

---

### **TELSTRA SERVICE ASSURANCE SECTION (PREVIOUSLY THIS SECTION INCLUDED THE PROVISIONING COMMITMENT)**

Words that appear *like this* in this section have the special meanings set out in clause 19.

In relation to the provisioning commitment, see clause 2A.2, below.

---

#### **1 TERM OF SECTION**

1.1 This Section takes effect on 1 April 2007.

##### **Cease sale notice**

1.2 As at 5 May 2016, Customer Select Assurance, Customer Select Maintenance Options, and FLEXPAC services have been withdrawn from sale and are not available to new customers. Existing customers may continue to use these services until further notice.

---

#### **2 GENERAL TERMS AND CONDITIONS**

2.1 *Telstra's General Terms and Conditions* form part of this Section.

2.2 Where any provision of this Section specifies the circumstances in which *Telstra* may suspend, limit or cancel the provision of a particular service, that provision applies in addition to, and not instead of, the provisions set out in *Telstra's General Terms and Conditions*.

2.3 Except as provided for in clause 2.2 above, if there is an inconsistency between *Telstra's General Terms and Conditions* and this Section then this Section prevails.

---

#### **2A SERVICES**

##### **Service Assurance**

2A.1 *Telstra's Service Assurance Services* are:

- (a) **Customer Select Assurance** which involves *Telstra* providing a service assurance offering with standard and enhanced response and restoration levels for *Telstra's* Basic Telephone Service (BTS) and a selected group of Non PSTS services specified in clause 7.
- (b) **Customer Select Maintenance Options** – involves *Telstra* providing a service assurance offering with standard and enhanced response and restoration levels for certain services specified in clause 4.

##### **Telstra's Provisioning Commitment**

2A.2 The terms governing the *Telstra Provisioning Commitments* were previously set out in this section of Our Customer Terms. The relevant terms are now set out in the Standard Restoration and SLA Premium section of Our Customer Terms.

##### **Applicable terms**

2A.3 The specific terms on which *Telstra* provides a particular *Service Assurance* are set out in clause 7 and:

- (a) Customer Select Assurance – in clause 3 and

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

(b) Customer Select Maintenance Options – in clause 4.

2A.4 Deleted.

### 3 GENERAL DESCRIPTION OF CUSTOMER SELECT ASSURANCE

---

- 3.1 *Customer Select Assurance* is a service assurance offering with standard and enhanced response and restoration levels for Telstra's Basic Telephone Service (BTS), and a selected group of Non-PSTS services specified in clause 7.
- 3.2 *Telstra* maintains *Customer Select Assurance* for the services set out in clause 7. It provides *Customers* with *Service Rebates* if *Telstra* fails to restore the service within the restoration targets specified for that service.
- 3.3 *Customer Select Assurance* options are available in relation to services purchased by the *Customer* where the service is located in an Urban or Rural location as per specified product sections. .
- 3.4 The minimum period for the *Service* is 12 months.
- 3.5 The *Customer* may choose from different service options/ levels which provide improved service difficulty response and restoration times by *Telstra*, as set out in clause 7.
- 3.6 The *Customer* may choose a service level for all or some of the *Telstra* services which it purchases, and may choose different service levels to apply to different *Telstra* services (whether or not those *Telstra* services are of the same type, or different types). The *Customer* may also choose different service levels to apply to the same type of *Telstra* service at different *Customer* sites. The *Customer* may change its election from time to time by notifying *Telstra* in writing.
- 3.7 The *Customer* may report service difficulties with products in the usual manner, by telephoning *Telstra*. Once a service difficulty has been reported, *Telstra* will endeavour to meet the relevant *Response Times* applicable to the service level elected by the *Customer* as set out in clause 8 in the column titled "*Status Report Within*".
- 3.8 *Telstra* must meet the relevant *Restoration Target* applicable to the service level elected by the *Customer* as set out in clause 8 in the column titled "*Restoration Completed Within*".
- 3.9 The *Customer* will be notified about the outcome of its service difficulty within the time specified in clause 8 in the column titled "*Follow Up Report Within*" as is applicable for the service level elected by the *Customer*.
- 3.10 There are two *Customer Select Assurance* types, which vary in respect of coverage hours and each have sub options:
- 3.10.1 ***Customer Select Assurance 24 Hours 7 Days a Week*** coverage as denoted by "plus"
- |                           |   |
|---------------------------|---|
| (a) <i>Express 2 plus</i> | <i>Status Report</i> within 15 mins<br><i>Restoration Target</i> – 4 hours onsite<br><i>Restoration Target</i> – 2 hours offsite<br><i>FollowUp Report</i> within 60 mins |
| (b) <i>Express 4 plus</i> | <i>Status Report</i> within 15 mins<br><i>Restoration Target</i> – 4 hours<br><i>FollowUp Report</i> within 60 mins   |
| (c) <i>Express 6 plus</i> | <i>Status Report</i> within 30 mins<br><i>Restoration Target</i> – 6 hours  |

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

|                           |   |
|---------------------------|---|
|                           | <i>FollowUp Report</i> within 90 mins   |
| (d) <i>Express 8 plus</i> | <i>Status Report</i> within 60 mins<br><i>Restoration Target</i> – 8 hours<br><i>FollowUp Report</i> within 120 mins    |
| (e) <i>Business plus</i>  | <i>Status Report</i> within 60 mins;<br><i>Restoration Target</i> - 12 hours;<br><i>FollowUp Report</i> within 120 mins |

3.10.2 **Customer Select Assurance 7am-9pm Monday to Saturday incl Public Holidays**

|                      |   |
|----------------------|---|
| (a) <i>Express 2</i> | <i>Status Report</i> within 15 mins<br><i>Restoration Target</i> – 4 hours onsite<br><i>Restoration Target</i> – 2 hours offsite<br><i>FollowUp Report</i> within 60 mins |
| (b) <i>Express 4</i> | <i>Status Report</i> within 15 mins<br><i>Restoration Target</i> - 4 hours<br><i>FollowUp Report</i> within 60 mins   |
| (c) <i>Express 6</i> | <i>Status Report</i> within 30 mins<br><i>Restoration Target</i> - 6 hours<br><i>Follow p Report</i> within 90 mins   |
| (d) <i>Express 8</i> | <i>Status Report</i> within 60 mins<br><i>Restoration Target</i> - 8 hours<br><i>Follow Up Report</i> within 120 mins   |
| (e) <i>Business</i>  | <i>Status Report</i> within 120 mins<br><i>Restoration Target</i> - 12 hours<br><i>FollowUp Report</i> within 120 mins  |

3.11 Some *Customer Select Assurance* options are not available on all *Telstra* services. Availability is set out in clause 7.

3.12 The provision of 2 hour (*Express 2* or *Express 2 plus*) *Customer Select Assurance* options for all non-*PSTS* services is first subject to specific agreement with *Telstra* and is also dependant on *Telstra* being able to remotely diagnose and restore a fault from within *Telstra's* systems and at *Telstra's* first point of testing. The Pay Per Event option is not available on *Express 2* or *Express 2 plus*. If an *Express 2/Express 2 plus* service assurance level is chosen and at the time of reporting the fault *Telstra* determines that the service is not capable of remote fault diagnosis and restoration, the service assurance level will default to *Express 4/Express 4 plus*, depending on the coverage level chosen. If such a default occurs, the *Customer* will be charged in accordance with the fees applying to *Express 4/Express 4 plus* (as applicable) and will be entitled to *Service Rebates* in accordance with clause 10, if *Telstra* fails to meet the applicable *Express 4/Express 4 plus Restoration Target*. For these reasons given above, *Telstra* cannot at the time a *Customer* applies for and accepts *Express 2* or *Express 2 plus*, guarantee that the *Customer* will always be able to receive that level of service assurance. The *Customer* accepts this position and all consequences arising from the *Customer Select Assurance* being defaulted to *Express 4/Express 4 plus* (as applicable).

