



AAPT Business Ethernet
(e-Line & e-LAN)
Service Schedule

An AAPT Data and 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.

Part 1 – Service Description

1. Description

1.1 The Ethernet Service Description

The Ethernet Service is comprised of two service types:

- (a) e-Line Services; and
- (b) e-LAN Services.

You are required to nominate which type of Ethernet Service you are ordering on the Service Order Form.

The Ethernet Service can be delivered at two locations:

- (a) Customer Site; and
- (b) Co-location Site

You are required to nominate the location that Your Ethernet Service will be delivered to on the Service Order Form.

1.2 e-Line Service Description

e-Line Services provide scalable, Full-Duplex Ethernet connectivity between two geographically diverse sites within mainland Australia. These sites can be within the same state or in different states. The e-Line Service comprises two Attachment Circuits connected across AAPT's Network. E-Line Services are available in point-to-point and point-to-multipoint configurations.

- (a) The e-Line Service has three variants:
 - (i) Business e-Line;
 - (ii) Carrier e-Line; and
 - (iii) Standard e-Line

You are required to nominate the variant of e-Line Service that You require on the Service Order Form.

1.3 e-LAN Service Description

The e-LAN Service is a Virtual Private LAN Service (VPLS) providing scalable (512kbps-1Gbps) multipoint communication between geographically diverse Sites within mainland Australia. These Sites can be within the same state or in different states. An e-LAN service comprises multiple Attachment Circuits connected in a full mesh across AAPT's national MPLS backbone network.

- (a) The e-LAN Service comprises:
 - (i) A minimum of three (3) Sites, each of which has an:
 - (A) Attachment Circuit; and
 - (B) e-LAN Link & Quality of Service Package.

2. Service Features

2.1 Attachment Circuits

There are two types of Attachment Circuits for Ethernet Services:

- (a) Ethernet Attachment Circuits, as more fully described at clause 2.2; and
- (b) Business DSL Attachment Circuits (e-LAN Services only).

Depending upon Your location, AAPT will nominate the available Attachment Circuit for Your Ethernet Service.

2.2 Ethernet Attachment Circuits

If You acquire an Ethernet Attachment Circuit you acknowledge that:

- (a) The Ethernet Attachment Circuit has three interface types (as nominated by You):
 - (i) Ethernet Single Access;
 - (ii) Ethernet Trunk Access; or
 - (iii) Ethernet Multi-Service Access (when available).
- (b) The interface types have the following speeds:
 - (i) Fast Ethernet (10/100Mbps);
 - (ii) Gigabit Ethernet (1Gbps); or
 - (iii) Ten Gigabit Ethernet (10Gbps) (available for Co-location Ethernet only).

We will advise You of the speeds available for Your Ethernet Service.

2.3 Coverage – Ethernet Service

The Ethernet Service is available on AAPT infrastructure at Customer Sites in the CBD and metropolitan area of the following capital cities:

- (a) Brisbane;
- (b) Sydney;
- (c) Canberra;
- (d) Melbourne;
- (e) Adelaide; and
- (f) Perth.

The Ethernet Service is also available on AAPT infrastructure in select regional areas. Please request coverage information from Your AAPT Account Manager.

AAPT will advise You where it is possible to provide the Ethernet Service via a Third Party Service Provider's network, restrictions may apply to any Service provided via a Third Party Service Provider's network.

2.4 e-Line Service Features

e-Line Services have the following features:

