

IntraPower Terrestrial Pty Ltd

Service Conditions

Target Definitions

Powertel Layer 2 DSL

Product Group/Service	<b>L2 DSL</b>	Wholesaler	<b>PowerTel</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/Regional	4 Hours
Yes	CBD/Metropolitan	2 Business Days <sup>^</sup>

<sup>^</sup> Within coverage window of Mon – Fri, 08:00 – 17:00, excluding public holidays

**“Enhanced”<sup>\*</sup> 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	2 Days <sup>^</sup>

<sup>^</sup> Within coverage window of Mon – Sat, 07:00 – 21:00

**Service Availability Target**

Availability Coverage	Customer Site Location	Standard Availability Target
Business Hours	CBD/Metropolitan/Regional	99.20%

<sup>\*</sup> 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 <sup>^</sup>	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%

<sup>^</sup> 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
	<b>Total New Service activation lead time target</b>	<b>23 Business Days</b>	<b>21 Business Days</b>

## 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