3.13 The *Customer* must provide *Telstra* with access to its premises or other necessary assistance in a timeframe which will enable *Telstra* to meet its commitments under *Customer Select Assurance* options. If the *Customer* is unable to do so, then the time within which *Telstra* must provide the *Resolution of Service Difficulty* will be extended by the amount of time which elapses before the *Customer* is able to provide the necessary assistance or access.

- 
- 3.14 *Telstra's Standard Hours of Business* apply for installation of *Telstra* products and services set out in clause 7.
- 3.15 *Telstra* will provide a 24 hour Fault Reporting service for the lodgement of faults for *Telstra* products and services set out in clause 7.
- 3.16 The monthly service charge covers maintenance up to the *Telstra Network Boundary Point* (“*NBP*”), and, where applicable, of the network terminating unit only. Maintenance of *Customer Premises Cabling* (cabling beyond the *NBP*) and *Customer Premises Equipment* is not included. This clause does not apply to the following services:
- Freecall One8 and Freecall 1800 and Freecall 1800 Advanced;
  - Priority One3 and Priority 1300; and
  - Infocall 190
- 3.17 Unless otherwise specified by an agreement between *Telstra* and the *Customer*, where a Non-*PSTS* service has the ‘A’ end in a different zone to the ‘B’ end, the service shall be classed according to the zone which provides the lesser level of restoration.
- 3.18 If the *Customer* is not satisfied that *Telstra* restored their service(s) within the maximum quoted *Restoration Targets* or such other time as agreed with the *Customer*, *Telstra* will pay the *Customer* a *Service Rebate*. The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

#### **4 GENERAL DESCRIPTION OF CUSTOMER SELECT MAINTENANCE OPTIONS**

---

- 4.1 The *Customer Select Maintenance* options (“*CSM Options*”) are a service assurance offering with standard and enhanced response and restoration levels for the services specified below.
- 4.2 *Telstra* has withdrawn from sale and ceased accepting new requests for enhanced *CSM Options* in *Urban Areas* on and after 4 April, 2003. *Telstra* is exiting *CSM* services in *Urban Areas* and *Major and Minor Rural Areas* as of and from the 1<sup>st</sup> June 2009. *CSM* will continue to be available on services in *Remote Areas* only.
- 4.3 *Telstra* maintains the *CSM Options* for the services set out in clause 7. It provides *Customers* with *Service Rebates* if *Telstra* fails to restore the service within the restoration targets specified for that service.
- 4.4 *CSM Options* are available in relation to services purchased by the *Customer*. *Customers* in *Remote Areas* may change their election from time to time.
- 4.5 The *Customer* may report service difficulties with products in the usual manner, by telephoning *Telstra*. Once a service difficulty has been reported, the *Customer* will receive a *Status Report*, within a specified time frame. *Resolution of Service Difficulty* will also occur within a specified time. The *Customer* will be notified once *Resolution of Service Difficulty* has occurred.
- 4.6 The enhanced *CSM Options* provide *Customers* with extra coverage, and/or faster *Response Time* and *Restoration Target* levels as indicated.
- 4.7 There are four *CSM Options*. Restoration times for *CSM Options* for services in *Remote Areas* are as per the service levels below PLUS two working days. Service levels will vary from product to product.
- (a) *CSM Business*: Monday- Saturday; 7am- 9pm including *Public Holidays*;

- 
- Response Time* - 2 hours;  
*Restoration Target* - 12 hours;
- (b) *CSM Business Plus*: 24 hours, 7 days including Public Holidays;  
*Response Time* - 1 hour;  
*Restoration Target* - 12 hours;
- (c) *Express 8*: 24 hours, 7 days including Public Holidays;  
*Response Time* - 1 hour;  
*Restoration Target* - 8 hours;
- (d) *Express 4*: 24 hours, 7 days including Public Holidays;  
*Response Time* - 15 minutes;  
*Restoration Target* - 4 hours.
- 4.8 The provision of the *Express 4 CSM Option* for all non-PSTS services is subject to specific agreement with *Telstra*.
- 4.9 Some *CSM Options* are not available on all products. A table setting out details of availability are set out in clause 9 of this section.
- 4.10 The *Customer* must provide *Telstra* with access to its premises or other necessary assistance in a timeframe which will enable *Telstra* to meet its commitments under the *CSM Options*. If the *Customer* is unable to do so, then the time within which *Telstra* must provide the *Resolution of Service Difficulty* will be extended by the amount of time elapsed before the *Customer* is able to provide the necessary assistance or access.
- 4.11 *Telstra's Standard Hours of Business* apply for installation of *Telstra* products and services set out in clause 7.
- 4.12 *Telstra* will provide a 24 hour Fault Reporting service for the lodgement of faults for *Telstra* products and services set out in clause 7.
- 4.13 The annual service charge covers maintenance up to the *Telstra NBP*, and, where applicable, of the network terminating unit only. Maintenance of *Customer Premises Cabling* (cabling beyond the *NBP*) and *Customer Premises Equipment* is not included. This clause does not apply to the following services:
- Argent Dedicated;
  - Argent Dial Up;
  - Freecall One8 and Freecall 1800; and
  - Priority One3 and Priority 1300
- 4.14 Unless otherwise specified by an agreement between *Telstra* and the *Customer*, where a Non-PSTS service has the 'A' end in a different zone to the 'B' end, the service shall be classed according to the zone which provides the lesser level of restoration.
- 4.15 If the *Customer* is not completely satisfied that *Telstra* restored their service(s) within the maximum quoted *Restoration Targets*, or, such other time as agreed with the *Customer*, *Telstra* will pay the *Customer* a *Service Rebate*. The types of *Service Rebates* available and their applicable conditions are set out in clause 10.

## 5 RESPONSE TIME AND RESTORATION TARGET

---

- 
- 5.1 Restoration occurs when the service is returned to full working order. Restoration includes a temporary repair, which is performed to enable use of the service before permanent restoration is effected.
- 5.2 The *Restoration Target* for *Customer Select Assurance* options applies to *Urban and Rural areas* only.
- 5.3 The standard service assurance commitment applies to Urban Areas only and will be extended by one additional working day in Major and Minor Rural Areas, and by two additional working days in Remote Areas. For Freecall One8, Freecall 1800, Priority One3 and Priority 1300 services (clauses 7.23 and 7.32 respectively), the standard service assurance commitment applies to Urban Areas only..
- 5.4 *Response Time* and *Restoration Targets* shall be calculated to include only time accrued during *Telstra's* maintenance and repair times for services set out in clause 7.
- 5.5 *Response Time* and *Restoration Targets* apply only to service difficulties found to be within *Telstra's* maintenance responsibilities.
- 5.6 The *Response Time* and *Restoration Targets* and charges set out in clause 7 do not apply where, in *Telstra's* opinion, a fault has been caused by:
- interference to the *Telstra* product/ service by the *Customer* or another person; or
  - the *Customer's* negligence or wilful damage.
- 5.7 *Telstra* is not liable for any failure to meet its obligations in respect of *Response Time*, *Restoration Targets* and *Service Rebates* if that failure is caused by an act beyond *Telstra's* reasonable control. In particular, *Telstra* is not obliged to meet its obligations where it is hindered or prevented from doing so by causes including (but not limited to) acts of God, industrial disputes of any kind, lightning, fire, earthquake, storm, flood, governmental restraint, expropriation or prohibition, (including a Competition Notice issued to *Telstra*), unavailability or delay in the availability of software, equipment or transport, inability or delay in granting or obtaining governmental approvals, consents, permits or licences.
- 5.8 If the *Customer* asks *Telstra* to repair a fault specified in the previous two clauses, the *Customer* must pay *Telstra* such reasonable further charges as may apply. *Telstra* will advise the *Customer* of the likely charges and will obtain the *Customer's* approval prior to commencing the work.
- 5.9 Attendance to service faults is available outside the maintenance and repair times identified in clause 7 at the *Customer's* request, in which case an after hours service charge as specified in clause 11.2 shall apply (see the [Fee-for-service \(Other work we do for you\) section](#) of Our Customer Terms).
- 5.10 In the event that *Telstra* is requested to attend the *Customer's* site to attend to a fault condition which is subsequently proven to be in *Customer Premises Equipment* or *Customer Premises Cabling*, an incorrect callout charge as specified in clause 11.2 shall apply, unless such equipment or *Customer Premises Cabling* is covered by a separate maintenance agreement with *Telstra*. *Telstra* will inform the *Customer* of the relevant charges and seek the *Customer's* approval before attending the *Customer's* Premises or commencing work. For information in relation to the incorrect callout charge see the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.
- 5.11 Notwithstanding the above, major fault outages affecting a number of *Customers* shall receive priority maintenance.

