



REBATE FORM FOR SERVICE UNAVAILABILITY AND ACTIVATION DELAYS

This rebate form will be used by the Client in claiming rebate from IntraPower due to service unavailability and/or activation delay. The Client will be required to email this form to IntraPower at billing.enquiries@intrapower.com.au. Granting of rebate is in accordance with IntraPower's [Service Level Agreement](#).

TICKET NUMBER:

*Mandatory helpdesk ticket number required

Customer Details:

CUSTOMER NAME:

SITE DETAILS:

CUSTOMER CONTACT PERSON

TELEPHONE

EMAIL

Service Unavailability Details: (Fill out this section when applying for Service Unavailability rebate)

TIME/DATE OF FAULT LOGGED WITH THE HELDESK	FROM		TO		Total Unavailability Time (in minutes)
	Time	Date	Time	Date	
Total (minutes)					

* Claim for rebate due to service unavailability (attributed to a fault caused inside IntraPower network) must be received by IntraPower within 10 days of the end of the month. The fee rebate corresponds to the accumulated service unavailability of a given month and can only be claimed once a month.

Activation Delay Details: (Fill out this section when applying for Activation Delay rebate)

ORDER ACKNOWLEDGEMENT DATE (OAD)

INSTALLATION COMPLETION DATE (ICD)

SERVICE ACTIVATION DELAY (NUMBER OF WORKING DAYS BETWEEN OAD AND ICD LESS 17 WORKING DAYS)

* *Claim for rebate due to service activation delay must be received by IntraPower within 10 days of installation completion date. Rebates will not be applicable for service activation delays that were requested by the client, for orders with an agreed installation date that falls outside the target. The service activation commitment is subject to confirmation of Suppliers line availability & customer cabling..*

IntraPower Office Use Only

Technical/Provisioning Staff contacted and details verified

Yes

No

Name of person contacted _____

Position _____ Date _____

Management Approval _____ Date _____