



Our Product Suite

A Comprehensive Guide

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Table of Contents

Chapter One – Receiving Faxes.....

Why use TNZ Group for receiving faxes?.....	
Client needs a new Landline/Toll-Free Fax Number	
Client has an existing Landline Fax Number	
Number Portability	
Call Forward Immediate.....	
Faxability	
Client has an existing Toll Free / FreeFax Fax Number (0800/0508/1300/1800).....	
Client has an existing Mobile Fax Number (021, 022, 025, 027, 028, etc)	
Fax-In Plans, Pricing and Number Portability.....	

Chapter Two – Sending Faxes

Why use TNZ Group for sending faxes?.....	
Sending Faxes.....	
Sending Faxes via email	
Sending Faxes using the Web Portal.....	
Sending Faxes using a GUI Application (QuickFax)	
Sending Faxes using an API (SOAP, HTTP, XML) and Software Integration	
Using In-Document Commands and Substitution.....	
How we deliver reports on fax jobs	
Fax-Out Plans and Pricing	

Chapter Three – SMS/TXT Options.....

Why use TNZ Group for SMS Services?.....	
Sending SMSs	
Sending SMS via email	
Sending SMS using the Web Portal.....	
Sending SMS using an API (SOAP, HTTP, XML) and Software Integration	
Using Substitution.....	
Receiving SMS	
Receiving SMS via email.....	
Receiving SMS using the Web Portal	
Receiving SMS using an API (SOAP, HTTP, XML) and Software Integration	

Using Short Codes and Long Codes.....
SMS/TXT Plans and Pricing.....

Chapter Four –TFone SIP/VoIP Solutions

What is SIP/VoIP?.....
Why use TNZ Group for SIP/VoIP Services?.....
Single Numbers and MultiLine Trunks
Compatible Software and Hardware
TFone Manager IP PaBX.....
TFone SIP/VoIP Plans and Pricing.....

Chapter Five – Link.A.Number

What is Link.A.Number?
Configuring Link.A.Number
Link.A.Number Pricing.....

Chapter Six – Click2Call.....

What is Click2Call?
Installing Click2Call.....
Click2Call Pricing

Chapter Seven – TNZ ADDS and Document Distribution

What is TNZ ADDS?
Setting up TNZ ADDS.....
TNZ ADDS Pricing

Chapter Eight – VoiceCast.....

What is VoiceCast?.....
Sending VoiceCast via Email.....
Sending VoiceCast using the Web Portal.....
Sending VoiceCast using an API (SOAP, HTTP, XML) and Software Integration
Using Substitution
How we deliver Reports on VoiceCast jobs
VoiceCast Pricing

Chapter One – Receiving Faxes

Why use TNZ Group for Receiving Faxes?

TNZ Group began as fax specialists, utilizing the technology built by subsidiary company Faxware International. TNZ Group hosts a large number of dedicated fax servers (the largest Fax-to-Email supplier in New Zealand) which allows for additional features such as never-busy and integration with web services and APIs. You can receive faxes anywhere with an internet connection.

Faxes will be received to an email address and posted on our Web Portal. Multiple fax numbers can be assigned to a single email address and multiple email addresses can be assigned to a single fax number.

TNZ Group's fax service uses the PSTN network – not VoIP. VoIP solutions do not offer a reliable level of quality, with a worldwide average of 20% of faxes undelivered or received unsuccessfully.

The Client needs a new Landline/Toll-Free Fax Number

TNZ Group has a wide range of area codes and pricing models available.

We have numbers on hand for most large New Zealand and Australian cities. We can provide fax numbers for every local exchange in New Zealand and Australia; however for provincial areas we may not have numbers on hand so lead times may apply.

See the "Fax-In Plans and Pricing" section below.

Customers can piggy-back large fax plans across fax numbers.

The Client has an existing Landline Fax Number

Number Portability:

Clients who want to keep their existing Fax Number can port it to the TNZ Group network from any New Zealand or Australian Service Provider.

The Client can then close their account with Telecom/Service Provider for that fax number, as it will be terminating to TNZ's equipment.

→ One time fee of \$40.00 per number ported, with a lead time of 10 working days. Number will be disconnected for up to one hour on day 10.

Call Forward Immediate:

Clients who want to keep their existing DDI Fax Number as it is on another Service Provider's network but need the additional functionality of a never-busy fax signal and receiving faxes via email, our Web Portal or APIs. They may be running additional services on the line (e.g. EFTPOS or Internet) or only need a temporary service.

→ Number to be set up with us to be call forwarded to.

→ Additional charge of \$3.95 per month may be billed by the existing Service Provider on top of the account billed by TNZ Group.

Faxability:

Clients who currently use the Faxability service offered by Telecom, or an equivalent from another Service Provider, will need to sign up for “CustomerLink” before Number Portability can be used. Faxability means the fax number has been linked to a main voice line. When Porting a number, additional lines will need to be ported with, or deleted.

The Client needs to “CustomerLink” their Faxability number to one of our numbers so we can safely port the number. The number will remain active throughout the process.

→ \$20.00 additional monthly fee may be charged by the existing provider.

→ Once CustomerLink has been activated, we can initiate Number Portability.

→ When porting process is complete, the Client can close the Faxability account with the existing provider (including the extra charges for the CustomerLink).