- (a) Point-to-point and point-to-multipoint configurations;
- (b) Intra-state and inter-state connections;
- (c) Range of bandwidth options from 2Mbps to 10Gbps (as notified by AAPT to You from time to time);
- (d) An NTU which will be located at Your Site. AAPT will provide You with an NTU with the Access excluding:
 - (i) where the interface speed is Ten Gigabit Ethernet (10Gbps);
 - (ii) where the Access is provided by a Third Party Service Provider; and
 - (iii) where an existing Access is used and that Access does not already have an NTU installed.
- (e) A Maximum Transmission Unit (MTU) of 1526 bytes or greater as outlined:
 - (i) MTU of 1531 bytes for Carrier e-Line and Business e-Line Services delivered end-to-end on AAPT infrastructure where at least one Attachment Circuit is Fast Ethernet;
 - (ii) MTU of 8960 bytes for Carrier e-Line and Business e-Line Services delivered end-to-end on AAPT infrastructure where both Attachment Circuits are Gigabit Ethernet or greater;
 - (iii) MTU of 1526 bytes for Standard e-Line Services; and
 - (iv) MTU of at least 1531 bytes for e-Line Services delivered on Third Party Service Provider's infrastructure.
- (f) VLAN transparency for:
 - (i) Carrier e-Line and Business e-Line Services delivered end-to-end on AAPT infrastructure; and
 - (ii) Where advised by Us for e-Line Services delivered on Third Party Service Provider's infrastructure.
- (g) Layer 2 Control Protocol transparency for:
 - (i) Carrier e-Line and Business e-Line Services delivered end-to-end on AAPT infrastructure where both Attachment Circuits are Ethernet Single Access; and
 - (ii) Where advised by Us for e-Line Services delivered on Third Party Service Provider's infrastructure.
- (h) AAPT Network inter-state protection for:
 - (i) Carrier e-Line Services (in the AAPT Network) where the option for protection has been selected by You; and
 - (ii) Business e-Line Services (in the AAPT Network).

2.5 e-LAN Service Features

e-LAN Services have the following features:

- (a) e-LAN Link & QoS Package (as more fully described in clause 2.6);
- (b) Classes of Services (as more fully described in clause 2.7);
- (c) An NTU which will be located at Your Site. AAPT will provide You with an NTU with the Access excluding:
 - (i) where the interface speed is Ten Gigabit Ethernet (10Gbps);
 - (ii) where the Access is provided by a Third Party Service Provider; and
 - (iii) where an existing Access is used and that Access does not already have an NTU installed.
- (d) A Maximum Transmission Unit (MTU) of 1500 bytes or greater as outlined:
 - (i) MTU of 1531 bytes for Ethernet Attachment Circuits delivered on AAPT infrastructure where the Attachment Circuit is Fast Ethernet;
 - (ii) MTU of 8960 bytes for Ethernet Attachment Circuits delivered on AAPT infrastructure where the Attachment Circuit is Gigabit Ethernet or greater;
 - (iii) MTU of at least 1531 bytes for Ethernet Attachment Circuits delivered on Third Party Service Provider's infrastructure; or
 - (iv) MTU of 1500 bytes for Business DSL Attachment Circuits.
- (e) VLAN transparency for:
 - (i) Ethernet Attachment Circuits delivered on AAPT infrastructure; and
 - (ii) Where advised by Us Ethernet Attachment Circuits delivered on Third Party Service Provider's infrastructure.
- (f) Layer 2 Control Protocol transparency for:
 - (i) Ethernet Attachment Circuits delivered on AAPT infrastructure where the Attachment Circuits are Ethernet Single Access; and
 - (ii) Where advised by Us Ethernet Attachment Circuits delivered on Third Party Service Provider's infrastructure.
- (g) MAC Learning for a maximum of 250 unique MAC addresses; and.
- (h) Multicast (as more fully described in clause 2.8).

2.6 e-LAN Link & QoS Package

- (a) The e-LAN Link option selected by You for a Site will determine the maximum amount of network bandwidth available for use at that Site. A range of bandwidth options exist from 512Kbps to 1Gbps (as notified by AAPT to You from time to time), bandwidth available for an e-LAN Link has a maximum rate set by that Site's Attachment Circuit.
- (b) The QoS Package option selected by You for a Site will determine how that Site's traffic will be supported across that Site's e-LAN Link and the AAPT Network. AAPT offers four QoS Package options:

