DDI porting fee	
Train the Trainer / Individual Training sessions	
Project Management (where required)	

Detailed pricing information, including any potential additional costs for customisations or integrations, will be provided in individual agreements.

2.3 MACs Fees (Moves, Adds Changes)

MAC Type	Fee
Standard/Complex MAC's	\$87.50 / 30 mins

2.4 Pricing Terms

- Charges for Service Requests will be charged at the rates listed above.
- Pay-as-you-go calling users will be charged for all calls made from IP phones, mobile apps, and desktop applications.
- When using the mobile app, you will need a mobile data connection when not connected to WiFi.
- Calls made through soft clients will be treated as originating from New Zealand unless otherwise specified in your contract.
- Calls to premium destinations (e.g. 1900 numbers in Aus) are not included in the unlimited calling service.
- The Fair Use Policy of our Terms and Conditions applies to unlimited calling; excessive usage may result in a migration to a Pay-as-you-go calling model or cost recovery.
- For other pricing terms, please refer to Section 8 of the Digital Island General Terms.

3 SUPPORT

3.1 Support Options

The table below outlines our SLA levels and metrics relative to those available when you have chosen to add our Support Contract:

	Self Service	Support Contract
Price	Included in license	Monthly charge per agreement
Access and Channels		
Self-Service Portals	●	●
Email Support	●	●
Help Desk Phone Support	●	●
Coverage & Incident Management		
Standard Support Hours	8am – 6pm	8am – 6pm
Fault / Outage Response	Business Hours	24x7
Change & Incident Management	-	●
Moves, Adds, & Changes		
*Simple MAC's	\$175 per hour, best effort	\$175 per hour, best effort
**Complex MAC's	\$250 per hour, business hours	\$250 per hour, business hours
Service Level Targets		
Priority Response (P1 / P2 / P3)	Best Effort	2h / 8h / 24h
MAC Request Turnaround (Simple/Complex)	Best Effort	2 days / 5 days
Vendor Escalation		
Upstream Vendor Support	Best effort, ad hoc	Managed & tracked by us
Business Growth & Roadmap		
Roadmap / Enhancement Workshop	Emailed Updates	Bi-Annual

* Simple MACs are defined as any administrative tasks that can be completed by a customer's solution administrators within the portals the solution provides.

** Complex MACs are defined as when Tier 2/3 Solution Engineers are required to undertake the changes on your behalf

Detailed pricing information, including any potential additional costs for customisations or integrations, will be provided in individual agreements.

4 TECHNICAL CONSIDERATIONS

4.1 Customer Instance Management

Your Telepo instance is a UCaaS (Unified Communications as a Service) solution hosted within Digital Island's secure cloud infrastructure. This means that we manage all the underlying infrastructure, allowing you to focus on utilising the features of the system without worrying about the technical aspects of the platform.

4.2 Telepo Infrastructure Location

Your Telepo instance is hosted in New Zealand, with administration portals, cloud recording and storage infrastructure located in Azure data centres in Australia.

4.3 Security and Privacy

- Digital Island is committed to ensuring the security of the Telepo platform. To protect your account, we enable two-factor authentication for all admin users when setting up the system. Our global policy also requires password resets every 180 days.
- If needed, you can request to override these settings by submitting a written request to your account manager. This request must confirm that you understand and accept the risks and agree to indemnify Digital Island if a security breach occurs.
- If a system issue is caused by not following the EULA or overriding our security recommendations, Digital Island may seek financial compensation based on the impact.

4.4 Resiliency and Availability

Digital Island's core Telepo platform is designed to achieve 99.99% uptime.

Site availability is calculated as: **(Total minutes in a year - Outage minutes) ÷ Total minutes in a year**

The following are excluded from outage calculations:

- Customer-induced outages
- Planned maintenance
- Events beyond our control (e.g. earthquakes)

If a disruption occurs, please report it promptly to our Support Desk.

4.5 Network and Infrastructure Limitations

Excludes PoE equipment & network cabling, IP Phones require PoE & Network for internet connectivity. You'll need to provide a suitable environment for network terminating equipment, such as:

- Customer Line Network Equipment (CLNE)
- Network Switches
- Ethernet Cabling and data points for IP Phones (Cat5e or above)

4.6 Emergency Calling

Cloud PBX, SIP Trunk and Contact centre services rely on Internet connectivity, so calling ability will likely be lost in the event of a power failure. If any of the users of this service are at particular risk of requiring 111 emergency services, Digital Island can provide a 'vulnerable user' solution to the relevant user(s). See <https://digitalisland.co.nz/111-contact-code/> for more detail and application.

4.7 Analogue Devices

Analogue devices won't work on Digital Island Telepo without a VoIP converter. Before migrating, ensure these devices will function as needed. Devices that may be affected include fax machines, EFTPOS terminals, lift phones, and monitored alarms.

4.8 Minimum User Computer Specifications

To use the Digital Island Telepo softphone application, the following system prerequisites are set:

Minimum Version	Certified
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PC	Windows 10 (**) & Windows 11	Yes
Mac	Only OS supported by Apple	Yes
Google Chrome	Only versions supported by Chrome	Yes
Firefox	Only versions supported by Firefox	Yes *
Microsoft Edge	Only versions supported by Microsoft	Yes
Chromium-based (Brave)	not officially supported but should work as based on Chromium	No
Internet Explorer	-	No
Safari	-	No

All other platforms are not fully certified, so you may encounter issues using them.