## 6 CHARGES

---

- 6.1 The *Customer* must pay additional charges for certain *Customer Select Assurance* options and *CSM Options* which provide extra coverage and/or faster *Response Time* and *Restoration Target* levels, as set out in clause 7.

- 6.2 Details of the charges payable for *Customer Select Assurance* options and *CSM Options* under different products are set out in clauses 8 and 9 respectively.

## 7 TELSTRA PRODUCTS AND SERVICES ASSURANCE LEVELS

### 7.1 ATM SERVICE ASSURANCE

#### SERVICE OVERVIEW

- 7.1.1 A description of ATM service is provided in the ATM section of Our Customer Terms.

#### STANDARD SERVICE ASSURANCE COMMITMENTS

- 7.1.2 Maintenance and repair of ATM service will default to the *Express 8 CSM option* unless the *Customer* has selected an enhanced *Customer Select Assurance option or CSM Option*.

#### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.1.3 The following *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, providing the service is located in an Urban or Rural location.

##### *24 hour, 7 days a week coverage*

- *Express 2 plus \*\**
- *Express 4 plus \*\**
- *Express 6 plus\*\**

##### *7am-9pm Monday to Saturday (incl Public Holidays)*

- *Express 2 \*\**
- *Express 4 \*\**
- *Express 6 \*\**

##### *Pay per event 24 hour, 7 days a week coverage*

- *Express 4 plus \*\**
- *Express 6 plus\*\**

##### *Pay per Event 7am-9pm Monday to Saturday (incl Public Holidays)*

- *Express 4\*\**
- *Express 6\*\**

\*\* Includes the access component of the service and Permanent Virtual Circuits (PVCs). Available in *Urban and Rural Areas* only and where access is on a Sitelight or equivalent service, subject to negotiation.

#### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

- 7.1.4A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

##### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8*

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

- 
- *Business*

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

- 7.1.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated.

*Express 4\*\** (plus two working days for restoration times).

\*\* Includes the access component of the service and Permanent Virtual Circuits (PVCs). Available in *Urban Areas* only and where access is on a Sitelight or equivalent service, subject to negotiation.

### SERVICE REBATE

- 7.1.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## 7.2 FRAME RELAY SERVICE ASSURANCE

### SERVICE OVERVIEW

- 7.2.1 A description of *Telstra's* Frame Relay service ("*TFR*") is provided in Frame Relay Services section of Our Customer Terms.

### STANDARD SERVICE ASSURANCE COMMITMENTS

- 7.2.2 Maintenance and repair of TFR will default to the *Business Plus CSM Option*, unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.2.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

#### *24 hrs/7 days a week coverage*

- *Express 2 plus* \*
- *Express 4 plus* \*
- *Express 6 plus* \*
- *Express 8 plus* \*

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 2* \*
- *Express 4* \*
- *Express 6* \*
- *Express 8* \*

#### *Pay per event 24 hrs/7 days a week coverage*

- *Express 4 plus* \*
- *Express 6 plus* \*
- *Express 8 plus* \*



---

*Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4 \**
- *Express 6 \**
- *Express 8 \**

\* Includes the access component of the service and Permanent Virtual Circuits (PVCs).

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.2.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. . They are available to Customers at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*, subject to Telstra agreement and where the customer has a fully redundant link:

*7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4\**
- *Express 6\**
- *Express 8\**
- *Business\**

\* Includes the access component of the service and Permanent Virtual Circuits (PVCs).

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.2.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated plus two working days for restoration times:

- *Express 4\*\**
- *Express 8\**

\*\* Includes the access component of the service and Permanent Virtual Circuits (PVCs).

\* Includes the access component of the service and (PVCs).  
Available in Remote Areas only, subject to negotiation.

### **SERVICE REBATE**

7.2.5 The types of *Service Rebates* available and applicable conditions are set out in clause 10.

## **7.3 DELETED**

## **7.4 ARGENT DEDICATED SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.4.1 A description of *Telstra's* Argent Dedicated service is provided in Part B - Argent Dedicated of the Argent section of Our Customer Terms.

---

### STANDARD SERVICE ASSURANCE COMMITMENTS

- 7.4.2 Maintenance and repair of Argent Dedicated service will default to the *Business Option* unless the *Customer* has selected an enhanced *CSM Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.4.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated below. They are available at additional charge, details of which are set out in clause 8, provided both the service are located in an *Urban Area*:

#### *24 hrs/7 days a week coverage*

- *Express 8 plus*
- *Business plus*

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8*

#### *Pay per event 24 hrs/7 days a week coverage*

- *Express 8 plus*
- *Business plus*

#### *Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8*

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

- 7.4.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

- 7.4.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]) :

- *Business Plus*

### SERVICE REBATE

- 7.4.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## 7.5 ARGENT DIAL UP SERVICE ASSURANCE

### SERVICE OVERVIEW

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

- 
- 7.5.1 A description of *Telstra's* Argent Dial Up service is provided in Part C - Argent Dial Up of the Argent section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

- 7.5.2 Maintenance and repair of Argent Dial Up service will be under the *CSM Business Option*.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS**

- 7.5.3 There are no enhanced *Customer Select Assurance* options available for the Argent Dial Up service.

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

- 7.5.4 There are no enhanced *CSM Options* available for the Argent Dial Up service.

### **SERVICE REBATE**

- 7.5.5 The *Service Rebate* is not available for the Argent Dial Up service.

7.6 **DELETED**

7.7 **DELETED**

7.8 **DELETED**

7.9 **DELETED**

7.10 **DELETED**

7.11 **DELETED**

7.12 **DELETED**

## **7.13 DDS FASTWAY SUBRATE (X.50) SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

- 7.13.1 A description of *Telstra's* DDS Fastway Subrate (X.50) service is provided in Part D – DDS Fastway of the Digital Data Services section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

- 7.13.2 Maintenance and repair of DDS Fastway Subrate (X.50) service will default to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

---

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.13.3 The following enhanced *Customer Select Assurance* options provide equal or greater coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

#### *24 hrs/7 days a week coverage*

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*

#### *Pay per event 24 hrs/7 days a week coverage*

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

#### *Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

- 7.13.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8*
- *Business*

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

- 7.13.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

- *Express 4*
- *Express 8*
- *Business Plus*

### SERVICE REBATE

---

7.13.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

### 7.14 **DDS FASTWAY NX64 KBIT/S AND DDS FLEXNET NX64 KBIT/S SERVICE ASSURANCE**

#### **SERVICE OVERVIEW**

7.14.1 A description of *Telstra's* DDS Fastway nx64 kbit/s and DDS Flexnet nx64 kbit/s service is provided in Part C – DDS Flexnet and Part D – DDS Fastway of the Digital Data Services section of Our Customer Terms.

#### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.14.2 Maintenance and repair of DDS Fastway nx64 kbit/s and DDS Flexnet nx64 kbit/s services will default to the *Business Plus CSM Option*, unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

#### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)**

7.14.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

##### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

##### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

##### ***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

##### ***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

#### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.14.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. . They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*, subject to *Telstra* agreement and where the customer has a fully redundant link:

---

*7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*
- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

- 7.14.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):
- *Express 4*
  - *Express 8*

### **SERVICE REBATE**

- 7.14.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.15 DDS (1200 BIT/S TO 19.2 KBIT/S) SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

- 7.15.1 A description of *Telstra's* DDS (1200 Bit/s - 19.2 kbit/s) service is provided in Part B – DDS of the Digital Data Services section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

- 7.15.2 Maintenance and repair of DDS (1200 Bit/s - 19.2 kbit/s) service will default to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)**

- 7.15.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

(a) single line services:

#### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

---

***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.15.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 8 \**
- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.15.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

(a) single line services:

- *Express 4*
- *Express 8*
- *Business Plus*

(b) multiple line services:

- *Express 4*
- *Express 8*
- *Business Plus*

### **SERVICE REBATE**

7.15.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.16 DDS (48K BIT/S) AND DDS FLEXNET (48K BIT/S) SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.16.1 A description of *Telstra's* DDS (48 kbit/s) service and DDS Flexnet (48 kbit/s) is provided in Part B – DDS and Part C – DDS Flexnet of the Digital Data Services section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

- 
- 7.16.2 Maintenance and repair of DDS (48 kbit/s) and DDS Flexnet (48 kbit/s) services will default to the *Business Plus CSM Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.16.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

- (a) single line services

#### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

#### ***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

- (b) multiple line services

#### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*



---

***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.16.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 8 \**
- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.16.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

(a) single line services:

- *Express 4*
- *Express 8*

(b) multiple line services:

- *Express 4*
- *Express 8*

### **SERVICE REBATE**

7.16.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.17 DDS FLEXNET (1200 BIT/S TO 19.2 KBIT/S) SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.17.1 A description of *Telstra's* DDS Flexnet (1200 Bit/s - 19.2 kbit/s) service is provided in Part C – DDS Flexnet of the Digital Data Services section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.17.2 Maintenance and repair of DDS Flexnet (1200 Bit/s - 19.2 kbit/s) service will default to the *Business Plus CSM Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

---

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

7.17.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

(a) single line services:

#### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

#### ***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

(b) Multiple line services

#### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

#### ***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*

- 
- *Express 8 plus*

*Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.17.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*

*7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.17.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

(a) single line services:

- *Express 4*
- *Express 8*

(b) multiple line services:

- *Express 4*
- *Express 8*

### **SERVICE REBATE**

7.17.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.18 DDS FLEXNET 128K/ 2M ACCESS AND DDS AUSTPLEX 2M ACCESS SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.18.1 A description of *Telstra's* DDS Flexnet 128 K/2M Access and DDS Austplex 2M Access is provided in Part C – DDS Flexnet and Part B – DDS of the Digital Data Services section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.18.2 Maintenance and repair of DDS Flexnet 128 K/2M Access and DDS Austplex 2M Access services will default to the *Express 8 CSM Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)**

---

7.18.3 The following *Customer Select Assurance* options provide equal or greater coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided both the “A” and “B” ends of the service are located in an *Urban Area*:

***24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 Plus*

***7am-9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*

**ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.18.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*. The provision of the Enhanced *Customer Select Assurance* options for *Basic Telephone Service* are subject to specific agreement with Telstra.

***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 8 \**
- *Business*

**ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.18.4 The following enhanced *CSM Option* provides extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

- *Express 4*

**SERVICE REBATE**

7.18.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

**7.19 DDS FLEXNET (VITALINK) AND DDS AUSTPLEX 2M ACCESS (VITALINK) SERVICE ASSURANCE**

**SERVICE OVERVIEW**

7.19.1 A description of *Telstra's* DDS Flexnet (Vitalink) and DDS Austplex 2M Access (Vitalink) is provided in Part C – DDS Flexnet and Part B – DDS of the Digital Data Services section of Our Customer Terms.

**STANDARD SERVICE ASSURANCE COMMITMENTS**

7.19.2 Maintenance and repair of DDS Flexnet (Vitalink) and DDS Austplex 2M Access (Vitalink) services will be under the *Express 4 CSM Option*.

---

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS

- 7.19.3 There are no enhanced *Customer Select Assurance* options available for DDS Flexnet (Vitalink) and DDS Austplex 2M Access (Vitalink) services.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

- 7.19.4 There are no enhanced *CSM Options* available for the DDS Flexnet (Vitalink) and DDS Austplex 2M Access (Vitalink) services.

### SERVICE REBATE

- 7.19.5 The *Service Rebates* available and conditions which apply to it is set out in clause 10.

## 7.20 DELETED

## 7.21 DELETED

## 7.22 DMS SERVICE ASSURANCE

### SERVICE OVERVIEW

- 7.22.1 A description of *Telstra's* Digital Metropolitan service ("*DMS*") is provided in Part F – Digital Metropolitan Service of the Digital Data Services section of Our Customer Terms.

### STANDARD SERVICE ASSURANCE COMMITMENTS

- 7.22.2 Maintenance and repair of *DMS* service will be confined to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.22.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

- (a) single line services:

#### *24 hrs/7 days a week coverage*

- *Business plus*

- (b) multiple line services:

#### *24 hrs/7 days a week coverage*

- Business plus

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

- 7.22.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*

---

*7am- 9pm Monday to Saturday incl Public Holidays*

- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.22.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

(a) single line services:

- *Business Plus*

(b) multiple line services:

- *Business Plus*

### **SERVICE REBATE**

7.22.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.23 FREECALL ONE8 AND FREECALL 1800 SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.23.1 Descriptions of *Telstra's* Freecall One8 and Freecall 1800 services are provided in the *Telstra* Inbound Network Services section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.23.2 Maintenance and repair of Freecall One8 and Freecall 1800 services will be confined to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

7.23.3 Exclusion:

Line faults on *PSTS*, *Siteline*, *ISDN*, *Spectrum*, *Mobile* and *International* access services are excluded from these service assurance commitments. Service Assurance for these products are outlined in separate sections of Our Customer Terms. Terminating equipment supplied beyond the *NBP* is also excluded. Service Assurance for these products are managed under separate contractual arrangements.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)**

7.23.4 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided the service is located in an *Urban Area*:

*24 hrs/7 days a week coverage*

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

- 
- *Business plus*

**7am- 9pm Monday to Saturday incl Public Holidays**

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

**Pay per event 24 hrs/7 days a week coverage**

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

**Pay per event 7am- 9pm Monday to Saturday incl Public Holidays**

- *Express 4*
- *Express 6*
- *Express 8*

7.23.5 Where an enhanced *Customer Select Assurance* option is selected for Freecall One8 and Freecall 1800 services, in order to provide the additional cover on an end-to end basis, a separate agreement for connecting services eg. *ISDN* or *Spectrum* is required if the Freecall One8 and Freecall 1800 services terminates via these services.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.23.5A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

**7am- 9pm Monday to Saturday incl Public Holidays**

- *Express 8 \**
- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.23.6 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated below (plus two working days [for restoration times]). Details of applicable charges are set out in clause 9.

- *Express 4*
- *Express 8*
- *Business Plus*

7.23.7 Where an enhanced *CSM Option* is selected for Freecall One8 and Freecall 1800 services, in order to provide the additional cover on an end-to end basis, a separate agreement for connecting services eg. *ISDN* or *Spectrum* is required if the Freecall One8 and Freecall 1800 services terminates via these products.