- (i) BE Only: All of a Site's traffic is carried across that Site's e-LAN Link and the AAPT Network as Best Effort Class of Service (CoS). This is the QoS Package that will be applied to Your e-LAN Service unless otherwise agreed between the parties;
 - (ii) BD Only: All of a Site's traffic is carried across that Site's e-LAN Link and the AAPT Network as Business Data CoS. BD Only provides end-to-end delivery assurance between Sites where a minimum of Business Data CoS is available at both Sites, and submitted traffic load remains within the PIR at both ingress and egress Attachment Circuits;
 - (iii) Simple QoS: All 6 CoS are available for a Site's traffic carried across that Site's e-LAN Link and the AAPT Network. The CoS queues for that Site's e-LAN Link will be determined by Us; or
 - (iv) Flexible QoS: You allocate a proportion of the e-LAN Link bandwidth to each CoS as determined by the characteristics and intended use of the bandwidth. Such allocation may be set out in the Service Order Form. That Site's traffic is carried over that Site's e-LAN Link and the AAPT Network with the CoS that You have allocated to it.
- (c) QoS Packages are selected on a per Site basis, a mixture of QoS Packages are allowed within Your overall e-LAN Service. The QoS provided between any two or more Sites will be subject to the QoS Package selected at each of those Sites. QoS restrictions apply where Business DSL accesses are used.

2.7 Classes of Service

- (a) Up to Six (6) CoS are available, each one aimed at optimally supporting a particular type of traffic. The Attachment Circuit chosen by You and the QoS Package chosen by You govern the availability of individual CoS on a per Site basis.
- (b) The following table applies to the different CoS:

Table 1 – Traffic Class Intended Use

CLASS	CHARACTERISTICS	SUGGESTED PURPOSE
RealTime-High	Assured delivery with bounded delay and delay variation	Voice over IP (transport)
RealTime-Low	Assured delivery with bounded delay and delay variation	Videoconferencing (transport) Multimedia
Interactive-High	Assured delivery with bounded delay	Voice/Video signalling Business critical interactive applications, such as SNA, Telnet, Citrix etc
Interactive-Low	Assured delivery with bounded delay	Interactive business applications, such as desktop unified communications
Business Data	Assured delivery	Non interactive business applications
Best Effort	Best effort delivery	Community communications (e.g. Facebook), Peer-to-peer traffic

2.8 Multicast

Multicast support is inherent in e-LAN Services. The default multicast capability of an e-LAN Service is to support up to 2Mbps of Multicast traffic per e-LAN Link which is then broadcast out all links in the e-LAN except the link up on which it was received. AAPT may offer enhanced multicast support, please discuss with your account manager.

2.9 Feature Choice

Where a Service feature requires a choice to be made (whether by You or by agreement between Us), that choice must be made in a Service Order Form (or otherwise agreed by us) to form part of the Service provided and for the provisions of this Service Schedule to apply to it (some Service features may incur additional cost).

3. Charges

The Charges are specified in Part 2 of this Agreement. You acknowledge and agree that other Charges (not listed at Part 2 of this Agreement or the Service Order Form) may apply to the Services and include (without limitation) Cancellation Charges and call-out Charges (including call-out Charges for faults caused or contributed by You).

4. Minimum Period

- (a) The Minimum Period for each Service ordered under this Service Schedule (an **Individual Service**) is 12 months commencing from the Service Start Date or such greater period as specified in Your Service Order Form.
- (b) Provisions relating to cancellation of the Service by You within the Minimum Period are set out in the Service Agreement.

5. Service Levels

- (a) The service levels targets are set out in clause 1 of Part 3 of this Service Schedule (the **Service Level Targets**).
- (b) Failure to achieve a Service Level Targets does not automatically entitle You to a rebate.
- (c) Service rebates are set out in clause 2 of Part 3 of this Service Schedule.

6. Additional Terms and Conditions

6.1 Service Updates

AAPT may vary or add to the Service provided to You in the following circumstances:

- (a) if in AAPT's reasonable opinion such a variation or addition is required as a result of a change made by a Third Party Service Provider, in which case AAPT may do so without reference to You;
- (b) if, in AAPT's reasonable opinion, the Service needs to be varied or added to in any way from time to time, in which case AAPT may do so at its discretion without reference to You, provided the variation does not result in any material deterioration in the quality of the Service; and
- (c) in any other case, in accordance with the provisions of clause 3.2(b) of the Wholesale Master Services Agreement.

