

IntraPower Terrestrial Pty Ltd

Service Conditions

Target Definitions

Clever Wireless

Product Group/Service	Wireless	Wholesaler	Clever
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“Standard” Maximum Time to Respond Target – Priority 1 or 2

Business Hours	Customer Site Location	Standard Target
Yes	CBD/Metropolitan	1 Hour [^]
No	CBD/Metropolitan	2 Hours

[^] Within coverage window of Mon – Fri, 07:00 – 19:00, excluding public holidays

Service Availability Target

Availability Coverage	Customer Site Location	Standard Availability Target
Business Hours	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 100.00%	30%

[^] Percentage service availability refers to the period of time where the customer service was unavailable for use during the applicable coverage window.

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	5 Business Days
Router configuration and addressing changes (NAT/PAT)	2 Business Days
Conversion between Internet and Private WAN Connectivity	2 Business Days