



AAPT Business Ethernet Service Schedule

An AAPT Data & Networking Solution



This Service Schedule forms part of the Agreement between Us and You and cannot be used as a stand-alone agreement. Any terms defined in the Service Agreement and the Service Order Form have the same meaning in this Service Schedule unless defined in this Service Schedule or the context requires otherwise.

We will be Your exclusive provider of the Service described in this Service Schedule. To place an order for this Service, please sign and return to Us the Service Order Form provided to You.

Service Agreement means Our current "Standard Service Agreement", a copy of which is available at <http://www.aapt.com.au/businesslegal>, or such other agreement as may be agreed in writing between Us and the You (in which case the latter will take precedence).

Part 1 – Service Description

1. Description

1.1 Introduction

The AAPT Ethernet Service (**the Service**) is a point-to-point or multi-point solution designed to provide interconnect between physically separated local area network (**LAN**) environments. The Service provides an Ethernet interface at each site for ease of interconnection with Your own LAN equipment.

The physical interfaces delivered at each site conform to the IEEE 802.3 Ethernet Standard.

1.2 The AAPT Ethernet Service Consists of:

(a) Access Service

Access from Your site to the AAPT Ethernet core for the transmission of data to other customer sites.

(b) Service Features

The Service has the following features:

- Offers Point-to-Point and Multipoint interconnection;
- Supports all Your devices (any vendor) conforming to IEEE 802.1D;
- Full duplex Ethernet (the Access Interface is fixed for full duplex and the requested interface type);
- Supports Ethernet network access (port) or an aggregated access (trunk);
- Supports Q-in-Q trunking (802.1q) on some access services;
- Fully redundant access service may be available upon request (additional charges apply).

(c) Speed Rate

You must nominate a Speed Rate for the interconnection of the Access Interfaces between the two or more sites. Access Interfaces and Speed Rate combinations are:

ACCESS INTERFACE	SPEED RATE(S) AVAILABLE
10BaseTx	512 kbps, 1024 kbps, 1536 kbps, 1984 kbps
100BaseTx	2 Mbps, 4 Mbps, 6 Mbps, 8 Mbps, 10 Mbps, 15 Mbps, 20 Mbps, 25 Mbps, 30 Mbps, 35 Mbps, 40 Mbps, 50 Mbps, 60 Mbps, 70 Mbps, 80 Mbps, 90 Mbps, 100 Mbps,

ACCESS INTERFACE	SPEED RATE(S) AVAILABLE
1000BaseLx	150 Mbps, 200 Mbps, 250 Mbps, 300 Mbps, 350 Mbps, 400 Mbps, 500 Mbps, 600 Mbps, 700 Mbps, 800 Mbps, 900 Mbps, 1000 Mbps 100Mbps, 200Mbps, 400Mbps, 800Mbps and 1000Mbps

Interconnected sites may have different Access Interfaces and Speed Rates. Communication between any two sites is restricted by the lowest common Speed Rates of those sites.

(d) **Network Terminating Unit (NTU)**

We will terminate the Service at the nominated sites on an AAPT Network Terminating Unit (NTU). The interface provided on this NTU is:

- RJ45 receptacle supporting either Category 5 or 6 cabling for 10BaseTx and 100BaseTx access interfaces; or
- SC Straight receptacle supporting a single mode fibre for 1000BaseLx access interfaces.

One Access Interface is provided for every site forming part of the Service. Additional Access Interfaces may be purchased.

2. Service Elements

2.1 Service Coverage

The Service is available within the same state or interstate in following cities and selected regional centres:

- Adelaide
- Brisbane
- Canberra
- Melbourne
- Sydney
- Perth

2.2 Installation

We build and commission the Service to Your nominated site/location prior to hand over to You.

2.3 Service Levels

We provide Service Levels for this Service that relate to monthly availability and service restoration. Subject to certain conditions, We will apply a rebate to Your monthly Charge should these Service Levels not be met. Please refer to Part 3.

2.4 Network Management

The underlying network platform upon which the Service is delivered is pro-actively managed and monitored by the AAPT Service Operations Centre (**SOC**).

The SOC operates 24 hours a day, 7 days a week and is dedicated to the task of network monitoring and fault management. The SOC monitors the physical state (“up” or “down”) of the Service and provides a remote diagnostics centre to help ensure operational stability and connectivity to designated sites and resources.