### **SERVICE REBATE**

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

7.23.8 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

### 7.24 INFOCALL190

#### SERVICE OVERVIEW

7.24.1 A description of Infocall 190 is provided in the Inbound Network Services section of Our Customer Terms.

#### STANDARD SERVICE ASSURANCE COMMITMENTS

7.24.2 Maintenance and repair of Infocall 190 will be confined to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option.

#### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

7.24.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided the service are located in an *Urban Area*:

##### *24 hrs/7 days a week coverage*

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

##### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

##### *Pay per event 24 hrs/7 days a week coverage*

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

##### *Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*

7.24.4 Where a *Customer Select Assurance* option is selected for the *Infocall 190* service, in order to provide the additional cover on an end-to-end basis, a separate agreement for connecting services eg. *ISDN* or *Spectrum* is required if the Infocall 190 service terminates via these services.

#### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)



---

7.24.4A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

*7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.24.5 There are no enhanced *CSM Options* available for the Infocall 190 service.

### SERVICE REBATE

7.24.6 The types of Service Rebates available and conditions which apply to them are set out in clause 10.

## 7.25 DELETED

## 7.26 LMB SERVICE ASSURANCE

### SERVICE OVERVIEW

7.26.1 A description of *Telstra's* Large Megabit Bearer service ("*LMB*")\* is provided in the Large Megabit Bearer section of Our Customer Terms.

*\*Note:* *Telstra* has withdrawn from sale and ceased accepting new requests for *LMB* operating at 8 mbit/s on and after 1 August 1999. The *LMB* operating at 8 mbit/s will continue to be available for those *Customers* who were using it prior to 1 August 1999.

### STANDARD SERVICE ASSURANCE COMMITMENTS

7.26.2 Maintenance and repair of *LMB* service will be confined to the *Business Plus CSM Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS

7.26.3 There are no enhanced *Customer Select Assurance* options available for *LMB* service.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.26.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

- *Express 4*
- *Express 8*

*\*Note 1:* No enhanced *CSM Options* for the *LMB* operating at 8 mbit/s are available on and after 1 August 1999.

### SERVICE REBATE

---

7.26.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

7.27 **DELETED**

### 7.28 **MEGALINK SERVICE ASSURANCE**

#### **SERVICE OVERVIEW**

7.28.1 A description of *Telstra's* Megalink service is provided in the Megalink section of Our Customer Terms.

#### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.28.2 Maintenance and repair of Megalink service will be confined to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

#### **ENHANCED CUSTOMER SELECT ASSURANCE OPTION (URBAN)**

7.28.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided both the "A" and "B" ends of the service are located in an *Urban Area*:

##### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

##### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

##### ***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

##### ***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

#### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.28.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*. The provision of the Enhanced *Customer Select Assurance* options for *Basic Telephone Service* are subject to specific agreement with Telstra.

**7am- 9pm Monday to Saturday incl Public Holidays**

- *Express 8 \**
- *Business*

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.28.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

- *Express 4*
- *Express 8*
- *Business Plus*

### **SERVICE REBATE**

7.28.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.29 MULTI POINT DEDICATED ALARM AND TELEMETRY SERVICE (“MDATS”)**

### **SERVICE OVERVIEW**

7.29.1 A description of *Telstra’s MDATS* is provided in Part C – Private Lines of the Voice Grade Dedicated Lines section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.29.2 Maintenance and repair of the *MDATS* will be under the *CSM Business Option*.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS**

7.29.3 There are no enhanced *Customer Select Assurance* options available for the *MDATS* service.

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.29.4 There are no enhanced *CSM Options* available for the *MDATS* service.

### **SERVICE REBATE**

7.29.5 The *Service Rebate* is not available for *MDATS*.

## **7.30 TELSTRA ISDN 2 AND TELSTRA ISDN 2 ENHANCED SERVICES SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.30.1 Descriptions of the *Telstra ISDN 2* and *Telstra ISDN 2 Enhanced* services are provided in the *ISDN* section of Our Customer Terms.

---

### STANDARD SERVICE ASSURANCE COMMITMENTS

- 7.30.2 Maintenance and repair of *Telstra ISDN 2 and Telstra ISDN 2 Enhanced* service will default to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

- 7.30.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided the service is located in an *Urban Area*:

#### *24 hrs/7 days coverage*

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*

#### *Pay per event 24 hrs/7 days coverage*

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

#### *Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 4*
- *Express 6*
- *Express 8*

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

- 7.30.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

Please note that these charges for *Customer Select Assurance* options for *Telstra ISDN 2* and *Telstra ISDN 2 Enhanced* apply per Basic Rate service. A Basic Rate Service consists of two B channels plus a control D channel.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

---

7.30.4 The following enhanced *CSM Options* for the *Telstra ISDN 2* and *Telstra ISDN 2 Enhanced* service provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated below (plus two working days [for restoration times]):

- *Express 4*
- *Express 8*

Please note that these charges for CSM Options for *Telstra ISDN 2* and *Telstra ISDN 2 Enhanced* apply per Basic Service. A Basic Rate Service consists of two B channels plus a control D channel.

### **SERVICE REBATE SERVICE REBATE**

7.30.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.31 TELSTRA ISDN 10/20/30 SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.31.1 A description of the *Telstra ISDN 30* service are provided in the *ISDN* section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.31.2 Maintenance and repair of *Telstra ISDN 30* service will be default to the *Business Plus CSM Option*, unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

### **.ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)**

7.31.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided the service is located in an *Urban Area*:

#### ***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

#### ***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*

#### ***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

- 
- *Express 6*
  - *Express 8*

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

7.31.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

\* Please note that these charges for *Customer Select Assurance* options for *Telstra ISDN 30* apply per Primary Rate Access (a Primary Rate access service includes one 30B+D primary rate service).

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.31.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated below (plus two working days [for restoration times]). Details of applicable charges are set out in clause 9.

- *Express 4*
- *Express 8*

\* Please note that these charges for CSM Options for *Telstra ISDN 30* apply per Primary Rate Service. Each Primary Rate Service may contain multiple Primary Rate Accesses. Each Primary Rate Access is equivalent to a 2-megabit per second link and contains between 10-30 channels.

### SERVICE REBATE

7.31.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## 7.32 PRIORITY ONE3 AND PRIORITY 1300 SERVICE ASSURANCE

### SERVICE OVERVIEW

7.32.1 Descriptions of *Telstra's* Priority One3 and Priority 1300 services are provided in clause 3.4 of the *Telstra Inbound Network Services* section of Our Customer Terms.

### STANDARD SERVICE ASSURANCE COMMITMENTS

7.32.2 Maintenance and repair of Priority One3 and Priority 1300 services will default to the *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option*.

7.32.3 Exclusion:

Line faults on *PSTS*, *Siteline*, *ISDN*, *Spectrum*, *Mobile* and *International* access services are excluded from these service assurance commitments. Service Assurance for these products are outlined in separate sections of Our Customer Terms. Terminating equipment supplied beyond the *NBP* is also excluded. Service Assurance for these products are managed under separate contractual arrangements.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

7.32.4 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available at additional charge, details of which are set out in clause 8, provided the service is located in an *Urban Area*:

***24 hrs/7 days a week coverage***

- *Express 2 plus*
- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 2*
- *Express 4*
- *Express 6*
- *Express 8*

***Pay per event 24 hrs/7 days a week coverage***

- *Express 4 plus*
- *Express 6 plus*
- *Express 8 plus*
- *Business plus*

***Pay per event 7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 4*
- *Express 6*
- *Express 8*

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.32.4A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 8 \**
- *Business*

7.32.5 Where a *Customer Select Assurance* option is selected for Priority One3 and Priority 1300 services, in order to provide the additional cover on an end-to-end basis, a separate agreement for connecting services eg. *ISDN* or *Spectrum* is required if the Priority One3 and Priority 1300 services terminate via these services.