The Client has an existing Toll Free / FreeFax Fax Number (0800/0508/1300/1800)

Number Portability:

Clients who want to keep their existing Toll-Free Fax Number can port it to the TNZ Group network from any Service Provider.

The Client can then close their account with Telecom/Service Provider for that fax number as it will be terminating to TNZ's equipment.

→ One time fee of \$40.00 with a lead time of 10 working days.

Call Forward Immediate:

Clients who want to keep their existing Toll-Free Fax Number as it is on another Service Provider's network but need the additional functionality of a never-busy fax signal and receiving faxes via email, our Web Portal or APIs.

→ Additional charge billed by the existing Service Provider on top of the account billed by TNZ Group.

→ Number forwards to our Landline Fax Number.

The Client has an existing Mobile Fax Number (021, 022, 027, 028, etc.)

At this stage, we do not support Mobile Fax Numbers or porting of Mobile Fax Numbers. Mobile numbers must be handled by a Mobile Service Provider (e.g. Telecom, Vodafone, 2Degrees, etc).

Customers can Call Forward Immediate from the mobile number to one of our landline fax numbers.

Fax-In Plans, Pricing and Number Portability

Plans and Pricing are as of June 2011. Please check our website for further updates.

TFaxIn is TNZ's branded Fax-In service.

Prices are exclusive of GST.

Fax Numbers

Number Type	Monthly Line Rental Fee (NZD)	Cost per Fax Page Received
New Zealand Landline	\$10.00	20c
Australian Landline	\$10.00	20c
New Zealand FreeFax (0800 or 0508)	\$20.00	20c
Australian FreeFax (1300)	\$20.00	20c

The Monthly Line Rental Fee is applicable per fax number.

The Cost per Fax Page Received is the charge per fax page sent to your fax number. See the "High volume Fax Receiving Plans" below for plans to decrease the cost per fax page.

You can optionally request your own personalised freephone number (Number Portability charges may apply).

High Volume Plans

Does 20c per fax page received sound like too much?

These plans are only required if you receive a high volume of faxes and need the cost savings of "Free Fax Pages".

Monthly Plan Fee (NZD)	Free Received Fax Pages	Cost per Fax Page Received
No Plan	0	20c
\$25	150	20c
\$50	400	20c
\$75	750	20c
\$100	1250	20c
\$150	2500	20c
\$200	3500	20c
\$250	4500	20c
\$600	10000	20c

The fax plan is shared by all your fax numbers. This is over and above your Monthly Line Rental fee for fax numbers. When your allocated number of "free received fax pages" has been met, any additional fax pages received will be charged at 20c. Fax plans can be adjusted on a month-by-month basis.

Number Portability

If you have an existing fax number and wish to move it to TNZ, we can "Port" your number from your old provider to the TFax Service!

Number Type	Price (NZD) One-Time Fee per Number Ported
New Zealand Landline	\$40.00
Australian Landline	\$90.00
New Zealand FreeFax	\$40.00
Australian FreeFax	\$90.00

Chapter Two – Sending Faxes

Why use TNZ Group for Sending Faxes?

TNZ Group began as fax specialists, utilizing the technology built by subsidiary company Faxware International. TNZ Group hosts a large number of dedicated fax servers (the largest Fax-to-Email supplier in New Zealand) which allows for additional features such as full fax broadcasting to list files and integration with web services and APIs. Fax transmissions can be viewed in real time through the Web Portal.

Faxes can be sent in almost any file format, including PDF, doc, odt, jpg or png!

TNZ Group's fax service uses the PSTN network – not VoIP. VoIP solutions do not offer a reliable level of quality, with an average of 20% of faxes undelivered or received unsuccessfully.

How to Send Faxes via Email

TNZ Group offers a fully functional email-to-fax service that uses the PSTN network.

There are various options to send faxes with a cover page (using the email body), without a cover page (ignoring the email body), etc.

Each type requires specific parts:

To: Options include sendfax@tnz.co.nz, FAXNUMBER@fax.tnz.co.nz & FAXNUMBER@faxcp.tnz.co.nz

From: Faxes *must* be sent from a registered email address for billing and security purposes.

Subject/Reference: The subject line of the email which can be a reference to categorize the job.

Cover Page: Email body text. This will be controlled by the TNZ email address the fax is sent to.

List File: An attached list in the CSV format. This can be omitted for single target jobs.

Fax Document: An attached PDF, document or image file with the fax data to be sent. Multiple attachments will be sent as a single job with multiple fax pages. This document can include In-Document Commands and Substitution.

The client will receive a confirmation report on the job's results right back into their email inbox!

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

How to Send Faxes using the TNZ Web Portal

Using the TNZ website (www.tnz.co.nz), clients can log in and send faxes directly from their web browser.

Simply upload your fax documents, create a list (from an Excel Spreadsheet, managed Address Book or manually added single targets), set a Subject/Reference and click send!

The client can watch the faxes deliver in real-time and resubmit any failed transmissions.

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

How to Send Faxes using a GUI Application (QuickFax)

TNZ Group has built an application for Windows® that can be installed on the client's Personal Computer. This allows the client to create single fax jobs and broadcasts directly from their desktop!