This team also provides first level support in the event of a fault situation and is responsible for activating the second and third level of support and referring issues to different groups within our organisation, while keeping responsibility for the overall management of the fault.

2.5 Fault Management and Maintenance Services

Any fault detected by You should be directed to the AAPT Corporate Help Desk by calling 1800 357 597 in the first instance. The help desk will enter the fault details into the fault system and will give You a unique fault sequence number for referencing during the fault rectification process.

In some cases the fault will be capable of resolution remotely using network access and fault rectification tools. In cases where remote rectification is not possible, our staff or designated agents will be dispatched to the site to resolve the fault, either by repair or by replacement.

2.6 Service Demarcation Point

The service demarcation point is the interface point between Your equipment and the Service.

The service demarcation point for the Service is the Physical Access Interface (RJ45 or SC connector) provided on the AAPT NTU on Your premises. You are responsible for all cabling from the service demarcation point to Your own equipment.

3. Power and Environmental Requirements

3.1 Power

Provision of power supply to the AAPT data terminating equipment installed at Your premises is Your responsibility. The use of a power conditioner or Un-interrupted Power System (**UPS**) is recommended in order to suppress mains voltage disturbances. (Further guidance can be obtained from Australian Standard AS 2834: 1995).

Transients on the mains voltage shall not:

- exceed $\pm 7\%$ of the nominal 230 volts AC (phase to neutral)

- exceed a duration of 10 milli-seconds
- occur more frequently than once every 10 seconds

Changes in supply mains voltage shall not:

- exceed $\pm 50\%$ of the nominal 230 volts AC (phase to neutral)
- exceed a duration of 10 milli-seconds
- occur more frequently than once every 10 seconds

You are required to provide a dedicated sub circuit from a main or major AC switchboard for the power socket or outlet to feed Our Equipment. The connection of other equipment such as refrigeration equipment, photocopiers, fixed heaters or heavy industrial equipment to the same sub circuit is not recommended as this could mean that the transient voltage requirements may not be achieved.

A standard Australian power socket or outlet complying with AS/NZS 3112 should be provided for each Individual Service being provided. For large installations the requirements will be detailed separately.

The use of extension cords to supply telecommunications equipment is unacceptable due to the risk of interruptions to service.

You are also responsible for the supply of cabinet(s) for the location of the AAPT NTU in the service location requested by You. One (1) rack unit of space is required to be provided.

All AC mains power wiring provided by the Customer should comply with the requirements of all applicable laws, regulations and standards including the Electrical Wiring Rules Standard.

Should the mains power supply to switch equipment need to be switched off for any reason, please notify AAPT faults in advance by calling 1800 357 597.

If 48 volt DC operated equipment is proposed, please discuss power requirements with Your AAPT account manager.

3.2 Environment

Our Equipment requires the following environmental conditions:-

- Operating temperature range 15 to 35 °C,
- Operating relative humidity range 20 to 80% RH

Part 2 - Charges

Please refer to the Order for Service

Part 3 – Service Levels

The Service Level has two components:

- (a) Service Attribute related to the level of service that We provide; and
- (b) Service Rebates that apply when specific service attributes do not perform in accordance with the Service Attributes.

You are able to select a Service Level appropriate to Your business on a site by site basis. Not all Service Levels are available for all Services or at all Customer site locations and options will need to be discussed with Your account manager. You should refer to Your Service Order Form for a record of the Service Level that has been selected with regards to the nominated site and Service.

Where a Service Attribute is not differentiated by Service Level (Enhanced, A, B or C) the Service Attribute provides the same Service Level for all options.

1. Service Attributes

The Service Attributes define the level of service that We are committed to delivering to You.

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
1. Service Reception	Answering a telephone call from a Customer and logging information relevant to a fault or other details relevant to the service required.	<p>Fault Reporting</p> <p>Call Reception is available 24 hours a day, 7 days a week, 52 weeks a year</p> <p>Daily average - 85% of calls will be answered within 20 seconds</p> <p>Billing and Provisioning Enquiries</p> <p>Call Reception is available on NSW Business Days, 0830 to 1730 EDST for provisioning and 0830 to 2000 EDST for billing.</p> <p>Daily average - 85% of calls will be answered within 20 seconds.</p>
2. Standard Service Hours	Those hours during which the AAPT Service Operations Centre (SOC) is staffed and infrastructure monitoring systems are operational and alarm surveillance occurs.	24 hours a day, 7 days a week, 52 weeks a year.