6.2 Your Responsibilities

- (a) You must provide and maintain all cabling from the service demarcation point to Your own equipment.
- (b) You must provide space and power at Your Site for the NTU which complies with the environmental conditions set out in the NTU Specifications Document. AAPT reserves the right to make reasonable amendments to the NTU Specifications Document (including the stated environmental conditions) from time to time.
- (c) You must pay all Charges resulting from use of the Services, whether authorised by You or not.
- (d) You must implement and maintain network security at Your site.

6.3 Acknowledgements

- (a) You acknowledge that the AAPT Network is not necessarily secure and You transmit material on the AAPT Network at Your own risk.
- (b) You acknowledge that AAPT does not and cannot in any way supervise, edit or control the nature, content and form of any material available to be accessed through use of the Services and that AAPT is not responsible in any way for the nature, content and form of that material, access to that material or use of that material.
- (c) You acknowledge that AAPT will not be responsible for ensuring that any material sent or received by means of the Services is sent or received correctly.
- (d) You acknowledge that, to the extent permitted by law, AAPT makes no representations or warranties as to the effectiveness or fitness for purpose of AAPT's network security or Your network security. You shall make no claim against AAPT concerning AAPT's Network security or Your network security.

7. Definitions

In this Wholesale Service Schedule, unless the context requires otherwise:

AAPT Network means the telecommunication network between the multi-service edge devices owned by AAPT.

Act means the Telecommunications Act 1997 (cth).

Attachment Circuit and Access means a connection between a Customer and the AAPT Network. The Attachment Circuit may be either an Ethernet Attachment Circuit or a Business DSL Attachment Circuit.

Business DSL Attachment Circuit means a bridged Ethernet over ATM Access offering symmetrical speeds and delivered over ULL supporting a single Service.

Business e-Line refers to the mid level e-Line Service offered by AAPT.

Carrier e-Line refers to the premium level e-Line Service offered by AAPT.

Co-location Site means a location that contains a multi-service edge device.

Co-location Ethernet means an Ethernet Service delivered at a Co-location Site.

CSP means Customer Service Portal.

Customer Ethernet means Access delivered to a customer in a location that does not contain a multi-service edge device.

Customer Site means a location where You have a physical presence (that is not a Co-location Site).

e-LAN Service means the Service described at clause 1.3 of this Service Schedule.

e-LAN Link means the logical connection from each Site to the AAPT Network, each e-LAN Link incorporates a QoS Package (chosen by You).

e-Line Service means the Service described at clause 1.2 of this Service Schedule.

e-Line Service Performance Target Document means the document known as PMR 00 290 AAPT Wholesale Ethernet – e-Line Service Performance Targets available on the CSP or upon request by You.

Ethernet Attachment Circuit means an Attachment Circuit using only Ethernet.

Ethernet Single Access means the interface type that enables a single Ethernet Service to be delivered via a single Ethernet Attachment Circuit.

Ethernet Multi-Service Access means the interface type that enables multiple Ethernet Services to be delivered via a single Attachment Circuit each with their own physical customer interface.

Ethernet Trunk Access means the interface type that enables multiple Ethernet Services to be delivered via a single Attachment Circuit:

- (a) An Ethernet Trunk can support multiple Ethernet Services each assigned a unique VLAN ID. The Customer must nominate the VLAN ID.
- (b) Ethernet frames received from the Customer via an Ethernet Trunk with an unrecognized VLAN ID will be dropped. Additionally, untagged Ethernet frames received from the Customer via the Ethernet Trunk will be dropped.
- (c) Ethernet Trunks are provisioned to support the sum of the service bandwidths up to the speed of the interface.

Full-Duplex means the transmission of data in two directions simultaneously.

Gbps means Gigabits per second.

Installation Charge means a one-off Charge for labour, equipment, and associated cabling for initial installation of the Services.

Layer 2 Control Protocol means (as relevant):

- (a) CDP – Cisco Discovery Protocol;
- (b) VTP – VLAN Trunking Protocol;
- (c) STP – Spanning Tree Protocol; and
- (d) Other Layer 2 Control Protocols as notified to You by Us. **Mbps** means Megabits Per Second

MAC means Media Access Control.

