



### SERVICE DESCRIPTION

TNZ Group offers a fully outsourced hosted messaging platform. Customers are provisioned directly on TNZ Group's hosted equipment, allowing users to send and receive SMS, Faxes, Email, Voice and IM electronically (via email, REST, SOAP API, or Web). No equipment is required on your premises to service your customers.

### WHITELABELLING

By default, users will see TNZ Group branding on notifications. This branding will also be seen when using the Web Dashboard.

We are able to customise this for you. Full customisation is available, including:

- Reporting email templates (reports are sent from noreply@yourbusiness.com and include your branding)
- Email-to-SMS/Fax/Voice domain, e.g. users can email %mobile%@sms.yourbusiness.com)
- Dashboard URL (eg login.yourbusiness.com) and Dashboard theme (display your logo and contacts)
- API URL (support varies based on an API's CNAME abilities)

There is a nominal set up charge for the whitelabelling option, depending on the components requiring whitelabelling.

## SECURITY IMPLEMENTATION

TNZ Group utilizes multiple methods to ensure the best possible security across the product suite:

- **Email (SSL/TLS security)**

For receipt of messages to send, or delivery of received messages and delivery reports, the TNZ server will automatically default to using SSL or TLS encryption if the remote email server supports it. We also do have the option to enforce SSL/TLS encryption on your email domain(s) if you request it.

- **Web Portal/HTTP**

Users can access the Web Portal for sending messages and for viewing message data, viewing billing information, and for viewing registered services and users. Access to the Web Portal is restricted to HTTPS (SSL) using a certificate signed by an authorised third party.

Users who are using an API (HTTP or SOAP) to submit messages or receive Delivery Report and Reply Messages can optionally use HTTPS (SSL) to secure their connections.

You can view more information on TNZ Group's website security here:

<https://www.tnz.co.nz/About/WebsiteSecurity>

- **Storage (In-House Encryption, NoArchive Features, PGP Encryption)**

When a TNZ Group service is handling a fax that is to be sent or that has been received, the actual fax image is encrypted using TNZ Group's In-House Encryption software. It is then Base64 encoded to further deter intruders retrieving the fax data and reassembling the fax image. Only at the point of distribution to the end user (either via email, or when retrieved via the Web Portal) is the fax image decrypted and delivered as a PDF/TIF image.

NoArchive is an option that allows fax images to be removed as soon as a fax has been delivered.

Call Detail Records (Caller IDs, times/dates, number of pages, etc) will be kept.

SecureFax is an additional option that enables PGP Encryption or a PDF Password on received faxes for an additional fee. This option is built to PCI-DSS compliance criteria.

Fax Data is stored online, accessible via the Web Portal for at least three months. Cold Backups are available for a period of up to 12 months.

- **Closed Networks, DMZs and VPNs**

TNZ Group's networks are closed, with physical access via authorised personnel only using industry standard access restrictions (keycards with separate keys, etc). Where remote IP access is allowed, access is restricted to VPN.

- **WAN File Transfers**

WAN file transfers (where files are transmitted to servers outside the main core network, typically for final delivery via Fax, SMS or Voice) are done so via a fully encrypted session using In-House built applications. The file is encrypted, broken into segments, then transmitted and reassembled at the receiving end. This ensures the upmost security when your data may be transmitted over a connection that is not controlled by TNZ Group.

## REBILLING METHODS

### MANUAL: INVOICE REBILLING

Page Three of your monthly tax invoice will detail our charges to you, itemised by SubAccount. You can use these costs to rebill your client, optionally adding a margin if desired.

Messaging transactions by Sub Account							
Sub Account	Messages	Price	Emails	Price	TXTs	Price	Total
Customer One	1205	185.00	0	0.00	0	0.00	185.00
Customer Two	14	1.40	0	0.00	0	0.00	1.40
Customer Three	0	0.00	0	0.00	6	0.90	0.90
Customer Four	1163	156.23	0	0.00	3035	455.25	611.48

### MANUAL: MONTHLY SUMMARY EMAIL

We can email you a report each month containing a summary of our charges to you itemised per SubAccount. This shows the same data as the invoice, but in CSV format. You can use these costs to rebill your client.

	A	B	C
1	SubAccount	Price	
2	Customer One	185.12	
3	Customer Two	1.49	
4	Customer Three	0.9	
5	Customer Four	611.48	
6			

### AUTOMATED: DAILY OR MONTHLY CDRS

If you have a CDR capable billing system, we can distribute daily or monthly CDRs to you for rebilling. Alternatively, you can use these CDRs to manually rebill your customers on a per-message basis.

CDRs are delivered via Email, FTP, or manually downloaded via the Partner Portal (Dashboard).

You will receive four separate CDRs:

#### - Outbound Messages CDR

Details the charges for sent messages, including Email, SMS, Fax, VoiceCast (Text-to-Speech), IM. Transactional format.

Can be delivered via Email, FTP, or manually downloaded using the Partner Portal (Dashboard).

#### - Inbound Messages CDR

Details the charges for received messages, including Fax-to-Email and Voicemail-to-Email. Transactional format.

Can be delivered via Email, FTP, or manually downloaded using the Partner Portal (Dashboard).

#### - Toll Calls CDR

Details the charges for toll costs, such as when a number is diverted to another number.

Transactional format.

Can be delivered via Email, FTP, or manually downloaded using the Partner Portal (Dashboard).

**- Monthly Charges CDR**

Details the monthly charges, eg Set Up Fees, Porting Charges, Monthly Fax Line Rental charges, etc.  
Distributed once per month via Email, typically on the 5th.

**GET STARTED!**

**TNZ Sales Team:**

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