

IntraPower Terrestrial Pty Ltd

Service Conditions

Target Definitions

SOHO DSL

Product Group/Service	SOHO DSL	Wholesaler	Telstra/Optus
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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	99.00%

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 1.00%	No Rebate
1.01% to 5.00%	10%
5.01% to 10.00%	20%
10.01% to 20.00%	30%
20.01% to 50.00%	50%
50.01% 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