MAC Learning means where an e-LAN Service learns customer MAC addresses.

MTU means Maximum Transmission Unit and refers to the maximum size packet in bytes that the Service can transport.

NTU means Network Termination Unit, a Site's service demarcation point where an NTU is used is the customer facing port provided on the NTU (which forms part of Our Equipment).

NTU Specifications Document means the document known as "PMR 09 002 AAPT Wholesale and Business – Access – NTU Specifications" and available upon request by You to Your Account Manager.

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

Outage Restoration means the elapsed time during Standard Service Hours:

- (a) between the Customer reporting the fault via the Wholesale Service Centre or via the CSP and the restoration of the Service; or
- (b) between AAPT responding to an alarm on the network and the restoration of the Service.

PIR means in relation to an Attachment Circuit, its peak information rate.

PowerTel means PowerTel Limited, a Related Body Corporate of AAPT.

Product Definition means the document known as PMR 00 289 AAPT Wholesale Ethernet – Product Definition available on the CSP or upon request by You.

QoS Package means Quality of Service Package.

Service Agreement means AAPT's 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 AAPT and You (in which case the latter will take precedence).

Service or **Ethernet Service** means the Ethernet Service supplied to You under this Wholesale Service Schedule.

Service Start Date means the earlier of:

- (a) the date on which AAPT first notifies You that the Service is ready for use; and
- (b) the date on which You first use the Service.

Site means a Customer Site or a Co-location Site (as the context requires).

Standard e-Line refers to the entry level e-Line Service offered by AAPT.

Third Party Service Provider means a carrier (as defined in the Act), carriage service provider (as defined in the Act) or an equipment supplier, other than AAPT or PowerTel.

Virtual Local Area Networks or VLANs means a method of creating independent logical networks within a physical network.



Part 2 – Charges

Please refer to the Service Order Form

Part 3 – Service Level Agreement

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

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.

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.

Planned Outage means a period of time as reasonably determined by AAPT, that AAPT may interrupt supply of the Service 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.

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 the Customer reporting the fault via the Premium Service Centre and the restoration of the Service; or
- (b) between AAPT responding to an alarm on the AAPT Network or an Attachment Access and the restoration of the Service.

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

The Service Level has two components:

1. Service Attribute related to the level of service that AAPT provides; and
2. Service Rebates that apply when specific Service Attributes do not perform in accordance with the corresponding Service Level Commitment set out in the table below.

1. Service Attributes

The Service Attributes define the level of service that AAPT is 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.	Fault Reporting Call Reception is available 24 hours a day, 7 days a week, 52 weeks a year Daily average - 80% of calls will be answered within 20 seconds Billing and Provisioning Enquiries Service Reception is available from 0800 to 1800 AEST, Monday to Friday. Daily average - 80% of calls will be answered within 20 seconds.
2. Standard Service Hours	Those hours during which the AAPT Premium Service Centre (PSC) 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	All faults are classified as follows: Interrupted Faults Service is completely non-operational. Non-Interrupted Faults Service is degraded but still operational.	Faults are classified by the AAPT PSC and advised to the Customer at the time of logging the fault.
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 providing the following details to the customer: <ul style="list-style-type: none"> - fault classification - initial diagnosis; and - an estimated time to restore (if known). 	Interrupted Faults: 0 to 60 mins. Non-Interrupted Faults: 4 hours

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, AAPT will endeavour to provide at least 24-hours notice. Planned Outages are typically scheduled between the hours of 12:00am and 6:00am.
7. Service Provisioning		Refer to section 1.1 below.
8. Service Assurance		Refer to section 1.2 below.

Table 1 – Service Attributes

The following sections provide additional clarification to the Service Attributes outlined in the table above.

1.1 Provisioning Targets

1.1.1 Installation Targets

- (a) The Installation Lead Time Targets outlined in Table 2 below are subject to the ready availability and capacity of installed AAPT network infrastructure.
- (b) AAPT will use its best endeavours to adhere to the Installation Lead Times Targets.
- (c) The Installation Lead Time Targets commence from the date of the Order Acceptance Notification.

