

TOLLFREE

0800 AND 0508 SERVICES

1 SERVICE OVERVIEW

1.1 Overview

Digital Island Tollfree services give businesses a special phone number that customers can call for free. This makes it easier for customers to get in touch and helps businesses communicate better. We use New Zealand's two main telecom providers to ensure clear and reliable calls.

1.2 Service Management and Reporting

Managing your Tollfree service is easy with Digital Island. Our reporting tools give you valuable insights into call activity, helping you track usage, control costs and optimise customer service. With access detailed reports, you can make informed decisions to improve efficiency and maximise the impact of your Tollfree number. Key features include:

- **Management Reports:** Free reports with key stats on call usage, costs, timing, location and missed calls. These help track marketing success and manage staffing.
- **Advanced Reporting:** Daily, weekly or monthly reports via email for detailed insights into inbound calls, helping you stay on top of customer demand.
- **Portal Access:** View full call and service details anytime through our MyIsland Portal

2 PRICING

2.1 Service Charges

The pricing structure is based on a Minimum Usage Fee and per minute rates based on the terminating number. Charges are based on the features you choose and the length of your contract:

- **Usage-Based:** Charges depend on the service features, minimum term and any options you choose.
- **Monthly Service Charges:** Extra monthly charges apply for certain features.
- **Minimum Usage Fee:** A minimum charge for calls may apply each month.
- All costs will be provided in the proposal agreement or Statement of Work (SOW).

Tollfree Services	Charge
Tollfree number (0800 / 0508) and feature service charges	Monthly charge per agreement
Minimum Usage Fee (where applicable)	Monthly charge per agreement
Local/National/Mobile call charges	Per minute charge per agreement
International Tollfree call charges	Per minute, by country, per agreement
Set-Up and Changes	Total

Tollfree Services	Charge
Feature set-up (e.g. custom time-of-day diverts, call prompts, geographic control)	One-off charge per agreement
Service changes (e.g. time-of-day diverts or call prompts)	One-off charge per agreement

2.2 Call Charges

Call charges vary depending on the type of call:

- **Call Charges:** Calls are charged per minute
- **International Tollfree:** Rates for international toll-free calls depend on where the call is coming from and where it is terminating to, i.e Landline or mobile number.

2.3 Set-Up and Changes

Certain features and service adjustments may come with additional set-up or change charges:

- **Set-Up Charges:** Set-up charges apply for features like custom time-of-day diverts, call prompts and geographic control.
- **Change Service Charges:** Charges may apply if you change services, such as custom time-of-day diverts or call prompts.

2.4 Custom Rate Plans

Every business is unique. Digital Island can create a custom rate plan tailored to your business's specific calling patterns and needs.

2.5 International Tollfree

International call rates (both incoming and outgoing) depend on the country and are charged per minute. The incoming international 0800 service is available from the following countries:

2.6 Minimum Term

- A minimum term of 24 months applies from the service commencement date.
- You may not terminate the service before the end of the minimum term.
- At the end of the minimum term, the service will continue until either party provides 60 days' written notice.

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

Group A Countries	Asia 1 Countries	Asia 2 Countries	Europe Countries	ROW 1 Countries	ROW 2 Countries
International Outbound					
Australia, United States, Canada, United Kingdom, Ireland	Japan, Singapore, Hong Kong, China, Malaysia, South Korea, Taiwan	India, Thailand, Philippines, Indonesia	Austria, Belgium, Denmark, Finland, France, Germany, Greece, Hungary, Italy, Netherlands, Norway	All countries excluding ROW 2 countries	East Timor, Norfolk Island, Papua New Guinea, Niue, Cook Islands, Kiribati, Tuvalu, Cuba, St Helena, and Iridium Satellite phones

International Inbound					
Canada, Australia, Ireland, United Kingdom, United States	Japan, Singapore, Hong Kong, China, Malaysia, South Korea, Taiwan	Philippines	Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Italy, Netherlands, Norway, Switzerland, Spain, Sweden	Argentina, South Africa, Israel, Luxembourg, Macau	

3 SUPPORT

3.1 Support Hours and Contact

Digital Island support is available during business hours, Monday to Friday, 8am to 6pm. Faults and requests can be logged by:

- **Phone:** 0800 999 010 (press 2 for Technical Support)
- **Email:** support@digitalisland.co.nz (this automatically creates a support case and emails you the reference number)
- **Online:** www.digitalisland.co.nz/contact-us/
- **Customer Portal:** <https://my.digitalisland.co.nz/>

4 TECHNICAL CONSIDERATIONS

4.1 Security and Privacy

Digital Island takes security and privacy seriously. Our Tollfree services are designed to protect both your business and your customers, ensuring that call data remains secure and your number is safeguarded against misuse. We follow industry best practices and New Zealand privacy laws to keep your information safe:

- **Call Data Protection:** Customer call records, usage data and reports are stored securely and accessed only by authorised users.
- **Privacy Compliance:** Digital Island follows New Zealand privacy laws to protect customer and caller information.
- **Fraud Prevention:** Tollfree numbers can be targeted for misuse; features like call blocking and PIN-protected access help prevent unauthorised use.
- **Secure Portal Access:** The online portal requires login credentials to view reports and manage settings.

4.2 Call Management and Routing

- **Call Volume and Staffing:** Plan for peak times by using Digital Island's reports to monitor call volume and adjust staffing levels. Call distribution options help spread calls across multiple locations.
- **Geographic and Time-Based Routing:** Ensure routing settings are correctly configured so calls reach the right location based on caller origin and time of day. International Tollfree availability is limited to certain countries, listed in Section 2.5.
- **IVR and Menu Options:** Keep IVR menus clear, logical and up to date to direct customers efficiently.

4.3 Service Exclusions

The following are outside the scope of the toll-free service:

- **International Tollfree Calls:** Standard toll-free services apply only to calls from within New Zealand unless an international Tollfree option is arranged.
- **Emergency Calls:** 0800 and 0508 numbers cannot be used to call emergency services (111).
- **Call Recording and Storage:** Digital Island does not provide call recording or long-term storage of call data as part of the Tollfree service.
- **Third-Party Network Issues:** Digital Island is not responsible for disruptions caused by other telecom providers or internet service failures.
- **Hardware and Devices:** Toll-free services do not include physical phones or hardware; customers must use their existing systems.

5 RESPONSIBILITIES

5.1 Customer Responsibilities

To ensure a successful toll-free implementation, you are responsible for:

- Providing the information required for service delivery and cooperating with Digital Island personnel.
- Clearly communicating your objectives, workflows and integration needs.
- Designating a primary contact for support and troubleshooting.

5.2 Digital Island Responsibilities

Digital Island is committed to:

- Providing a reliable service with a range of features.
- Offering reporting and portal access.
- Designing custom rate plans to suit your business.
- Delivering services with care and skill, following industry standards.
- Meeting agreed milestones and fixing any issues that arise.

6 TERMS & CONDITIONS

Digital Island General Terms:

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