

Westnet Contact Details

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Westnet Service Level Agreement

1. Definitions and Scope

'End Customer' is the business customer using the DSL service.

'Service Provider' is Westnet Pty Ltd responsible for the DSL service sales, support and business relationship with the End Customer.

'Level 1 Support' is the support provided by the Service Provider to the End Customer.

'Site Visit' is where Westnet, or a nominated representative, is required to attend the end customer's premises.

2. Fault Reporting

Faults with the Business Grade Service can be reported to Westnet's helpdesk 24 hours per day, 7 days per week. Westnet will receive fault reports by phone (phone 1300 786 068) from the End Customer, log fault reports and provide a fault reference number, as detailed in section 6 of this SLA. Response to fault reporting is within the applicable coverage window, and is in accordance with sections 4 and 5 of this SLA.

3. Response and Restoration Targets

'Response Time' is the time from when Westnet receives a Fault Call from the End Customer, to the time that we provide a status advice to the End Customer with an indication of the nature of the fault and estimated time to restore service.

Parameter	Target Times	Applicable Services
Response Time	1 hour within applicable coverage window	All Business Grade services

'Restoration Time' is the time taken from when Westnet receives a Fault Call from the End Customer, to the time the service is restored.

Parameter	Price Band	Target Times	Applicable Services
Restoration Time	CBD/Metropolitan; Regional (site visit not required)	4 hours within applicable coverage window	All Business Grade Services
Restoration Time	CBD/Metropolitan; Regional (site visit not required)	24 hours within applicable coverage window	All Business Grade Services
Restoration Time	Regional (Exchange Visit Required)	COB next working day	All Business Grade Services

4. Coverage Window

'Coverage Window' refers to the Westnet hours of operation for service response and restoration activity.

Type of Service	Hours of Operation (EST)	Applicable Services
Business Hours	Monday to Friday*: 7:00am to 9:00pm Saturday*: 9:00am to 5:00pm	All Westnet Business Grade DSL Services

* Note: Excludes National Public Holidays

5. Fault Report Communications

In the event of a fault report, Westnet will communicate with the End Customer as follows:

- (a) Receive Fault: by phone call from the End Customer to 1300 786 068 and Westnet will provide a fault report reference number.
- (b) Response: as per Response Time above within a target time of 1 hour.
- (c) Progress Advice: Westnet will contact the End Customer every 4 hours within the coverage window, or more frequently if agreed, with a progress report on the fault.
- (d) Close Off: Westnet will contact the End Customer upon restoring service to the End Customer and confirm that the service is operating satisfactorily.

6. Pro-active Outage Notifications

6.1 Major Outages

In the event that a network outage should occur with the potential to impact multiple End Customers, Westnet will pro-actively communicate to End Customers with SMS and e-mail as follows:

Notifications will be via:

- E-mail with more detailed information for all nominated End Customer contacts.

It is the End Customer's responsibility to ensure that Westnet has the correct and current list of nominated contacts and their contact details at all times.

Outage Notifications will be as follows:

- (a) Initial Outage Advice: target within 10 minutes of Westnet being aware of the beginning of the outage and typically prior to diagnostic and further information is available. This notice will advise of the existence of the outage and is sent prior to further information being available.
- (b) Progress Advice: an Initial Progress Advice notice will be sent within 1 hour after the beginning of the outage. Subsequent notices will be sent every 4 hours thereafter until the service is restored. Details will include estimated restoration time and the nature of the fault when available.
- (c) Close Off: advice that the service is restored will be sent as soon as service restoration is complete.

6.2 Planned Service Outages

Westnet will use best efforts to provide 5 working day notification of any scheduled or planned service outage ("Planned Service Outages") to affected End Customers. Where practicable, Planned Service Outages will occur between 2am and 6 am, Tuesday and Thursday only, Eastern Time.

The process for notifying End Customers of Planned Service Outages will be as follows:

- (a) Westnet's Supplier may plan a service outage to conduct necessary maintenance and upgrade to its network. Planned Service Outages may also originate from 3rd party carriers who are providing services to Westnet.
- (b) Westnet will notify all affected End Customers via e-mail. The e-mail will include the details of the Planned Service Outage.

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In circumstances where an emergency service interruption is required, Westnet reserves the right to undertake the service interruption without notice. In such cases Westnet will use its best efforts to notify the End Customers prior to any service interruption.

6.3 Service Availability

'Service Availability' is defined as the percentage of time each service is available to the End Customer during the course of a year. The service availability is calculated in accordance with the following formula:

$$\text{Service availability for period} = \frac{\text{Total Hours for the period less Unavailable Hours}^*}{\text{Total Hours for the period}}$$

* Unavailable Hours is the total number of hours that the service is unavailable due to issues with the Request network except for programmed outages. The Request Network includes supply of Internet bandwidth when supplied by Request to the Service Provider and the router on the premises of the End Customer where that router is under a rental or service agreement to Request.

The Request fault ticketing system will be the basis for determining times for Service Availability.

The overall Westnet network service availability will be advised by Westnet to End Customers on a periodic basis.

Parameter	Target Service Availability	Applicable Services
Service Availability	99.90%	All Westnet Business Grade services

7. Fee Rebates Due To Service Unavailability

Where a fault is attributed to the Westnet network, and the service of the End Customer is unavailable for use within the coverage window for more than the hours stipulated in Section 4 (Target Restoration Time), then Westnet will provide a service fee rebate to the End Customer.