See the full QuickFax Guide here:

<ftp://ftp.tnz.co.nz/QuickfaxUserManual.doc>

Download the QuickFax Windows installer here:

<ftp://ftp.tnz.co.nz/QuickfaxV6.exe>

Integration with existing software (APIs)

The TNZ Group Fax Service can fully integrate with custom built existing or new software with the use of an API. There is a wide range of support for **HTTP Post**, **SOAP**, **XML**, among other variations. Clients can build or modify software to communicate with TNZ's fax servers in almost any format. This allows for a whole new dimension of automated messaging – directly from an accounting or CRM system, emergency alert tool or marketing engine!

If a Client expresses interest in interfacing with an API, please advise us of there requirements and we can build a package that suits.

Using In-Document Commands and Substitution

Often customers like to personalise their broadcasts with additional information, specific to each recipient. This is where *Substitution* comes in...

When creating a list prior to sending a job (whether it is uploaded via the Web Portal or attached to an email), additional information can be added along with each destination address. When each message is sent, our fax servers read through the document and search for any commands, replacing the values with the options specified in your list.

List File:

	A	B	C	D	E
1	Fax	Name	Custom1	Custom2	Custom3
2	095556666	John	Payment	\$43.12	#1123
3	091234567	Rebecca	Receipt	\$89.13	#1310
4	098765432	TNZ Group	Receipt	\$46.00	#1100
5	034567890	Nick	Payment	\$12.50	#1520
6	0061285203690	Joel	Payment	\$17.90	#1170
7					

With fax body:

```
<substitute:"Dear ",name," ">
<substitute:"We have received your ",Custom1," of ",Custom2," and applied it to your account
",Custom3,".">
Have a great day!
```

Note that all text that is substituted on the same line needs to be in the same substitution session to avoid any formatting issues when the fax is rendered.

Produces:

```
Hi John,
We have received your payment of $43.12 and applied it to your account #1123.
Have a great day!
```

Formatting can be specified:

Formatting	Command	Example
Align Left (Default)	subl OR substleft	<substleft:Custom1>
Align Right	subr OR substright	<substright:Custom1>
Align Centre	subc OR substcentre	<substcentre:Custom1>

This same method of substitution can be applied to almost all of the TNZ Group messaging suites.

How we deliver Reports on Fax Jobs

After every fax transmission, TNZ Group can optionally send a full report on the job's results. This report can include features such as:

1. Time and Date of Transmission.
2. Number(s) delivered to (destinations).
3. Extra features related to each number (Custom Fields, Company Names, etc.)
4. Delivery status and result (e.g. Success or Failed and why).
5. Number of seconds taken for delivery (*Optional*).

For fax transmissions with multiple destinations, a Report is emailed to the sender once the job has completed (if the Web Portal was used, we will email the Report to the email address registered with the login).

Each registered email address can have a range of Report options. Clients can request email Reports for all jobs; Success or Failed.

They can also request Reports on Failed jobs *only*; Reports on jobs with multiple destinations are only sent if one of those destinations fails.

Full Reports on transmissions are available using the Web Portal. Simply log in and select the *View Messages* option. A range of date options are available and reports can be downloaded directly from the web browser.

If the client is using an API, reports can also be delivered over their chosen medium. Contact TNZ Group for setup instructions specific to the client's API.

Fax-Out Plans and Pricing

Plans and Pricing are as of May 2010. Please check our website for further updates.

TFaxOut is TNZ's branded Fax-Out service.

TNZ Group's standard Retail Plan for *just* Fax-Out is:

- ➔ **Minimum Monthly Spend** : \$5.00
- ➔ **Sending FAX** : \$0.15 per Fax Page

Per Page pricing is to New Zealand and Australian landline fax numbers, exclusive of GST.

Other International destinations are charged "per minute" and vary based on locality.

Bulk, Wholesale and International rates are available.

For retail customers, the TFaxOut Minimum Monthly Spend is **\$0.00** when signed up for a Fax-In number.

We also have Service Plans that include both Fax-In and Fax-Out. See the TNZ Group Service Plans here: <http://www.tnz.co.nz/Services/ServicePlans/>

Chapter Three – SMS/TXT Options

Why use TNZ Group for SMS Services?

TNZ Group wholesales SMS Services to a large number of SMS providers, including software and system developers and marketing companies. TNZ Group has released their retail version of the SMS product to benefit every day customers. With a huge capacity

TNZ Group specializes in complex integration with technology and work with customers who want to integrate SMS into current or future systems, but can provide simple connections for one-off messaging or every day email-to-SMS.

As a wholesaler of Short Code services, TNZ cut a lot of the fat out of the margins typical Short Code providers make on retail customers, while providing an identical (if not better!) service.

How to Send SMS via Email

Clients can send both single SMS messages and SMS campaigns, by simply using their email client:

To: Options include broadcast@sms.tnz.co.nz and THEMOBILENUMBER@sms.tnz.co.nz

From: TXTs *must* be sent from a registered email address for billing and security purposes.

Subject/Reference: The subject line of the email which can be a reference to categorize the job.

Email Body: This is the content of the SMS Message. Be sure to remove any unwanted signatures.

List File: An attached list in the CSV format. This can be ignored for messages to single numbers.

The client will receive a confirmation report on the job's results right back into their email inbox!

We will send the message as a number from our Messaging Pool, receive replies on their behalf and email replies back to their email address.

