

Service Levels

The Service Levels have the following components:

1. Service Attribute related to the level of service that We provide; and
2. Service Rebates that apply when specific service attributes do not perform in accordance with the corresponding Service Level Commitment.

Definitions in or incorporated in the Service Schedule that this Annexure B forms part of, apply to this Annexure B. In this Annexure B, the following definitions also apply unless the context requires otherwise:

Assurance Target has the meaning as specified in clause 1.2 of this Annexure B.

Available Infrastructure means a Site which is NBN Serviceable whereas at the date of Order Acceptance Notification:

- (a) the local fibre is installed and is operational in respect of that Site; but
- (b) either the drop fibre or the Attachment Circuit NTU (or both) is not installed or not operational and requires our Third Party Service Provider to undertake field works in respect of that Site.

For the purpose of this definition, a reference to "local fibre" includes riser fibre where the premises is located within a multi-dwelling unit.

End User Sites with Available Infrastructure are classified by NBN Co as Service Class 1 (drop fibre and NTU not installed) or Service Class 2 (drop fibre installed but no NTU).

Interrupted Fault means a fault that renders a Service completely non-operational.

Non-Interrupted Fault means a fault where the affected Service is degraded but still operational.

Major Rural Area means that the Site is located in an urban centre or other recognised community grouping with a population greater than 2,500 but less than 10,000 people

Metro means a location that is within the nearer of:

- (a) the local calling area; or
- (b) 50 kilometres of the GPO,

of Melbourne, Sydney, Brisbane, Adelaide, Perth or Canberra.

Monthly Recurring Charges means Charges applied on a monthly recurring basis for the Service.

Minor Rural Area means that the Site is located in an urban centre, locality or recognised community grouping with a population greater than 200 but not more than 2500 people.

NBN Serviceable means a Site that:



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- (a) is located within the footprint of the fibre network within a fibre serving area module which NBN Co has declared to be ready for service; and
- (b) NBN Co has determined is serviceable by the NBN Co fibre network as shown by the result of a service qualification enquiry.

Order Acceptance Notification means the notification sent to You by INTERPHONE that indicates INTERPHONE's acceptance of Your order.

Planned Outage means a period of time as reasonably determined by INTERPHONE, that INTERPHONE may interrupt supply of the Services to the Customer for routine maintenance, upgrading or other similar activities, after giving the Customer reasonable prior notice.

Regional means a location that is neither Metro nor Rural.

Remote Area means that the Site is in an area in which is not an Urban Area, Major Rural Area or Minor Rural Area.

Rural means a location that is greater than 250 kilometres from a town with a population of 10,000 or more people, as defined by the Australian Bureau of Statistics.

Service Restoration means the elapsed time during Standard Service Hours:

- (a) between You reporting the fault via the INTERPHONE Service Centre and the restoration of the Service; or
- (b) between INTERPHONE responding to an alarm on the INTERPHONE Network or an Attachment Circuit and the restoration of the Service.

Service Restoration Targets means the periods of time outlined in clause 1.2(b) of Annexure B of this Service Schedule.

Standard Service Hours means those hours during which the INTERPHONE Service Centre (or equivalent INTERPHONE department) is staffed and infrastructure monitoring systems are operational and alarm surveillance occurs.

Urban Area means that the End User Site is located in an urban centre with a population equal to or greater than 10000 people.

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 You 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>80% of calls will be answered within 20 seconds</p> <p>Billing and Provisioning Enquiries</p> <p>Call Reception is available from 0800 to 1800 AEST, Monday to Friday.</p> <p>Daily average - 80% of calls will be answered within 20 seconds.</p>
2. Standard Service Hours	Those hours during which the INTERPHONE Wholesale Service Centre (WSC) is staffed and infrastructure monitoring systems are operational and alarm surveillance occurs.	24 hours a day, 7 days a week, 52 weeks a year.
3. Fault Classification	<p>All faults are classified by severity as follows:</p> <p>Interrupted Faults</p> <p>Service is completely non-operational.</p> <p>Non-Interrupted Faults</p> <p>Services is degraded but still operational.</p>	The severity of faults are classified by the INTERPHONE WSC and advised to You at the time of logging the fault.
4. Response Time	The elapsed time, during Standard Service Hours, between You reporting a fault to INTERPHONE and INTERPHONE providing the following details to You: - fault classification	<p>Interrupted Faults: 0 to 60 minutes</p> <p>Non-Interrupted Faults: 4 hours</p>

Service Attribute	Attribute Definition	Service Level Commitment
	<ul style="list-style-type: none"> - initial diagnosis; and - an estimated time to restore (if known). 	
5. Progress Updates	Updates on the status of faults.	Interrupted Faults: Hourly Non-Interrupted Faults: On a significant event basis, or as otherwise agreed.
6. 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, INTERPHONE will endeavour to provide at least 24-hours notice.
7. Service Provisioning		Refer to provisioning targets in clause 1.1 of this Annexure B.
8. Service Assurance		Refer to assurance targets in clause 1.2 of this Annexure B.

