

IntraPower Service Conditions

Target Definitions

Product Group/Service	Ethernet	Wholesaler	AAPT
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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%	5%
1.01% to 10.00%	10%
10.01% to 20.00%	15%
20.01% to 100.00%	20%

IntraPower Service Conditions Target Definitions

Service Activation Lead Time Targets – New Service

Step	Service Activation Component	Standard Target (Copper)^	Standard Target (Fibre)*^
1	Receipt of customer order by Account Manager	-	-
2	Order entry processing	1 Business Day	1 Business Day
3	Acknowledgement of receipt of customer order	1 Business Day after Step 2	1 Business Day after Step 2
4	Order entry into Wholesaler's system	1 Business Day after Step 3	1 Business Day after Step 3
5	Receipt of order acceptance from Wholesaler	8 Business Days after Step 4	1 Business Days after Step 4
6	Confirmation of order / design approval from wholesaler	1 Business Day after Step 5	25 Business Day after Step 5
7	Notification of Test & Commission B / A End Completed	8 Business Day after Step 6	10 Business Day after Step 6
8	Notification Ready for Service notification from Wholesaler	1 Business Days after Step 7	3 Business Days after Step 7
9	Installation completion	3 Business Days after Step 8	1 Business Day after Step 8
10	Activation completion	1 Business Day after Step 9	3 Business Day after Step 9
	Total New Service activation lead time target	25 Business Days	46 Business Days

* 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. Fibre may only be available in certain locations so is subject to final line qualification.

^ - If a PSTN number is not supplied to qualify the site, and additional 5 Business days will need to be added to the Service Activation Lead time Targets.

Service Activation Lead Time Targets – Other Services

Service Activation Component	Standard Target
Service relocation – No existing services / fibre infrastructure	46 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