	AAPT Infrastructure		Third-Party Infrastructure
	Ethernet		Ethernet Business DSL
	New	Existing	
Metro	20 Business Days	10 Business Days	30 Business Days
Regional	30 Business Days	15 Business Days	30 Business Days
Rural	N/A	N/A	As advised at time of Order Acceptance Notification

Table 2 – Installation Targets

- (d) 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.
- (e) “AAPT Infrastructure – Ethernet – New” implies a new Access is required to deliver the service.
- (f) “AAPT Infrastructure – Ethernet – Existing” implies either an existing Ethernet Trunk Access or an existing Ethernet Multi-Service Access will be used to deliver the service.
- (g) Third Party Infrastructure refers to any Accesses that are not provisioned using AAPT owned infrastructure.
- (h) The Customer acknowledges that in some cases AAPT will not be able to deliver the ordered Service by the advised Installation Lead Time Targets, due to limitations imposed on AAPT by Third Party Service Providers
- (i) The Customer must be available for appointments set by AAPT and Our contractor. In a shared building where access to MDF and riser cables may be required, it is the Customers responsibility to organise it prior to appointment.
- (j) Failure to achieve the Installation Targets does not automatically entitle You to a rebate.

1.1.2 Modification Targets

- (a) The Modification Targets are outlined in Table 3 below.
- (b) AAPT will use its best endeavours to adhere to the Modification Targets.
- (c) The Modification Targets commence from the date of the Order Acceptance Notification
- (d) Failure to achieve the Modification Targets does not entitle You to a rebate.

Modification	Service over AAPT Access	Service over Third Party Access
Physical Changes, including: <ul style="list-style-type: none"> ▪ Service relocation (both within same building and to a new building) ▪ Service bandwidth change requiring a change to the physical infrastructure ▪ Any other Modification requiring a change to the physical infrastructure 	See installation targets (above)	See installation targets (above)
Logical Changes, including: <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 change to the physical infrastructure 	5 Business Days	See installation targets (above)

Table 4 – Modification Targets

1.2 Service Assurance

1.2.1 Service Availability Targets

- (a) The Availability Targets are outlined in Table 5 below.
- (b) AAPT will use its best endeavours to adhere to the Availability Targets.
- (c) Failure to achieve the Availability Targets does not entitle You to a rebate.

Service Attribute	Availability
Carrier e-Line	99.95%
Business e-Line	99.95%
Standard e-Line	99.90%
e-LAN Link	99.95%

Table 5 – Availability Targets

- (d) 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.

1.2.2 Service Restoration Targets

- (a) The Service Restoration Targets are outlined in Table 6.
- (b) AAPT will use its best endeavours to adhere to the Service Restoration Targets.
- (c) Failure to achieve the Service Restoration Targets does not automatically entitle You to a rebate.

	AAPT Infrastructure	Third-Party Infrastructure
Interrupted Faults		
Metro	4hrs	8 hrs (Ethernet) 12 hrs (Business DSL)
Regional	Next Business Day	Next Business Day
Rural	N/A	Third Business Day
Non-Interrupted Faults		
All	Second Business Day	Fourth Business Day

Table 6 – Service Restoration Targets

- (d) Service Restoration Targets are the maximum 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.

- (e) 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

1.2.3 Service Performance Targets

- (a) The Performance Targets are outlined in Tables 7, 8 and 9 below.
- (b) AAPT will use its best endeavours to adhere to the Performance Targets.
- (c) Failure to achieve the Performance Targets does not entitle You to a rebate.

	Target	
	Jitter (ms) One-way	Loss
Carrier e-Line	5 ms	0.001%
Business e-Line	N/A	0.01%
Standard e-Line	N/A	N/A

Table 7 – Edge-to-Edge Network Performance Targets

Carrier & Business e-Line	Target Latency (ms) One-way					
	Brisbane	Sydney	Canberra	Melbourne	Adelaide	Perth
Brisbane	1	8	10	14	20	37
Sydney	8	1	3	6	12	28
Canberra	10	3	1	8	14	30
Melbourne	14	6	8	1	6	23
Adelaide	20	12	14	6	1	28
Perth	37	28	30	23	28	1