Table 1 – Service Attributes

1.1 Provisioning Targets

(a) Installation Targets

- (i) The Installation Lead Time Targets outlined in Tables 2, 3 and 4 below are subject to the ready availability and capacity of installed INTERPHONE network infrastructure.
- (ii) INTERPHONE will use its best endeavours to adhere to the Installation Lead Times Targets.
- (iii) The Installation Lead Time Targets commence from the date of the Order Acceptance Notification.

Wholesale IP-Line Installation	Ethernet Access		Standard Access (DSL based services)
	Service over <u>New</u> INTERPHONE Access	Service over <u>Existing</u> INTERPHONE Access	
Metro	20 Business Days	10 Business Days	20 Business Days



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Regional	30 Business Days	15 Business Days	20 Business Days
Rural	N/A	N/A	N/A

Table 2 – Installation Lead Time Targets for Services over INTERPHONE Access

- (iv) INTERPHONE may offer You a shorter Installation Lead Time Target (between 48 hours and 15 Business Days) (**Rapid Delivery**) for Services delivered via INTERPHONE Access. If available, You may select Rapid Delivery on Your Order For Service. If You select Rapid Delivery, INTERPHONE will use its best endeavours to adhere to Your requested Rapid Delivery date. Failure to achieve Your requested Rapid Delivery date does not entitle You to a rebate.

Wholesale IP-Line Installation	Premium Access	Standard Access (DSL based services)
Metro	30 Business Days or as advised in Order Acceptance Notification	20 Business Days
Regional	30 Business Days or as advised in Order Acceptance Notification	20 Business Days
Rural	As advised at time of Order Acceptable Notification	20 Business Days

Table 3 – Installation Lead Time Targets for Services over Third Party Access (Premium Access and Standard Access delivered via DSL)

Wholesale IP-Line Installation (NBN)	In Place Infrastructure (Service Class 3)	Available Infrastructure (Service Class 1 and 2)
Type 1 (Migration) Connection		
Urban Area	12 Business Days	40 Business Days
Major Rural Area	12 Business Days	40 Business Days
Minor Rural Area	12 Business Days	40 Business Days
Remote Area	12 Business Days	40 Business Days
Type 2 (New) Connection		
Urban Area	12 Business Days	15 Business Days
Major Rural Area	12 Business Days	20 Business Days
Minor Rural Area	12 Business Days	25 Business Days
Remote Area	12 Business Days	25 Business Days

Table 4 – Installation Lead Time Targets for Services over Third Party Access (Ethernet Bitstream)



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- (v) Installation Lead Time Targets assume that the relevant infrastructure and capacity is already established at the Customer Site. When infrastructure or capacity is not available, the Installation Lead Time Targets will be advised at the time of Order Acceptance Notification.
 - (vi) INTERPHONE Access refers to any Services that are provisioned using INTERPHONE owned infrastructure.
 - (vii) INTERPHONE Infrastructure – New INTERPHONE Access - means a new Access is required to deliver the service.
 - (viii) INTERPHONE Infrastructure – Existing INTERPHONE Access – means either an existing Ethernet Trunk Access or an existing Ethernet Multi-Service Access will be used to deliver the service.
 - (ix) Installation time frames for IP-Line Services delivered on Existing INTERPHONE Access do not extend to Services delivered on INTERPHONE Ethernet Single-Service Access, as by its nature that Access type can only support a Single IP-Line Service.
 - (x) Third Party Access refers to any Services that are not provisioned using INTERPHONE owned infrastructure.
 - (xi) You acknowledge that in some cases INTERPHONE will not be able to deliver the ordered Service by the advised Installation Lead Time Targets, due to limitations imposed on INTERPHONE by Third Party Service Providers.
 - (xii) You must be available for appointments set by INTERPHONE and its contractors. In a shared building, You are responsible for ensuring that INTERPHONE and its contractors have access to the main distribution frame (MDF) and riser cables where required.
- (b) Modification Targets
- (i) The Modification Targets are outlined in Table 5 below.
 - (ii) INTERPHONE will use its best endeavours to adhere to the Modification Targets.
 - (iii) The Modification Targets commence from the date of the Order Acceptance Notification.
 - (iv) Failure to achieve the Modification Targets does not entitle You to a rebate.