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
3. Fault Classification	All faults are classified as follows: Interrupted: Service is non-operational. Non-Interrupted: Service is degraded but still operational.	Faults are classified by the AAPT SOC and advised to the Customer on initial response.
4. Response Time	The elapsed time, during Standard Service Hours, between the Customer reporting a fault to AAPT or AAPT responding to an alarm, and AAPT contacting the Customer to provide the following details: - fault classification - initial diagnosis - an estimated time to restore, if known.	Interrupted Faults - 60 minutes Non-Interrupted Faults - 4 hours
5. Progress Updates	Updates on the status of service restoration activity.	Hourly for Interrupted Faults On a significant event basis or as agreed for all other faults.
6. Service Restoration	The elapsed time, during Standard Service Hours, between the Customer reporting a fault to AAPT or AAPT responding to an alarm, and confirmation to the Customer that the Service has been restored to the levels defined in the Service Description (Part 1).	Restoration time will vary by Fault Classification, by Core, Access and AAPT CPE and also by the Customer selected Service Level (Enhanced, A, B or C) as outlined in Table 1.

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
<p>7. Network Availability for:</p> <p>- CPE</p> <p>- Access</p> <p>- Core</p>	<p>The AAPT network is engineered to deliver the following availability:</p> <p>AAPT CPE Availability is defined as the availability of the AAPT provided and owned equipment located on the Customer's premises (CPE) connected to the access NTU, the point of demarcation being the LAN port on the CPE to which the Customer's own equipment is connected.</p> <p>Access Availability is defined as the availability of the circuit and all other network infrastructure that connects the Customer site to the relevant AAPT Edge Point of Presence (POP) and through to the AAPT core network. The point of demarcation is the AAPT provided Network Termination Unit (NTU) on the Customer's premises.</p> <p>Core Availability is defined as the availability of the AAPT core network infrastructure. The AAPT core network is built on high reliability, diverse and redundant network elements.</p> <p>Access Availability is measured monthly on a tail-by-tail basis.</p> <p>Availability is calculated as Standard Service Hours less downtime outside the standing window for planned outages divided by the Standard Service Hours expressed as a percentage.</p>	<p>AAPT CPE Availability = 99.95%</p> <p>Access Availability varies by Service Level (Enhanced, A, B or C) as outlined in Table 2.</p> <p>Core Availability = 99.999%</p>

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
8. Planned Outage Notification	Notice of any planned maintenance that could cause a service outage.	Notification at least five Business Days in advance either by letter, telephone, fax or e-mail. In the case where emergency maintenance needs to be conducted, AAPT will endeavour to provide at least 24-hour notice.
9. Service Provisioning	The elapsed time between confirmed acceptance of the order by AAPT and the implementation of that request, unless the Customer specifies a longer time.	Provisioning time varies by geographic location and access technology used. Refer to Table 3.
10. Moves, Adds and Changes (MAC)	Moves, Adds and Changes are separated into two types: Physical: Changes that require a site visit e.g. Interface change. Logical: Changes that do not require a site visit e.g. bandwidth modification (with no change to interface).	Physical: Change to Existing Access - As per Table 3. CPE Change - as quoted at time of request, dependent on equipment lead-time Logical: Bandwidth Modification Changes – Fibre: up to 5 Business Days. ULL: Up to 25 Business Days. All other MAC Changes – As advised at time of order.