Table 8 – Edge-to-Edge Network Performance Targets

e-LAN Class of Service	Latency (One Way)	Jitter (One Way)	Loss
RealTime-High	45ms	10ms	0.01%
RealTime-Low	45ms	10ms	0.01%
Interactive-High	60ms	N/A	0.1%
Interactive-Low	60ms	N/A	0.1%
Business Data	100ms	N/A	0.5%
Best Effort	N/A	N/A	N/A

Table 9 – Edge-to-Edge Network Performance Targets

- (d) Edge-to-Edge is defined as the network connection between the AAPT Multi-Service Edge devices directly connected to the customer.
- (e) AAPT offers no performance targets (latency, jitter or loss) for its Standard e-Line service.
- (f) The performance metrics above are measured hourly based on the average of 12 polls taken at 5 minute intervals.

2. Service Rebates

2.1 Installation Rebates

Subject to the rebate conditions and exemptions listed in clause 2.3 of this Part 3 and in the event of an Installation Delay, 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 Charges for the first month for the delayed Ethernet Service and accompanying Access.
6 to 10 Business Days delay	The total monthly Charges for the first month for the delayed Ethernet Service and accompanying Access.
11 to 20 Business Days delay	The total monthly Charges for the first one and a half months for the delayed Ethernet Service and accompanying Access.
Greater than 20 Business Days delay	The total monthly Charges for the first two months for the delayed Ethernet Service and accompanying Access.

Table 10 – Installation Rebates

2.2 Service Restoration Rebates

Subject to the rebate conditions and exemptions listed in clause 2.3 of this Part 3 and in the event of AAPT failing to meet the Service Restoration Targets for an Interrupted Fault, the following rebates will apply.

Number Of Hours Over Stated Restoration Time	Service Restoration Rebate
2 - 4 hrs	10% of the total monthly Charges for the affected Ethernet Service and accompanying Access.
> 4 and ≤ 6 hrs	15% of the total monthly Charges for the affected Ethernet Service and accompanying Access.
> 6 and ≤ 12 hrs	25% of the total monthly Charges for the affected Ethernet Service and accompanying Access.
> 12 hours	30% of the total monthly Charges for the affected Ethernet Service and accompanying Access.

Table 11 – 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 Site on AAPT infrastructure which results in a 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 the customer will be entitled to claim a rebate for 10% of the total monthly Charges for the eligible Service at that Site.

2.3 Rebate Conditions and Exemptions

(a) Rebate Conditions

- (i) The following conditions apply to Installation Rebates:
 - (A) In the case where AAPT 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.
 - (B) The maximum Installation Rebate payable for an Ethernet Service with less than a twenty-four month contract term is capped at the total monthly Charges for the first month of the delayed Ethernet Service, and accompanying Access.
 - (C) The maximum Installation Rebate payable for an Ethernet Service where third-party infrastructure is used is capped at the total monthly Charges for the first month for the delayed Ethernet Service, and accompanying third-party Access.
- (ii) The following general conditions apply to Rebates:
 - (A) Rebates apply from the first full calendar month that the eligible Service is operational;
 - (B) 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);
 - (C) You must apply for the rebate by contacting the Premium 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;
 - (D) The rebate is only to be applied by way of a credit, and cannot be redeemed for cash;
 - (E) 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
 - (F) Rebates will not apply where one or more of the Rebate Exemptions (outlined below) apply.

(b) Rebate Exemptions

- (i) You will not be entitled to an Installation Rebate where one or more of the following applies:
 - (A) the delay was directly or indirectly caused by You; or
 - (B) the delay was directly or indirectly caused by a Force Majeure Event.
- (ii) You will not be entitled to a Service Restoration Rebate where one or more of the following applies:
 - (A) the Interrupted Fault is directly or indirectly caused by a Planned Outage;
 - (B) disruption or delay in restoring the Service is caused or contributed to by You;
 - (C) You have failed to pay Charges to AAPT when due and payable;
 - (D) the Interrupted Fault was directly or indirectly caused by a power interruption at Your Site;
 - (E) 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
 - (F) the Interrupted Fault is directly or indirectly caused by a Force Majeure Event.