Wholesale IP-Line Service Modification	Service over INTERPHONE Access	Service over Third Party Access
Physical Changes, including: <ul style="list-style-type: none">▪ Relocation	See installation targets (above)	See installation targets (above)

<ul style="list-style-type: none"> ▪ Service bandwidth change requiring a change to the physical infrastructure ▪ Any other modification requiring a change to the physical infrastructure 		
<p>Logical Changes, including:</p> <ul style="list-style-type: none"> ▪ Service relocation between existing Accesses ▪ Service bandwidth change not requiring changes to the physical infrastructure (where possible) ▪ Any other modification that does not require changes to the physical infrastructure (e.g. Add/Remove IP addresses, BGP Peering, BGP Filter, Static Route, Internet Data Plan changes, etc.) 	5 Business Days	See installation targets (above)

Table 5 – Modification Targets

1.2 Assurance Targets

(a) Availability Targets

- (i) The Availability Targets are outlined in Table 6 below.
- (ii) INTERPHONE will use its best endeavours to adhere to the Availability Targets.
- (iii) Failure to achieve the Availability Targets does not entitle You to a rebate.

Service Attribute	Premium Access	Standard Access
Availability	99.95%	99.9%

Table 6 – Availability Targets

- (iv) Availability is calculated per calendar month as the total Standard Service Hours for the relevant month less any Unplanned Outages during the relevant month divided by the total Standard Service Hours for the relevant month expressed as a percentage.
 - (v) All Internet traffic outside the INTERPHONE Network is subject to general public Internet availability, and is not included in the Availability Target Service level.
- (b) Service Restoration Targets
- (i) The Service Restoration Targets are outlined in Tables 7, 8 and 9 below.



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- (ii) INTERPHONE will use its best endeavours to adhere to the Service Restoration Targets.

Fault Classification	Ethernet Access	Standard Access (DSL based services)
- Interrupted Faults		
Metro	4hrs	Next Business Day
Regional	Next Business Day	Second Business Day
Rural	N/A	N/A
- Non-Interrupted Faults		
All	Second Business Day	Second Business Day

Table 7 –Service Restoration Targets via INTERPHONE Access

Fault Classification	Premium Access	Standard Access (DSL based services)
- Interrupted Faults		
Metro	8hrs (Ethernet Access) 12hrs (Business Access)	Next Business Day
Regional	Next Business Day	Second Business Day
Rural	Third Business Day	Third Business Day
- Non-Interrupted Faults		
All	Fourth Business Day	Fourth Business Day

Table 8 –Service Restoration Targets via Third Party Access (Premium Access and Standard Access delivered via DSL)

Fault Classification	Standard Fault Rectification Service Levels
- Interrupted Faults	
Urban Area	Next Business Day
Major Rural Area	Next Business Day
Minor Rural Area	Second Business Day
Remote Area	Third Business Day
- Non Interrupted Faults	
All	Fourth Business Day

Table 9 – Service Restoration Targets via Third Party Access (Ethernet Bitsream based services)

- (c) Service Restoration Targets are the maximum elapsed time, during Standard Service Hours, between the Customer reporting a fault to INTERPHONE or INTERPHONE responding to an alarm, and confirmation to the Customer that the Service has been restored.
- (d) Some Non-Interrupted faults may require monitoring over a time period to effectively diagnose and resolve the problem and this will be advised to the customer as the fault is investigated

1.3 Service Performance Targets

- (a) The Performance Targets are outlined in Table 10 below.
- (b) INTERPHONE will use its best endeavours to adhere to the Performance Targets.
- (c) Failure to achieve the Performance Target does not entitle You to a rebate.

Performance Parameter	Performance Target
Average Round Trip Times <ul style="list-style-type: none"> • Domestic • International 	<p style="text-align: center;">< = 80ms</p> <p style="text-align: center;">< = 200ms</p>
Average Packet Loss	< 1%

Table 10 –Service Performance Target

- (d) Average Round Trip Times for domestic packets are measured by sending an Internet Control Message Protocol packet (a “ping”) between any of the INTERPHONE core routers, taking the total average round trip times over a one calendar month period and comparing it to the target figure in Table 10.
- (e) Average Round Trip Times for international packets are measured by sending an Internet Control Message Protocol packet (a “ping”) within the INTERPHONE Core Network to another international site in the US (West Coast), taking the total average round trip times over a one calendar month period and comparing it to the target figure in Table 10.
- (f) The average Packet Loss will be less than 1% for both domestic and international packets. Average Packet Loss is taken over a one calendar month period and comparing it to the target figure in Table 10.
- (g) Performance metrics above are measured hourly based on the average of sending 10 packets at 5-minute intervals.