Service Unavailability	Price Band	Rebate	Applicable Services
More than 4 hours but less than or equal to 6 hours	CBD/Metropolitan; Regional (site visit not required)	15%	All Westnet Business Grade DSL Services
More than 24 hours but less than or equal to 26 hours	Regional (site visit required)		
More than 6 hours	CBD/Metropolitan; Regional (site visit not required)	30%	All Westnet Business Grade DSL Services
More than 26 hours	Regional (site visit required)		

Fee rebates will be provided upon submission of a Rebate Form for Service Unavailability and Activation Delays together with a written request from an End Customer sent to Westnet, and on the basis that the End Customer has reason to believe that a rebate will be due. The written request with the attached Rebate Form should be received by Westnet within 14 days of the end of the month. Upon receipt of the written request with the attached Rebate Form, availability calculations will be provided to the End User to substantiate the validity of the claim. If valid, the rebate will be provided in the form of a credit for the next monthly bill to the End User. The fee rebate corresponds to the accumulated service unavailability of a given month and can only be claimed once a month. Rebate does not apply in instances where the end customer failed to provide access to their premises for Westnet to affect repair.

8. Service Activation Lead Times

'Service Activation Lead Time' is the number of working days, from the date that Westnet acknowledges as complete an End Customer Service Application Form to delivery of an activated service. Service Activation Lead Time is subject to confirmation of service being available in the requested location. Service Activation Lead Times only apply to correct and complete End Customer Service Activation Forms.

The RequestVPN lead-time is subject to the activation of VPN Server and Head Office location.

Service Type	Target Service Activation Lead Time	Applicable
New Service	21 working days	All Business Grade services
Service relocation*	21 working days	All Business Grade services
Speed change **		
On net	1 working day	All Business Grade services
Extended Network	5 working days	
Router configuration and addressing Changes (NAT/PAT)***	3 working days	All Business Grade services
Activate Westnet Business Grade DSL on an existing service****	5 working days	All Business Grade services
Activate RequestVPN on an existing Westnet Business Grade DSL service****	10 working days*****	RequestVPN & Request-VPN Lite

- * Assuming that a full service installation is needed. Full service installations are classified as new services
- ** The target lead-time applies from the receipt of speed change request (phone or email). Speed change leadtime for Speed Upgrade Promotion differs from the above (i.e. 3 days for on-net, 10 days for extended network). Changes from ADSL to G.SHDSL, or vice-versa are classified as new services.
- *** Provided the customer supplies address details
- **** Must have Westnet Managed and multiservice compatible router
- ***** Applies from the receipt of Server Service Application Form and the Head Office Client Service application Form

9. Service Activation Communications

Westnet will communicate with the End Customer as follows throughout the process of service activation as follows:

- (a) End Customer Service Application Form (Order)
End Customer faxes to Westnet on 1300 554 160
- (b) Acknowledgement
Within 1 working day of receipt of a complete Order, Westnet e-mails the End Customer with acknowledgement of the Order and notification that an order has been made with Telstra for the appropriate line. Incomplete orders will be returned, unprocessed, to the End Customer for resubmission.
- (c) Confirmation
Upon the order being entered into our systems the target installation date will be nominated as the order entry date +21 business days. Within 5 business days of receipt of the order, Westnet emails the End Customer with confirmation of a cutover scheduled date or advises the End Customer of the reason why the order was rejected by Telstra. Once the cutover is scheduled the target install is scheduled as 'scheduled cutover date + 3 business days'.

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- (d) **Installation Co-ordination (if applicable)**
Westnet (or our agent) will arrange an installation appointment with the End Customer.
- (e) **Installation Completion Advice**
Within ½ day of service commissioning, Westnet (or our agent) will e-mail the End Customer to confirm that the service is complete.
- (f) **Rescheduling The Planned Completion Date**
In the event of a requirement to re-schedule (either Westnet or customer initiated), then Westnet will establish a revised 'Planned Completion Date' and e-mail the End Customer at the earliest opportunity.
- (g) **Enquires re Order Progress**
Call Westnet Activations on 1300 555 160 or e-mail Westnet at activation@Westnet.com.au for enquires about Order progress.

10. Fee Rebates Due To Service Activation Delays

Where Westnet does not activate the service within the Service Activation Lead Time, and if it is our fault, then Westnet will provide a fee rebate to the End Customer.

Fee rebates will be provided upon submission of Rebate Form for Service Unavailability and Activation Delays together with a written request from an End Customer sent to Westnet, and on the basis that the End Customer has reason to believe that a rebate will be due. Rebates will not be applicable for service activation delays that were requested by the End Customer, or for orders with an agreed installation date that falls outside of the target. The Service Activation commitment is subject to confirmation of Telstra line availability. Requests for rebate must be claimed within 14 days of service activation.

Service Activation Delay	Rebate % of installation fee	Applicable services
From 1 to 5 days	10%	All Business Grade services
From 6 to 10 days	25%	All Business Grade services
From 11 to 15 days	50%	All Business Grade services
More than 15 days	100%	All Business Grade services

* Note: Promotional campaign involving free install is not entitled for a rebate.