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.32.6 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated below (plus two working days [for restoration times]):

- 
- *Express 4*
  - *Express 8*
  - *Business Plus*

7.32.7 Where an enhanced *CSM Option* is selected for Priority One3 and Priority 1300 services, in order to provide the additional cover on an end-to end basis, a separate agreement for connecting services eg. *ISDN* or *Spectrum* is required if the Priority One3 and Priority 1300 services terminate via these products.

### **SERVICE REBATE**

7.32.8 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.33 2-WIRE, 4-WIRE PERMITTED ATTACHMENT PRIVATE LINES (“PAPL”) AND NETWORK CONNECTED SERVICES ASSURANCE**

### **SERVICE OVERVIEW**

7.33.1 A description of *Telstra’s 2-Wire, 4-Wire PAPL* and *Network Connected Services* is provided in the Part C – Private Lines of the Voice Grade Dedicated Lines section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.33.2 Maintenance and repair of 2-Wire, 4-Wire *PAPL* and *Network Connected Services* will be confined to the *CSM Business Option*.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS**

7.33.3 There are no enhanced *Customer Select Assurance* options available for the 2-Wire, 4-Wire Permitted Attachment Private Lines (“*PAPL*”) and *Network Connected Services*.

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.33.4 There are no enhanced *CSM Options* available for the 2-Wire, 4-Wire *PAPL* and *Network Connected Services*.

### **SERVICE REBATE**

7.33.5 The *Service Rebate* is not available for of 2-Wire, 4-Wire *PAPL* and *Network Connected Services*.

## **7.34 DELETED**

## **7.35 SITELINE SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.35.1 A description of *Telstra’s SiteLine* service is provided in the *SiteLine* section of Our Customer Terms.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.35.2 Maintenance and repair of *SiteLine* service will be confined to *CSM Business Option* unless the *Customer* has selected an enhanced *Customer Select Assurance* option or *CSM Option* .

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.



### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

7.35.3 The following *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in an *Urban Area*:

#### *24 hrs/7 days a week coverage*

- *Business plus*

#### *Pay per event 24 hrs/7 days a week coverage*

- *Business plus*

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

7.35.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.35.4 The following enhanced *CSM Option* provides extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

- Business Plus

### SERVICE REBATE

7.35.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

### 7.36 **ETHERNET MAN**

#### SERVICE OVERVIEW

7.36.1 A description of the *Ethernet MAN* service is provided in the *Ethernet MAN* section of Our Customer Terms.

#### STANDARD SERVICE ASSURANCE COMMITMENTS

Maintenance and repair of the *Ethernet MAN* service will be under the *CSM Business Option* .

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS

7.36.3 There are no enhanced *Customer Select Assurance* options available for *Ethernet MAN*.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

7.36.4 There are no enhanced *CSM Options* available for the *Ethernet MAN* service

### **SERVICE REBATE**

7.36.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## **7.37 IP WAN SERVICE ASSURANCE**

### **SERVICE OVERVIEW**

7.37.1 A description of *IP WAN* (“IP WAN”) is provided in the Telstra IP Solutions section of the OCT.

### **STANDARD SERVICE ASSURANCE COMMITMENTS**

7.37.2 Maintenance and repair of *IP WAN* will default to the *Business* unless the *Customer* has selected an Enhanced Service Level.

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)**

7.37.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated.

- *Express 8 plus*
- *Express 6 plus*
- *Express 4 plus*

### **ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)**

7.37.3A The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

#### ***7am- 9pm Monday to Saturday incl Public Holidays***

- *Express 8 \**
- *Business*

Note that Enhanced Service Assurance is only available where the access product offers the equivalent enhanced service level, as agreed by Telstra.

### **ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.37.4 The following enhanced *CSM Options* provide extra coverage for services in Remote Areas only, and/or faster response and restoration commitments as indicated (plus two working days [for restoration times]):

- *Express 8*
- *Express 4*

### **SERVICE REBATE**

7.37.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

---

7.38 **DELETED**

7.39 **VOICELINK C SERVICE ASSURANCE**

**SERVICE OVERVIEW**

7.39.1 A description of *Telstra's* Voicelink C service is provided in Part B – Voicelink C & T of the Voice Grade Dedicated Lines section of Our Customer Terms.

**STANDARD SERVICE ASSURANCE COMMITMENTS**

7.39.2 Maintenance and repair of Voicelink C service will be confined to *CSM Business Option*.

**ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS**

7.39.3 There are no enhanced *Customer Select Assurance* options available for the Voicelink C service.

**ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.39.4 There are no enhanced *CSM Options* available for the Voicelink C service.

**SERVICE REBATE**

7.39.5 The *Service Rebate* is not available for Voicelink C.

7.40 **VOICELINK T SERVICE ASSURANCE**

7.40.1 A description of *Telstra's* Voicelink T service is provided in Part B – Voicelink C & T of the Voice Grade Dedicated Lines section of Our Customer Terms.

**STANDARD SERVICE ASSURANCE COMMITMENTS**

7.40.2 Maintenance and repair of Voicelink T service will be under the *CSM Business Option*.

**ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS**

7.40.3 There are no enhanced *Customer Select Assurance* options available for the Voicelink T service.

**ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS**

7.40.4 There are no enhanced *CSM Options* available for the Voicelink T service.

**SERVICE REBATE**

7.40.5 The *Service Rebate* is not available for the Voicelink T service.

7.41 **IP MAN SERVICE ASSURANCE**

**SERVICE OVERVIEW**

7.41.1 A description of IP MAN is provided in the Telstra IP Solutions section of Our Customer Terms.

**STANDARD SERVICE ASSURANCE COMMITMENTS**

7.41.2 Maintenance and repair of IP MAN will under the *Business Plus CSM ...*

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS

7.41.3 There are no enhanced *Customer Select Assurance* options available for IP MAN

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.41.4 There are no enhanced *CSM Options* available for IP MAN.

### SERVICE REBATE

7.41.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## 7.42 DDS LOCAL AREA SERVICE ASSURANCE

### SERVICE OVERVIEW

7.42.1 A description of DDS Local Area service is provided in Part E – DDS Local Area Service of the Digital Data Services section of Our Customer Terms.

### STANDARD SERVICE ASSURANCE COMMITMENTS

7.42.2 Maintenance and repair of DDS Local Area service will be under the *CSM Business Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS

7.42.3 There are no enhanced *Customer Select Assurance* options available for DDS Local Area service.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.42.4 There are no enhanced *CSM Options* available for DDS Local Area service.

### SERVICE REBATE

7.42.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## 7.43 TELSTRA INTERNET DIRECT/ TELSTRA BUSINESS BROADBAND SERVICE ASSURANCE

7.43.1 A description of *Telstra Internet Direct and Telstra Business Broadband* is provided in the *Internet Solutions* section of Our Customer Terms.

7.43.2 Enhanced Customer Select Assurance options may be available for Telstra Internet Direct and Telstra Business Broadband upon application and at additional charge. Please contact Telstra to find out whether enhanced Customer Select Assurance options are available.

7.43.3 Maintenance and repair of *Telstra Internet Direct and Telstra Business Broadband* will be under the *Business Plus CSM Option*.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.43.4 There are no enhanced *CSM Options* available for *Telstra Internet Direct or Telstra Business Broadband*.