We can set a custom originator (e.g. their personal mobile number) but this feature is not supported when sending to the Telecom Mobile network (including ported numbers).

Note: As there are privacy implications with setting originators, we require clients to fill out a disclaimer form.

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

How to Send SMS using the TNZ Web Portal

Using the TNZ website (www.tnz.co.nz), clients can log in and send SMS directly from their web browser.

Simply create a list (from an Excel Spreadsheet, managed Address Book or manually added single targets), enter the SMS Message body, set a Subject/Reference and click send!

The client can watch the SMS deliver in real-time and resubmit any failed transmissions.

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

Integration with existing software (APIs)

Using TNZ's suite of APIs, software developers can fully integrate SMS messaging into their applications. There is a wide range of support for **HTTP Post**, **SOAP**, **XML**, among other variations. Clients can build or modify software to communicate with TNZ's SMS servers in almost any format. This allows for a whole new dimension of automated messaging – directly from a booking or CRM system, emergency alert tool or marketing engine!

If a Client expresses interest in interfacing with an API, please advise us of their requirements and we can build a package that suits.

Using Substitution

Often customers like to personalise their broadcasts with additional information, specific to each recipient. This is where *Substitution* comes in...

When creating a list prior to sending a job (whether it is uploaded via the Web Portal or attached to an email), additional information can be added along with each destination address. When each message is sent, our SMS servers read through the message and search for any commands, replacing the values with the options specified in your list.

List File:

	A	B	C	D	E
1	Mobile	Name	Custom1	Custom2	Custom3
2	0212233444	John	Payment	\$43.12	#1123
3	0211212232	Rebecca	Receipt	\$89.13	#1310
4	0274789987	TNZ Group	Receipt	\$46.00	#1100
5	+61477888999	Nick	Payment	\$12.50	#1520
6					

With SMS body:

```
<substitute:"Dear ",name," ,">  
<substitute:"We have received your ",Custom1," of ",Custom2," and applied it to your account  
",Custom3,".">  
Have a great day!
```

Produces:

```
Hi John,  
We have received your payment of $43.12 and applied it to your account #1123.  
Have a great day!
```

This same method of substitution can be applied to almost all of the TNZ Group messaging suites.

How to Receive SMS via Email

Clients can send both single SMS messages and SMS campaigns, by simply sending an email! We will send the message as a number from our Messaging Pool, receive replies on their behalf and email replies back to their email address.

We can set a custom originator (e.g. their personal mobile number) but this feature is not supported when sending to the Telecom Mobile network (including ported numbers).

Note: As there are privacy implications with setting originators, we require clients to fill out a disclaimer form.

With Short Code/Long Code set ups, we can set each received message to be emailed to a pre-specified email address, or even a special address based on the message content.

How to receive SMS using the Web Portal

Using the TNZ website (www.tnz.co.nz), clients can log in and send SMS directly from their web browser. All SMS received using TNZ Group services are logged inside the Web Portal.

These message lists can be viewed and manipulated inside the web browser, or can be downloaded into a CSV.

Simply visit *View Messages* → *SMS Received*.

Using Short Codes and Long Codes

Occasionally, clients require static numbers customers can send SMS to:

A Short Code:

A Short Code is a 3-5 digit number that can receive SMS/TXT messages. These numbers are geographically limited and can only be used within New Zealand.

There are obvious advantages with using Short Codes, as they are easier to remember and give a far better corporate image when used in conjunction with marketing campaigns, etc.

TNZ Group offer a few types of Short Code:

Dedicated Short Code:

This number is created and hosted specifically for you. In most cases, clients can choose their own number. All messages sent to this number, regardless of the content, are yours.

Allocations of Dedicated Short Codes typically take up to 28 days to complete.

Shared Short Code:

This is an existing Short Code owned by TNZ Group and shared between a range of customers.

Messages are identified based on the first word (referred to as the "Keyword") for allocation to your account. Clients simply need to request the keyword they want to use and we will confirm if it is available on one of our Codes. Customers will be required to send messages in the following format:

"Keyword This is my message."

Premium Short Code:

These Short Codes are a "user pays" system. The cost of sending to this Code is determined by the customer, with a percentage of the profit received given to the client. These Codes are custom-requested, so clients can decide the value of the messages.

E.g. for messages costing 99c, clients will receive 31c.

Free-TXT Short Code:

These Short Codes are a "host-pays" system. The cost of sending to this Code is incurred by the client at 20c per message. These Codes are custom-requested and there is no free automated reply message.

Clients also receive a complimentary automated message back to the sender. This is typically something similar to: "Thank you for your message. We will advise you of the outcome."

TXTs cost 20c to standard Dedicated and Shared Short Codes.

A Long Code / Hosted SIM Card:

A Long Code is a full length mobile number, hosted by TNZ Group. This option is considerably cheaper when compared to the Short Code service.

Clients have the option of a hosted Vodafone, Telecom or 2Degrees number.

TNZ Group does not charge for any messages received. Prices include the creation and hosting of the number.

SMS/TXT Plans and Pricing

Plans and Pricing are as of May 2010. Please check our website for further updates.

TSMSOut is TNZ's branded SMS-Out service.