2. Service Rebates

2.1 Service Rebates

(a) Installation Rebates

Subject to the rebate conditions and exemptions listed in clauses 2.2 and 2.3 of this Annexure B and in the event of INTERPHONE failing to meet the Installation Lead Time Targets, You will be entitled to claim a rebate in accordance with the rates set out below.

Installation Delay	Installation Rebate
Up to 5 Business Days delay	Half of the total Monthly Recurring Charges for the first month for the delayed IP-Line Service and accompanying Access.
6 to 10 Business Days delay	The total Monthly Recurring Charges for the first month for the delayed IP-Line Service and accompanying Access.
11 to 20 Business Days delay	The total Monthly Recurring Charges for the first one and a half months for the delayed IP-Line Service and accompanying Access.
Greater than 20 Business Days delay	The total Monthly Recurring Charges for the first two months for the delayed IP-Line Service and accompanying Access.

Table 7 – Installation Rebates

(b) Service Restoration Rebates

Subject to the rebate conditions and exemptions listed in clauses 2.2 and 2.3 of this Annexure B and in the event of INTERPHONE failing to meet the Service Restoration Targets for an Interrupted Fault, You will be entitled to claim a rebate in accordance with the rates set out below.

Number Of Hours in Excess of the Service Restoration Target	Service Restoration Rebate
2 - 4 hrs (inclusive)	5% of the total monthly recurring Charges for the eligible Service at that Access Site.
> 4 and ≤ 6 hrs	10% of the total monthly recurring Charges for the eligible Service at that Access Site.
> 6 and ≤ 12 hrs	15% of the total monthly recurring Charges for the eligible Service at that Access Site.

> 12 hours	20% of the total monthly recurring Charges for the eligible Service at that Access Site.
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Table 8 – Service Restoration Rebates

The Service Restoration Rebates are calculated on the basis of the total Monthly Recurring Charges applicable to the month in which the Interrupted Fault(s) occurs.

Example – an Interrupted Fault occurs at a Metro Access Site on INTERPHONE infrastructure which results in an IP-Line Service being non-operational for 6 hours. The restoration service target for this Site is 4 hours.

Restoration takes 2 hours longer than targeted. As such You will be entitled to claim a rebate for 5% of the total Monthly Recurring Charges for the affected IP-Line Service and accompanying Access at that Site.

2.2 Rebate Conditions

- (a) The following conditions apply to Installation Rebates:
- (i) In the case where INTERPHONE agrees to a customer request for an installation date (the Customer Required Date) that is later than the date of the installation lead-time target, the installation delay is measured from the Customer Required Date.
 - (ii) The maximum Installation Rebate payable for an IP-Line Service with less than a twenty-four month contract term is capped at the total monthly Charges for the first month of the delayed IP-Line Service, and accompanying Access.
 - (iii) The maximum Installation Rebate payable for an IP-Line Service where third-party infrastructure is used is capped at the total monthly Charges for the first month for the delayed IP-Line Service, and accompanying third-party Access.
- (b) The following general conditions apply to Rebates:
- (i) Rebates apply from the first full calendar month that the eligible Service is operational;
 - (ii) Where the rebate is available, the rebate is the only remedy in the event of any failure to meet the defined target (where the rebate is not available, no remedy is available);
 - (iii) You must apply for the rebate by contacting the INTERPHONE Service Centre and following the prescribed process for obtaining rebates within 30 calendar days of the end of the month to which the rebate applies;

- (iv) The rebate is only to be applied by way of a credit, and cannot be redeemed for cash;
- (v) The maximum rebate available for each eligible Service in any month will not exceed 100% of the total monthly Charges for that eligible Service; and
- (vi) Rebates will not apply where one or more of the Rebate Exemptions (outlined below) apply.

2.3 Rebate Exemptions

- (a) You will not be entitled to an Installation Rebate where one or more of the following applies:
 - (i) the delay was directly or indirectly caused by You; or
 - (ii) the delay was directly or indirectly caused by a Force Majeure Event; or
 - (iii) You request that the Service Start Date is at a date later than the Installation Lead Times; or
 - (iv) You have not paid Installation charges.
- (b) You will not be entitled to a Service Restoration Rebate where one or more of the following applies:
 - (i) the Interrupted Fault is directly or indirectly caused by a Planned Outage;
 - (ii) disruption or delay in restoring the Service is caused or contributed to by You;
 - (iii) You have failed to pay Charges to INTERPHONE when due and payable;
 - (iv) the Interrupted Fault was directly or indirectly caused by a power interruption at Your Site;
 - (v) the Interrupted Fault is directly or indirectly caused by a Third Party Service Provider or as a result of a fault on a Third Party Service Provider's network; or
 - (vi) the Interrupted Fault is directly or indirectly caused by a Force Majeure Event.