Table 1 - Service Restoration for Service Levels Enhanced, A, B and C

Depending on the Service Level selected by You, We provide the following restoration times:

FAULT CLASSIFICATION	CORE	ACCESS			
		ENHANCED	SERVICE LEVEL A	SERVICE LEVEL B	SERVICE LEVEL C
Interrupted Faults	2 hours	Metro = 4 hours Regional = 6 hours	Metro = 8 hours Regional = 12 hours	Metro = 12 hours Regional = 12 hours	Metro = 24 hours Regional = 48 Hours
Non-Interrupted Faults	24 hours				

Notes:

- A metropolitan area is defined as the *local calling area* of Melbourne, Sydney, Brisbane, Adelaide, Perth, Canberra, Darwin or Hobart or within 50km of the GPO of each of Melbourne, Sydney, Brisbane, Adelaide, Perth, Canberra, Darwin or Hobart, whichever is the nearer.
- A rural area is defined as a site that is greater than 250 kms from a town with a population of 10000 or more people, as defined by the Australian Bureau of Statistics.
- All other areas are classified as regional.
- Some non-interrupted faults may require monitoring over a time period to effectively diagnose and resolve the problem and this will be advised to You as the fault is investigated.

Table 2 - Access Availability for Service Levels Enhanced, A, B and C

The Access Network Availability Service Attribute is as follows:

SERVICE ATTRIBUTE	ENHANCED	SERVICE LEVEL A	SERVICE LEVEL B	SERVICE LEVEL C
Access Availability	99.95%	99.9%	99.8%	99.2%

Table 3 - Provisioning Times

ACCESS	TIME
Fibre	
Fast Ethernet (100BaseTX) Intra-city services via PowerTel's fibre network	20 Business Days
GigE and Interstate services	To Be Advised
ULL	
Mid-Band Ethernet	25 Business Days
SHDSL	25 Business Days
Third Party Suppliers	To Be Advised

Notes:

- A metropolitan area is defined as the *local calling area* of Melbourne, Sydney, Brisbane, Adelaide, Perth, Canberra, Darwin or Hobart or within 50km of the GPO of each of Melbourne, Sydney, Brisbane, Adelaide, Perth, Canberra, Darwin or Hobart, whichever is the nearer. All other areas are classified as regional.
- Off-net refers to any services that are **not** provisioned using AAPT owned infrastructure, where AAPT owned infrastructure is AAPT fibre, AAPT LMDS or AAPT microwave.
- For FR, ATM or IPVPN services, the host must be commissioned before the remote sites can be commissioned.
- Provisioning time assumes that infrastructure is already established at the site and may be increased where We are required to increase capacity or build new infrastructure at the site in order to deliver the service.
- Provisioning times are exclusive of any site acquisition issues. The Customer is requested to provide assistance with site acquisition as may be necessary.

2. Service Restoration Rebate

Where We fail to meet the defined service restoration time for **Interrupted** Faults, the following rebates will apply:

NUMBER OF HOURS OVER STATED RESTORATION TIME	SERVICE RESTORATION REBATE
Less than or equal to 1 hour	15% of total monthly Charges for the eligible Service at that site
Greater than 1 hour, less than or equal to 2 hours	25% of total monthly Charges for the eligible Service at that site
Greater than 2 hours, less than or equal to 4 hours	40% of total monthly Charges for the eligible Service at that site
Greater than 4 hours	50% of total monthly Charges for the eligible Service at that site

Where a Service at a site experiences two or more Interrupted Faults in any month (of duration longer than one hour each) a rebate of 20% of the total monthly Charges for the eligible Service at that site is available in addition to the rebates outlined above.

Example - a fault occurs in the Service at a Service Level A nominated metro site which results in that Service being non-operational for 10 hours. Our restoration Service Level for this site is 8 hours. Restoration takes 2 hours longer than targeted. As such a 25% rebate is payable on the monthly Charge for the Service supplied at that site.

The following conditions apply to eligibility for a Service Restoration Rebate:

- Rebates apply from the first full calendar month that the Service is operational.
- The rebate is payable only in relation to the site where the fault originates.
- The rebate is Your only remedy in the event of any failure to meet the service availability target.
- You must apply for the rebate in writing to Your Account Manager within 30 calendar days of the end of the month to which the rebate applies.
- The rebate is only to be applied by way of a credit, and cannot be redeemed for cash.
- The maximum rebate available for any circumstance in any month will not exceed 100% of the total monthly Charges for the eligible Service at that site.

Service Restoration Rebates are not available where:

- planned outages (including scheduled maintenance) are undertaken by AAPT.
- disruption or delay in restoring the Service is caused or contributed to by You.
- Your not paid any Charges for the Service when due and payable.
- the fault was caused by a power interruption at Your site.