TNZ Group's standard Retail Plan for *just* SMS-Out is:

- **Minimum Monthly Spend** : \$5.00
- **Sending SMS** : \$0.17 per SMS Message

Prices are to New Zealand mobiles, exclusive of GST.

Bulk, Wholesale and International rates are available.

For retail customers, the TSMSOut Minimum Monthly Spend is **\$0.00** when signed up for a SMS-In number.

We also have Service Plans that include both SMS-In and SMS-Out. See the TNZ Group Service Plans here: <http://www.tnz.co.nz/Services/ServicePlans/>

TSMSIn is TNZ's branded Short and Long Code service.

Your Own Dedicated Short Code:

- \$500 setup, \$500 per month

This pricing also applies to Premium and Free-TXT Short Codes. There is a 12-month minimum term for all Dedicated Short Codes.

Use an Existing Short Code (per keyword):

- \$200 setup, \$150 per month

Your Own Dedicated Long Code:

- \$200 setup, \$40 per month

Chapter Four – TFone SIP/VoIP Solutions

What is SIP/VoIP?

VoIP is a telephony protocol for transmitting voice calls over the Internet and IP-based networks as an alternative to the standard PSTN telephone network. VoIP is designed to be used over any internet connection, provided the bandwidth is adequate. The idea behind VoIP is that it can still receive and make calls over the PSTN network with the use of a breakout (the TFone Server) while offering versatility (connect and call from any internet connection) and low cost (lower fixed line costs and toll rates). As there is no dedicated telephone cable required; Naked DSL provides just the internet connection without the accompanying phone number, reducing costs.

As VoIP is IP (Internet) based, specialised internet telephones and computer applications must be used in conjunction with a VoIP set up. Specialised telephones are called “IP Phones” and use any standard Ethernet connection (similar to a Personal Computer). Specialised software applications are called “softphones” and can be installed on any Personal Computer with an internet connection, speakers and microphone.

Traditional PSTN telephones and PBXs can also be utilized with an ATA (Analogue Telephone Adaptor) which sits between an Ethernet cable and the telephone jack.

SIP is the signalling protocol used to initiate VoIP calls.

Why use TNZ Group for SIP/VoIP Services?

TNZ Group offers fully functional VoIP solutions without the need for geographical proof, expensive Internet links or service plans – we supply what you need. If you want to use our VoIP services with another provider’s Internet Connection, IP Phones or IP PBX, we will not restrict your service in any way.

TNZ Group is also one of very few companies that can offer both fully hosted PBX solutions as well as leased hardware. The TFone Manager is TNZ Group’s branded IP PaBX solution that can handle call routing, IVR, Voicemail and much more!

Single Numbers and Additional Lines (Trunks)

TNZ Group recognises that one solution doesn’t always suit all customers. Clients can opt for a single number with the capacity to make or receive a single phone call at one time, or for a more comprehensive solution including “Additional Lines” (often called a “Trunk”).

The Single Number solution is similar to any PSTN based number – each number can only make or receive one call at a time.

Single Numbers with Additional Lines have the capability to make and receive multiple concurrent calls. This eliminates the need for a handful of stepping numbers and added complexity, as a whole enterprise can lease one simple number with the capacity of a whole lot more. Additional lines can be added to any TFone Number/Number Plus, Manager or existing IP PBX set up with the click of a button and will work instantly with no further configuration required!

Compatible Software and Hardware

TNZ Group has tested a wide range of software and hardware devices with the TFone service to maintain optimum compatibility. This includes a wide range of free and paid Softphones, IP Phones, ATAs and PBX systems.

Softphones are computer based applications that talk to a VoIP System using the computer's headset, speakers or microphone. There is a wide range of support for many operating systems including Windows, Linux and Mac.

Our recommended Softphone application is Counterpath's X-Lite. There are options for both free and paid versions.

IP Phones are similar to a standard desk phone, but talk VoIP using the Internet, rather than over a telephone cable. Simply plug one in an Ethernet cable from your home or office's switch or router and configure!

Our recommended IP Phones are Linksys and Siemens devices, both offering extended feature-sets with simple configuration.

ATAs (Analogue Telephone Adaptors) are small devices that convert SIP/VoIP signals to ordinary telephone signals. With an ATA in place, an ordinary PSTN telephone can be used on the TFone Network.

We have a TFone branded Analogue Telephone Adaptor available for lease at \$10.00/month with support for two telephones.

PBX devices are fully automated systems that control how your calls are routed and transferred. There are a wide variety of free "open-source" PBX systems, along with a handful of premium paid PBX systems available. We also do offer a pre-configured PBX system designed to work with the TFone Service - called the TFone Manager - which is available for lease.

If you have a specific device that you believe does not work with the TFone Service or wish to enquire into the compatibility of a device, please don't hesitate to ask.

TFone Manager - an IP PaBX

The TFone Manager is TNZ Group's custom-built PaBX. It was designed to operate efficiently with the TFone Service and is tailored towards business users requiring full management and support without the large price tag.

The network overhead on registrations for each user will multiply as the network expands, so it is advised that large clients have a dedicated PBX in-house to save on outside-of-network traffic.

The TFone Manager comes in two designs:

TFone Manager Standard: For multiple Users

This edition of the TFone Manger is small in form-factor and runs out-of-the-box. It is designed for small to medium sized businesses that require more control and flexibility, without a huge impact on Internet bandwidth speeds. Running custom-built web applications, it is designed to give administrators a simple interface to manage an enterprise level PBX system. All options are pre-configured out of the box and all TFone Managers are run through our quality-control centre to ensure full-operation on day one.

