

IntraPower Terrestrial Pty Ltd

Service Conditions

Target Definitions

ADSL Telstra

| | | | |
|-----------------------|-------------|------------|----------------|
| Product Group/Service | ADSL | Wholesaler | Telstra |
|-----------------------|-------------|------------|----------------|

Maximum Time to Repair Target – Priority 1 or 2

| Site Visit Required | Customer Site Location | Standard Target |
|---------------------|---------------------------|-----------------|
| No | CBD/Metropolitan/Regional | 4 Hours |
| Yes | CBD/Metropolitan | 1 Business Day |
| Yes | Regional | 3 Business Days |

Service Availability Target

| Customer Site Location | Standard Availability Target |
|---------------------------|------------------------------|
| CBD/Metropolitan/Regional | 99.20% |

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 0.80% | No Rebate |
| 0.81% to 2.50% | 10% |
| 2.51% to 5.00% | 20% |
| 5.01% to 10.00% | 30% |
| 10.01% to 20.00% | 50% |
| 20.01% to 100.00% | 100% |

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 and cutover date from Wholesaler | 6 Business Days after Step 4 | 6 Business Days after Step 4 |
| 6 | Confirmation to Customer with scheduled cutover date Scheduled cutover date | 1 Business Day after Step 5 | 4 Hours after Step 5 |
| 7 | Cutover | 8 Business Days after Step 6 | 8 Business Days after Step 6 |
| 8 | Notification of installation, configuration and activation | 1 Business Day after Step 7 | 1 Business Day after Step 7 |

| | | | |
|----|--|------------------------------|------------------------------|
| 9 | Installation completion | 3 Business Days after Step 7 | 3 Business Days after Step 7 |
| 10 | Activation completion | 1 Business Day after Step 9 | 1 Business Day after Step 9 |
| | Total New Service activation lead time target | 23 Business Days | 21 Business Days |

Service Activation Lead Time Targets – Other Services

| Service Activation Component | Standard Target |
|--|------------------------|
| Service relocation | 23 Business Days |
| Speed change – On Net | 3 Business Days |
| Speed change – Extended Net | 5 Business Days |
| Router configuration and addressing changes (NAT/PAT) | 2 Business Days |
| Conversion between Internet and Private WAN Connectivity | 2 Business Days |