** Limitation in the speaker configuration:*



*(**) Windows 10*

- 2025: Full Support - QA testing on Windows 10, bug fixes, guaranteed compatibility
- 2026: Limited / Non-Guaranteed Support - No testing on Windows 10, no Windows-10-specific fixes
- 2027 and beyond: Unsupported - Application may be incompatible; support requests for this OS will be declined

4.9 Minimum User Device Specifications

Telepo Mobile for iOS

The latest released Telepo Mobile for iOS app is compatible with the two latest released iOS versions.

Telepo Mobile for Android

Due to the nature of Android phones being manufactured by many vendors, with variations in the integration of the OS, it is not possible to give a complete statement of which mobile phones are fully compatible.

Dstny verifies compatibility with the models listed below. Dstny will use reasonable efforts to address compatibility issues with other phone models.

Compatible operating systems

The latest released Telepo Mobile for Android app is compatible with the three latest released Android versions.

Compatible phone models/families

Validation has been performed with:

Samsung Galaxy S22/S23

Google Pixel 5/7

4.10 Bring Your Own Hardware

Digital Island is not responsible for hardware incompatibilities where phones and headsets were not purchased through Digital Island. We will undertake a best effort approach in supporting you with attaching these devices to our platform and ensuring our platform is configured to support them, but they are ultimately your responsibility.

4.11 Terminal / Virtual Desktop Environments

Virtual desktop environments like Citrix, VDI etc, may require additional work and/or testing. It is recommended to engage with a Digital Island solutions consultant to assess requirements.

4.12 Power Failure

Telepo's UCaaS platform relies on cloud-based services for communication, so a power failure affecting web and network services will impact the calling. To mitigate this risk in a more manageable way:

- **Uninterruptible Power Supply (UPS):** Investing in a UPS for critical devices such as computers, routers, and modems will provide temporary power during short outages and allow for a controlled shutdown if the power is not restored quickly.
- **Backup Internet Connection:** Having a secondary internet connection (e.g., a mobile hotspot) that can be used in case of primary internet failure can help maintain connectivity for essential operations.

4.13 Data Transmission

Digital Island Cloud PBX phone lines are not suitable for use by data transmitting devices including but not limited to; Eftpos terminals, alarm monitors, fire alarms and facsimile machines.

5 RESPONSIBILITIES

5.1 Customer Responsibilities

To ensure a successful Telepo implementation, you are responsible for:

- Any network infrastructure, computer, and mobile device preparation, including
- Any 3rd party application preparation, configuration, and licensing including costs incurred by engaging any external providers.
- If you need IP phones, you must use Digital Island approved IP phones purchased at an additional cost.
- If Digital Island provides the POE switch, all cabling must be pre-run and labelled.
- Your network, including broadband connection, security, and notifying Digital Island of network changes.
- Ensuring you have a suitable environment for network terminating equipment.
- Music licenses for any music you upload to be used by Telepo.
- Alternative means for making emergency calls.
- Investigating continued operation of any analogue devices before migrating to Digital Island Telepo.

After implementation, you are responsible for:

- Overseeing all organisational change management processes.
- Providing complete and accurate information as reasonably required for Digital Island to fulfil its obligations under the signed agreement.
- Cooperating with Digital Island personnel and responding to reasonable requests necessary for service delivery.
- Ensuring your environment is suitable for the provision of services, including preparing it for the receipt and installation of deliverables where required.
- If applicable, providing Digital Island, its personnel, and subcontractors with access to the site(s) during business hours, or as otherwise agreed.
- Complying with any additional responsibilities outlined in the key terms of the agreement.
- Managing changes via the self-service portal or paying a one-off fee for Digital Island to complete service requests.

5.2 Digital Island Responsibilities

Digital Island will:

- Deliver the agreed services with reasonable care and skill, in line with industry standards.
- Use reasonable commercial endeavours to meet the milestones set out in the signed agreement.
- Take reasonable steps to correct any failures or deficiencies in the deliverables.
- Comply with any additional responsibilities outlined in the key terms.

6 TERMS & CONDITIONS

Product Specific Terms:

- You are responsible for all costs and actions related to End-User fraud, including subscription fraud, cloning fraud, fraud from using the Service, hacking, fraudulent Service subscriptions, or use on lost or stolen devices you haven't deactivated. This also includes fraud by agents, employees, or representatives, like employee theft.
- Unlimited calling to New Zealand and Australian destinations (fair use policy applies) is included with UC and Advanced Agent plans unless otherwise specified.
- From time to time, we will need to make updates to phone firmware and Digital Island Telepo software associated with this service. If these updates are identified as being impacting, we will inform you at least 5 business days before these updates are made except where these updates are required to remedy a P1 or P2 service incident.
- Security Settings: To ensure platform security, we enable two-factor authentication for all users with administrative access and passwords must be reset every 180 days as per our global policy. Whilst we don't recommend overriding this, you may request in writing to bypass this security feature and thereby accept responsibility for any fraudulent activity and/or platform impacts. Please note that as a result, you will be liable for any fraudulent charges and Digital Island may seek financial compensation for any impacts to the platform.

Digital Island General Terms:

- You can find our General Terms on our website: www.digitalisland.co.nz/about-us/terms-conditions-home