---

### SERVICE REBATE

7.43.5 The types of *Service Rebates* available and the conditions which apply to them are set out in clause 10.

### TELSTRA INTERNET DIRECT PREMIUM PACKAGES

7.43.6 This clause 7.43 also applies to Telstra Internet Direct Premium Packages.

## 7.44 DELETED

## 7.45 TELSTRA'S BASIC TELEPHONE SERVICE

### SERVICE OVERVIEW

7.45.1 A description of *Telstra's Basic Telephone* service is provided in the *Basic Telephone Service* section of *Our Customer Terms*.

### STANDARD SERVICE ASSURANCE COMMITMENTS

7.45.2 Maintenance and repair of *Basic Telephone Service* will default to the *standard level of assurance*, unless the *Customer* has selected an enhanced *Customer Select Assurance* option.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

7.45.3 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in an *Urban Area*: The provision of the Enhanced *Customer Select Assurance* options for *Basic Telephone Service* are subject to specific agreement with Telstra.

#### *24 hrs/7 days a week coverage*

- *Express 6 plus* \*\*
- *Express 8 plus* \*
- *Business plus*

#### *7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 6* \*\*
- *Express 8* \*
- *Business*

#### *Pay per event 24 hrs/7 days a week coverage*

- *Express 8 plus*
- *Business plus*

#### *Pay per event 7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8*

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

7.45.4 The following enhanced *Customer Select Assurance* options provide extra coverage, and/or faster response and restoration commitments as indicated. They are available to *Customers* at additional charge, details of which are set out in clause 8, provided the service is located in a *Rural Area*.

*7am- 9pm Monday to Saturday incl Public Holidays*

- *Express 8 \**
- *Business*

### SERVICE REBATE

7.45.5 The types of *Service Rebates* available and applicable conditions are set out in clause 10.

## 7.46 ETHERNET LITE (FORMERLY BUSINESS DSL) SERVICE ASSURANCE

### SERVICE OVERVIEW

7.46.1 A description of *Telstra's* Ethernet Lite service is provided in the Ethernet Lite section of the 'Our Customer Terms'.

### STANDARD SERVICE ASSURANCE COMMITMENTS

7.46.2 Maintenance and repair of Ethernet Lite service will default to the *CSM Business Option*.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (URBAN)

7.46.3 There are no enhanced *Customer Select Assurance* options available on Ethernet Lite.

### ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS (RURAL)

7.46.3A There are no enhanced *Customer Select Assurance* options available on Ethernet Lite.

### ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS

7.46.4 There are no enhanced *CSM Options* available for Ethernet Lite.

### SERVICE REBATE

7.46.5 The types of *Service Rebates* available and conditions which apply to them are set out in clause 10.

## 8 SUMMARY OF CUSTOMER SELECT ASSURANCE OPTIONS

| Customer Select Assurance Options | Restoration Completed Within | Status Report Within | Monthly Fee† |          | Min Total Cost Over 12 Months |          | Percentage Rebate Applicable | Follow Up Report Within |
|-----------------------------------|------------------------------|----------------------|--------------|----------|-------------------------------|----------|------------------------------|-------------------------|
|                                   |                              |                      | GST Excl     | GST Incl | GST Excl                      | GST Incl |                              |                         |
|                                   |                              |                      |              |          |                               |          |                              |                         |

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

# Our Customer Terms

## Telstra Service Assurance Section

|                                      |   |          |          |          |            |                     |   |          |
|--------------------------------------|---|----------|----------|----------|------------|---------------------|---|----------|
| Express 2 <b>plus</b>                | 4 hours onsite restore<br>2 hours offsite restore | 15 mins  | \$100.00 | \$110.00 | \$1,200.00 | \$1,320.00          | One month's rental^ plus 50% of the per annum fee | 60 mins  |
| Express 4 <b>plus</b>                | 4 hours   | 15 mins  | \$75.00  | \$82.50  | \$900.00   | \$990.00            | One month's rental^ plus 50% of the per annum fee | 60 mins  |
| Express 6 <b>plus</b>                | 6 hours   | 30 mins  | \$65.00  | \$71.50  | \$780.00   | \$858.00            | One month's rental^ plus 50% of the per annum fee | 90 mins  |
| Express 8 <b>plus</b> <sup>μ</sup>   | 8 hours   | 60 mins  | \$55.00  | \$60.50  | \$660.00   | \$726.00            | One month's rental^ plus 50% of the per annum fee | 120 mins |
| <b>Business plus</b>                 |   |          |          |          |            |                     |   |          |
|                                      | 12 hours  | 60 mins  | \$40.00  | \$44.00  | \$480.00   | \$528.00            | One month's rental^ plus 50% of the per annum fee | 120 mins |
| <b>Express 2</b>                     |   |          |          |          |            |                     |   |          |
|                                      | 4 hours onsite restore<br>2 hours offsite restore | 15 mins  | \$58.75  | \$64.60  | \$705.00   | \$775.50            | One month's rental^ plus 50% of the per annum fee | 60 mins  |
| <b>Express 4</b>                     |   |          |          |          |            |                     |   |          |
|                                      | 4 hours   | 15 mins  | \$40.00  | \$44.00  | \$480.00   | \$528.00            | One month's rental^ plus 50% of the per annum fee | 60 mins  |
| <b>Express 6</b>                     |   |          |          |          |            |                     |   |          |
|                                      | 6 hours   | 30 mins  | \$32.50  | \$35.75  | \$390.00   | \$429.00            | One month's rental^ plus 50% of the per annum fee | 90 mins  |
| <b>Express 8</b>                     |   |          |          |          |            |                     |   |          |
|                                      | 8 hours   | 60 mins  | \$25.00  | \$27.50  | \$300.00   | \$330.00            | One month's rental^ plus 50% of the per annum fee | 120 mins |
| <b>Business* (for Data Services)</b> |   |          |          |          |            |                     |   |          |
|                                      | 12 hours  | 120 mins | Nil      |          | Nil        | One month's rental^ | 120 mins  |          |
| <b>Business* (for PSTN Services)</b> |   |          |          |          |            |                     |   |          |
|                                      | 12 hours  | 120 mins | \$13.64  | \$15.00  | \$163.64   | \$180.00            | One month's rental^ plus 50% of the per annum fee | 120 mins |

The monthly fee for DDS Multipoint services will be charged at 50% of the standard Customer Select Assurance fee per end.

†12 Month contract applies per service

Options with **plus** denote 24 hours, 7 days a week coverage. Options without **plus** provide 7am-9pm Monday to Saturday incl Public Holidays

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

# Our Customer Terms

## Telstra Service Assurance Section

^One month's access rental paid at 20% per complete hour beyond the target restoration time and capped at 100% per month per service.

\*In most cases, Business is the standard service level provided at no cost. To verify the standard level for each product refer to clause 7.

Customer Select Assurance on Business, Business Plus, Express 8 and Express 8 Plus available to selected data and PSTN services in Rural Areas.

Up to Express 6 Plus available for Customer Select Assurance on PSTN services in Urban locations.

Customer Select Assurance on PSTN and selected data products in Rural Areas is subject to feasibility conducted by Telstra Infrastructure Services. Customer Select Assurance on PSTN services in Urban Areas is subject to feasibility conducted by Telstra Infrastructure Services.