TFone Manager Pro: For over 25 Users

The TFone Manager Pro is the mother of the TFone Manager series. It is built in a full rack mount form-factor with all the extra grunt and processing power to deliver exceptional reliability and call quality to large corporations. It features a beefed-up version of the TFone Manager Standard operating system designed to be easily administered and we estimate it can handle in excess of 1000 users and up to 200 simultaneous calls.

For customers who do not wish to use a dedicated PBX, both TFone Number and TFone Number Plus can be connected directly to a softphone, IP Phone or ATA.

TFone SIP/VoIP Plans and Pricing

TFone Number (bare line) : \$15.00 month

This is the type of number required for customers using a TFone Manager (Standard or Pro).

This Number will be controlled by a device at the customer's premises – either a TFone Manager or the customers existing IP PBX. No Hosted PBX solution will be available.

Customers will receive a number with a single line. Additional TFone Lines can be purchased.

Extras: ➔ Additional TFone Line : \$10.00 month

This is the "MultiLine" component of a TFone Number. Each additional line will allow an extra simultaneous (concurrent) call over a single number at one time. Customers can have an unlimited number of Additional Lines, provided their internet connection can handle the call volume. We recommend a maximum of 5 additional lines per number on a standard ADSL connection (total of 6 simultaneous calls).

➔ Convert TFone Number to 0800 Number : \$10.00 month

This is an additional charge on top of each TFone Number you would like to convert. An 0800 Number allows callers to ring your TFone free-of-charge. You pay their calling costs!

➔ Number Portability Charges : \$40.00 once

A one-off charge for customers wishing to move their existing number to TNZ's network.

Additional Options:

Option 1 ➔ TFone Manager Standard : \$50.00 month on 12-month contract - \$75.00 month open term

This is the TFone branded physical IP PBX on the customer's premises. It is locked to TFone and will provide a wide range of additional features over a standard PBX. An early termination fee of \$200.00 applies to 12 month contracts.

A TFone Number (bare line) will need to be purchased with this product.

Option 2 ➔ TFone Manager Pro : \$500.00 month on 12-month contract

This is the TFone branded physical IP PBX on the customer's premises with beefed up hardware to support a large number of users. It is locked to TFone and will provide a wide range of additional features over a standard PBX. An early termination fee of \$200.00 applies to 12 month contracts.

A TFone Number (bare line) will need to be purchased with this product.

➔ TFone ATA : \$10.00 month

This is the TFone branded Analogue Telephone Adapter. Each ATA will allow two standard telephones or PBX lines to operate using TFone – this can also replace your CENTREX or POTS lines, connecting directly to your existing PSTN PBX!

➔ Fax-In Bundled Option : \$25.00 month

This is the special Fax-In option for TFone customers only. It runs over the TFax Network (PSTN – not VoIP) and will deliver faxes directly into the customers email inbox. The Plan includes 500 free fax pages received per month, with each additional fax page costing 20c. The customer will be allocated a completely separate fax number.

Toll Rates: For other Toll Destinations, please contact us for rates.

3c Local	8c United Kingdom	8c Denmark
8c NZ National	8c USA	8c Netherlands
25c NZ Mobile	8c Canada	8c Singapore
8c Australia	8c China	8c Hong Kong
25c Australia Mobile	8c Germany	8c Japan

All Pricing is in New Zealand Dollars and is exclusive of GST.

Chapter Five – Link.A.Number

What is Link.A.Number?

Link.A.Number is TNZ Group's PSTN-based virtual PBX. Simply set up a "Cover Number" and all calls can be forwarded to any other number, worldwide! Want an Australian Toll-Free number to ring your Auckland office? Or maybe a Christchurch number forward to your mobile? You can even set up Dial-Tone menus, so you can make low cost toll-calls by simply dialling the number!

Configuring Link.A.Number

Configuring Link.A.Number is easy! Simply log into our Web Portal (www.tnz.co.nz) and select *TFax / Link.A.Numbers*. All IVR/Call Menu and Call Routing options can be edited directly inside the Web Portal!

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

Link.A.Number Pricing

Monthly Charges for Line Rental:

New Zealand/Australian DDI	\$10.00	Per month for a standard DDI
New Zealand 0800	\$20.00	Per month for a toll-free 0800 number
Australian 1300	\$25.00	Per month for a toll-free 1300 number

Toll Rates:

3c Local	8c United Kingdom	8c Denmark
8c NZ National	8c USA	8c Netherlands
25c NZ Mobile	8c Canada	8c Singapore
8c Australia	8c China	8c Hong Kong
28c Australia Mobile	8c Germany	8c Japan

For other Toll Destinations, please contact us for rates.

For Toll-Free 0800 and 1300 numbers, ensure to factor in costs for inbound calls to the number and outbound forwarding calls to your own landline or mobile.

All Prices are in New Zealand Dollars and exclusive of GST.

Chapter Six – Click2Call

What is Click2Call?

Click2Call is an easy web-referral application that allows visitors to your website to set up a call from your company, directly to them.

Simply include a form somewhere on your web page that allows visitors to input their name and phone number – we will call them, and you, and link the two calls together!

