

IntraPower Terrestrial Pty Ltd

Service Conditions

Target Definitions

Internet Transit

Product Group/Service	Internet Transit	Wholesaler	Optus/AAPT /Telstra
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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%

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 0.20%	No Rebate
0.21% to 1.00%	10%
1.01% to 10.00%	15%
10.01% to 20.00%	20%
20.01% to 100.00%	30%

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 provisioning system	1 Business Day after Step 3	4 Hours after Step 3
5	Notification of order acceptance to customer	1 Business Days after Step 4	1 Business Days after Step 4
6	Confirmation of order / design approval	5 Business Day after Step 5	5 Business Days after Step 5
7	Notification of Test & Commission Completed	10 Business Days after Step 6	10 Business Days after Step 6
8	Notification Ready for Service notification at POP	3 Business Days after Step 7	3 Business Days after Step 7
10	Activation completion	3 Business Days after Step 9	1 Business Day after Step 9
	Total New Service activation lead time target	25 Business Days	23 Business Days

* Where .

Service Activation Lead Time Targets – Other Services

Service Activation Component	Standard Target
Service relocation – No existing services / fibre infrastructure	45 Business Days
Service relocation – Existing services / fibre infrastructure	25 Business Days
Bandwidth change	10 Business Days
Router configuration and addressing changes (NAT/PAT)	2 Business Days
Conversion between Internet and Private WAN Connectivity	2 Business Days