

# IntraPower Service Conditions

## Target Definitions

Product Group/Service	<b>Ethernet</b>	Wholesaler	<b>Optus</b>
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“Standard” Maximum Time to Repair Target – Priority 1 or 2

Site Visit Required	Customer Site Location	Standard Target
No	CBD/Metropolitan	4 Hours
Yes	CBD/Metropolitan	1 Business Day

### Service Availability Target

Availability Coverage	Customer Site Location	Standard Availability Target
Business Hours	CBD/Metropolitan/Regional	99.95%

\* These service assurance levels are available at an additional monthly cost

### Service Availability Target – Rebate for Missed Target

Rebate Level based on Percentage Service Unavailability	Rebate % of Monthly Recurring Charge for the impacted Service
0.00% to 0.30%	No Rebate
0.31% to 1.00%	10%
1.01% to 10.00%	15%
10.01% to 20.00%	20%
20.01% to 100.00%	30%

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### Service Activation Lead Time Targets – New Service

Step	Service Activation Component	Standard Target*	IP GOLD Target*
1	Receipt of customer order by Account Manager	-	-
2	Order entry processing	1 Business Day	3 Hours
3	Acknowledgement of receipt of customer order	1 Business Day after Step 2	4 Hours after Step 2
4	Order entry into Wholesaler's system	1 Business Day after Step 3	4 Hours after Step 3
5	Receipt of order acceptance from Wholesaler	1 Business Days after Step 4	1 Business Days after Step 4
6	Confirmation of order / design approval from wholesaler	25 Business Day after Step 5	25 Hours after Step 5
7	Notification of Test & Commission B / A End Completed	10 Business Day after Step 6	10 Business Day after Step 6
8	Notification Ready for Service notification from Wholesaler	3 Business Days after Step 7	3 Business Days after Step 7
10	Activation completion	3 Business Day after Step 9	1 Business Day after Step 9
	<b>Total New Service activation lead time target</b>	<b>45 Business Days</b>	<b>43 Business Days</b>

\* Where existing fibre infrastructure is in place and verified by Wholesaler, service installation lead times for Steps 5 and 6 will be reduced pending design and transmission capacity.

### Service Activation Lead Time Targets – Other Services

Service Activation Component	Standard Target
Service relocation – No existing services / fibre infrastructure	45 Business Days
Service relocation – Existing services / fibre infrastructure	25 Business Days
Speed change	10 Business Days
Router configuration and addressing changes (NAT/PAT)	2 Business Days
Conversion between Internet and Private WAN Connectivity	2 Business Days