Click2Call is a quick, simple and smart way for a potential customer to contact you with minimal effort. No more copying down telephone numbers, waiting in call-queues or getting that annoying engaged signal! If your number is busy, we can wait till it's available, or step to another number, then another – if it's outside business hours, ask them to leave a voicemail!

Installing Click2Call

Click2Call is a simple web application that talks to one of TNZ's APIs. Simply choose the style of Click2Call window (see www.tnz.co.nz/Services/Click2Call) and we will give you some code to embed – as simple as that!

Click2Call Pricing

Using Click2Call incurs a \$50.00 initial set up fee.

Monthly charges are: \$50.00 per month, plus toll calls.

Toll Rates:

3c Local	8c United Kingdom	8c Denmark
8c NZ National	8c USA	8c Netherlands
25c NZ Mobile	8c Canada	8c Singapore
8c Australia	8c China	8c Hong Kong
28c Australia Mobile	8c Germany	8c Japan

Remember, as Click2Call has to connect two calls – one to you, one to the website visitor – you will be billed for two separate calls.

All Prices are in New Zealand Dollars and exclusive of GST.

Chapter Seven – TNZ ADDS

What is TNZ ADDS?

TNZ ADDS is an acronym for “TNZ Automatic Document Distribution Service”.

It is designed to take a data feed (XML or CSV) and creates full colour PDF files for emailing, fax files for faxing and postscript files for posting. It then uses additional data in the XML/CSV to match these outputs to database information, such as who should receive these documents and by which messaging medium. We will then output these files to the correct service for delivery. We can even output postscript files directly to your in-house printer or to our postal service partner for packing and delivery.

TNZ ADDS was designed with the large corporation in mind. The idea behind TNZ ADDS is to greatly decrease billing efforts each month, as these companies can fully outsource all invoice generation and distribution.

Without any infrastructure costs, we have seen up to 80% reductions in document delivery costs, without the stress.

The entire job’s delivery can be viewed in real-time through our Web Portal, with failover measures – if an email job fails, attempt fax. If a fax job fails, attempt postal.

Traditional posting of documentation like monthly invoices can be expensive, with each delivery potentially costing over \$1.00. Using technology like fax and email, these delivery costs can be minimized to as little as 5c to 15c per delivery.

Avoid the stress, and the price. Invest in TNZ ADDS!

Setting up TNZ ADDS

During development, TNZ designed the ADDS service in such a way that it would easily integrate with most billing systems in use today. Most advanced billing system have the ability to output data feeds in either XML or CSV format, leaving all the work up to us! Simply submit the data feed to our TNZ ADDS server and we’ll do the rest!

TNZ ADDS Pricing

There are currently no set up costs to use TNZ ADDS. All you are charged for are the messages you send.

Outbound Email: 5c per message

Outbound Fax: 15c per page

Outbound Post: \$0.50 - \$1.50 (various` destinations)

Chapter Eight – VoiceCast

What is VoiceCast?

VoiceCast is TNZ Group's premium voice broadcast system. Simply load up a list of phone numbers along with a speech file or text file and click send! Our Servers will call each number (mobile, landline, anywhere worldwide) individually and play your chosen message along with extra features such as:

Voice Recording or Text-to-Speech – You can optionally record an actual voice message into a WAV file, or you can provide text which we will convert to voice using our TTS engine along with robotic voices. For optimum quality, voice recordings are recommended. For quick delivery, TTS (text-to-speech) is recommended.

- *Answer Phone Detection* – We can play a different voice message to answer phones.
- *Call Centre Connection* – Inside the voice recording, “Press 1 to be connected to an operator” can be implemented. If the listener presses 1, we will connect the call to a predetermined phone number. (Not compatible when played to Answer Phones. DTMF tones 1 to 9 can be used and multiple call centre numbers can be called – “Press 1 for ABC or press 2 for XYZ”.)
- *Voice Mail Support* - Inside the voice recording, “Press 1 to leave a voice mail” can be implemented. If the listener presses 1, we will record a voice message and email it to you. (Not compatible when played to Answer Phones. DTMF tones 1 to 9 can be used.)
- *Survey Support* – We can set up surveys, whereby listeners can press various keypad buttons to answer survey questions. You will receive a report detailing the options selected.

Sending VoiceCast via Email

Clients can send both single VoiceCast messages and VoiceCast Broadcasts by simply using their email client:

To: Options include broadcast@voice.tnz.co.nz and THEPHONENUMBER@voice.tnz.co.nz

From: VoiceCast *must* be sent from a registered email address for billing and security purposes.

Subject/Reference: The subject line of the email which can be a reference to categorize the job.

Email Body: For VoiceCast TTS, this is the content of the Text-to-Speech Message. Be sure to remove any unwanted signatures. For VoiceCast (using recorded voice), this will be ignored.

List File: An attached list in the CSV format. This can be omitted for single target jobs.

The client will receive a confirmation report on the job's results right back into their email inbox!

We can set the CallerID/Originator on each message to be their own Phone Number or set to “Private”.

Note: As there are privacy implications with setting originators, we require clients to fill out a disclaimer form.

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

Sending VoiceCast using the Web Portal

Using the TNZ website (www.tnz.co.nz), clients can log in and send VoiceCast directly from their web browser.

Simply create a list (from an Excel Spreadsheet, managed Address Book or manually added single targets), enter the Text-to-Speech Message body or upload the WAV file, set a Subject/Reference and click send!

The client can watch the VoiceCast deliver in real-time and resubmit any failed transmissions.

See the help manuals for further information at:

<http://www.tnz.co.nz/About/Documents/>

Sending VoiceCast using an API (SOAP, HTTP, XML)

Using TNZ's suite of APIs, software developers can fully integrate Voice Broadcasting into their applications. There is a wide range of support for **HTTP Post**, **SOAP**, **XML**, among other variations. Clients can build or modify software to communicate with TNZ's VoiceCast servers in almost any format. This allows for a whole new dimension of automated messaging – directly from a booking or CRM system, emergency alert tool or marketing engine!

If a Client expresses interest in interfacing with an API, please advise us of there requirements and we can build a package that suits.

Using Substitution

Often customers like to personalise their broadcasts with additional information, specific to each recipient. This is where *Substitution* comes in...

Substitution can only be used with VoiceCast TTS (text-to-Speech) jobs.

When creating a list prior to sending a job (whether it is uploaded via the Web Portal or attached to an email), additional information can be added along with each destination address. When each message is sent, our VoiceCast servers read through the message and search for any commands, replacing the values with the options specified in your list.

List File:

	A	B	C	D	E
1	Mobile	Name	Custom1	Custom2	Custom3
2	0212233444	John	Payment	\$43.12	#1123
3	0211212232	Rebecca	Receipt	\$89.13	#1310
4	0274789987	TNZ Group	Receipt	\$46.00	#1100
5	+61477888999	Nick	Payment	\$12.50	#1520
6					

With Text-to-Speech body:

```
<substitute:"Dear "name"," ">  
<substitute:"We have received your ",Custom1," of ",Custom2," and applied it to your account  
",Custom3,"." >  
Have a great day!
```

Produces:

```
Hi John,  
We have received your payment of $43.12 and applied it to your account #1123.  
Have a great day!
```

This same method of substitution can be applied to almost all of the TNZ Group messaging suites.

How we deliver Reports on VoiceCast jobs

After every VoiceCast transmission, TNZ Group can optionally send a full report on the job's results. This report can include features such as:

1. Time and Date of Transmission.
2. Number(s) delivered to (destinations).
3. Extra features related to each number (Custom Fields, Company Names, etc.)
4. Delivery status and result (e.g. Success or Failed and Reason for Failure).
5. Number of seconds taken for delivery.
6. Answering Machine or human answer.

For transmissions with multiple destinations, a Report is emailed to the sender once the job has completed (if the Web Portal was used, we will email the Report to the email address registered with the login).

Each registered email address can have a range of Report options. Clients can request email Reports for all jobs; Success or Failed.

They can also request Reports on Failed jobs *only*; Reports on jobs with multiple destinations are only sent if one of those destinations fails.

Full Reports on transmissions are available using the Web Portal. Simply log in and select the *View Messages* option. A range of date options are available and reports can be downloaded directly from the web browser.

If the client is using an API, reports can also be delivered over their chosen medium. Contact TNZ Group for setup instructions specific to the client's API.

VoiceCast Pricing

Plans and Pricing are as of May 2010. Please check our website for further updates.

TNZ Group's standard Retail Plan for both VoiceCast and VoiceCast TTS is:

➤ Minimum Monthly Spend	:	\$5.00
➤ Sending VoiceCast	:	\$0.08 per Minute (NZ & AU Landlines) \$0.25 per Minute (NZ & AU Mobiles)

Calls are charged in 60-second increments and pricing is exclusive of GST.

Bulk, Wholesale and International rates are available.

Chapter Nine – Direct Tolls

What are Direct Tolls?

TNZ Group's Direct Tolls allows customers to continue using their existing voice or fax landline hosted by an existing Service Provider, but charged at TNZ's low toll rates.

Clients will continue to be billed by their existing provider for line rentals and fixed charges, but all toll calls will be billed by TNZ, allowing us to pass on our extremely low prices.

This service is compatible with all of New Zealand's larger communications providers.

Configuring Direct Toll Accounts?

Configuring Direct Toll customers is simple! It takes approximately 15 minutes to set up and 24 hours to register.

Simply let us know the following information:

1. Current Service Provider (e.g. Telecom)
2. Account Name with Current Service Provider
3. Account Number with Current Service Provider
4. Numbers intended for redirected billing

If your client asks about Coded Access, it is available *only* to customers who specifically require it.

Direct Toll Pricing

TNZ Group's standard Plan for **Toll-Free** (0800, 0508 or 1300) numbers:

➔ Base Monthly Charge	:	\$20.00 (0800 or 0508) \$25.00 (1300)
➔ Toll Pricing	:	\$0.08 per Minute (NZ & AU National Landlines) \$0.28 per Minute (NZ & AU Mobiles)

TNZ Group's standard Plan for **Landline** (general telephone) numbers:

➔ Base Monthly Charge	:	\$10.00 (NZ or AU)
➔ Toll Pricing	:	\$0.04 per Minute (Local Calls – NZ Only) \$0.08 per Minute (NZ & AU National Landlines) \$0.25 per Minute (NZ & AU Mobiles)