### PAY PER EVENT OPTIONS

| Customer Select Assurance Options | Restoration Completed Within | Status Report Within | Monthly Fee† |          | Min. Total cost over 12 months |          | Per Fault Fee |          | Percentage Rebate Applicable | Follow Up Report Within (mins) |
|-----------------------------------|------------------------------|----------------------|--------------|----------|--------------------------------|----------|---------------|----------|------------------------------|--------------------------------|
|                                   |                              |                      | GST Excl     | GST Incl | GST Excl                       | GST Incl | GST Excl      | GST Incl |                              |                                |
| Express 4 plus                    | 4 hours                      | 15 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$400         | \$440    | 100%#                        | 60 mins                        |
| Express 6 plus                    | 6 hours                      | 30 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$350         | \$385    | 100%#                        | 90 mins                        |
| Express 8 plus                    | 8 hours                      | 60 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$300         | \$330    | 100%#                        | 120 mins                       |
| Business plus                     | 12 hours                     | 60 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$200         | \$220    | 100%#                        | 120 mins                       |
|                                   |                              |                      |              |          |                                |          |               |          |                              |                                |
| Express 4                         | 4 hours                      | 15 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$200         | \$220    | 100%#                        | 60 mins                        |
| Express 6                         | 6 hours                      | 30 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$150         | \$165    | 100%#                        | 90 mins                        |
| Express 8                         | 8 hours                      | 60 mins              | \$13.64      | \$15     | \$163.64                       | \$180    | \$100         | \$110    | 100%#                        | 120 mins                       |
| Business*                         | 12 hours                     | 120 mins             | \$13.64      | \$15     | \$163.64                       | \$180    | Nil           | Nil      | One month's rental^          | 120 mins                       |

All DDS Multipoint services will be charged at 50% of the standard fee per end.

Note: Subscription Fees are calculated on a monthly basis and payable as per current billing frequency.

The **plus** option denotes 24 hours, 7 days a week coverage. Options without **plus** provide 7am-9pm Monday to Saturday incl Public Holidays

Per fault fee is payable in the billing cycle following the resolution of the service difficulty

†12 Month contract applies per service. #Off per fault fee

Customer Select Assurance Pay per Event not available on PSTN or on services located in a Rural Area.

^One month's access rental paid at 20% per complete hour beyond the restoration time and capped at 100% per month per service.

For an enhanced *Customer Select Assurance* option on Telstra Frame Relay, Telstra Integrated Frame Relay and ATM the service rebate is also payable on the affected PVCs. This rebate is to the value of a month's access rental, paid at 5% per complete hour beyond the restoration time and capped at 100% per month per affected PVC.

\*In most cases, Business is the standard service level for most Data products and is provided at no cost. It is not the standard service level for Telstra's Basic Telephone Service (PSTN). To verify the standard level for each product refer to clause 7.



# Our Customer Terms

## Telstra Service Assurance Section

### 9 SUMMARY OF CUSTOMER SELECT MAINTENANCE OPTIONS ♣

| NON-PSTS SERVICE                                | CSM Business<br>Mon-Sat (7am- 9pm)<br>(Inc. Pub. Hols) | CSM Business Plus<br>24 Hrs, 7 Days<br>(Inc. Pub. Hols) |                    | Express 8<br>24 Hrs, 7 Days<br>(Inc. Pub. Hols) |                     | Express 4 ♣<br>24 Hrs, 7 Days<br>(Inc. Pub. Hols) |                     |
|---|--|---|--------------------|---|---------------------|---|---------------------|
|   | 2 Hrs  | 1 Hr  |                    | 1 Hrs   |                     | 15 Mins   |                     |
|   | 12 Hrs   | 12 Hrs  |                    | 8 Hrs   |                     | 4 Hrs   |                     |
|   |  | Exc GST   | Inc. GST           | Exc GST   | Inc. GST            | Exc GST   | Inc. GST            |
| ATM   | -  | -   | -                  | ✓<br>✓  | ✓                   | \$900 ♦   | \$990 ♦             |
| Argent Dedicated                                | ✓  | \$480   | \$528-             |   |                     |   |                     |
| Argent DialUp                                   | ✓  | -   | -                  | -   | -                   | -   | -                   |
| CustomNet Spectrum                              | ✓  | \$480 per line  | \$528 per line     | \$660 per line                                  | \$726 per line      | \$900 per line                                    | \$990 per line      |
| DDS 1200 to 19.2K                               | ✓  | \$480   | \$528              | \$660   | \$726               | \$900   | \$990               |
| DDS Multipoint 1200 to 19.2K                    | ✓  | \$240 per term. end                                     | \$264 per term end | \$330 per term. end                             | \$363 per term. end | \$450 per term. end                               | \$495 per term end  |
| DDS 48K   | -  | ✓   | ✓                  | \$660   | \$726               | \$900   | \$990               |
| DDS Multipoint 48K                              | -  | ✓   | ✓                  | \$330 per term. end                             | \$363 per term. end | \$450 per term. end                               | \$495 per term. end |
| DDS Fastway Subrate (X.50)                      | ✓  | \$480   | \$528              | \$660   | \$726               | \$900   | \$990               |
| DDS Fastway nx64K                               | -  | ✓   | ✓                  | \$660   | \$726               | \$900   | \$990               |
| DDS Flexnet 1200 to 19.2K                       | -  | ✓   | ✓                  | \$660   | \$726               | \$900   | \$990               |
| DDS Flexnet Multipoint 1200 to 19.2K            | -  | ✓   | ✓                  | \$660   | \$726               | \$900   | \$990               |
| DDS Flexnet 48K                                 | -  | ✓   | ✓                  | \$660   | \$726               | \$900   | \$990               |
| DDS Flexnet Multipoint 48K                      | -  | ✓   | ✓                  | \$330 per term. end                             | \$363 per term. end | \$450 per term. end                               | \$495 per term. end |
| DDS Flexnet nx64K                               | -  | ✓   | ✓                  | \$660   | \$726               | \$900   | \$990               |
| DDS Flexnet 128K/2M Access & Austplex 2M        | -  | -   | -                  | ✓   | ✓                   | \$900   | \$990               |
| DDS Flexnet (Vitalink) /Austplex 2M (Vitalink)  | -  | -   | -                  | -   | -                   | ✓   | ✓                   |
| Dial Transaction Service                        | ✓  | -   | -                  | -   | -                   | -   | -                   |
| DMS   | ✓  | \$480   | \$528              | -   | -                   | -   | -                   |
| DMS Multipoint                                  | ✓  | \$240 per term. end                                     | \$264 per term end | -   | -                   | -   | -                   |
| Frame Relay                                     | -  | ✓   | ✓                  | \$660∇  | \$726∇              | \$900 ♦   | \$990 ♦             |
| Large Megabit Bearers ♥                         | -  | ✓   | ✓                  | \$1200  | \$1320              | \$1500  | \$1650              |
| Megalink  | ✓  | \$750   | \$825              | \$1200  | \$1320              | \$1500  | \$1650              |
| Multi-point Dedicated Alarm & Telemetry (MDATs) | ✓  | -   | -                  | -   | -                   | -   | -                   |
| PAPL (VGDL) – Single & Multi-point              | ✓  | -   | -                  | -   | -                   | -   | -                   |

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

# Our Customer Terms

## Telstra Service Assurance Section

|  |   |       |       |       |       |       |       |
|--|---|-------|-------|-------|-------|-------|-------|
| Priority One3, Priority 1300, FreeCall 1800 ☒      | ✓ | \$480 | \$528 | \$660 | \$726 | \$900 | \$990 |
| SiteLine   | ✓ | \$480 | \$528 | -     | -     | -     | -     |
| Ethernet MAN                                       |   | ✓     | ✓     | -     | -     | -     | -     |
| Telstra ISDN 2                                     | ✓ | \$480 | \$528 | \$660 | \$726 | \$900 | \$990 |
| Telstra ISDN 2 Enhanced                            | ✓ | \$480 | \$528 | \$660 | \$726 | \$900 | \$990 |
| Telstra ISDN 10/20/30                              | - | ✓     | ✓     | \$660 | \$726 | \$900 | \$990 |
| Voicelink C & T                                    | ✓ | -     | -     | -     | -     | -     | -     |
| IP MAN   |   | ✓     | ✓     | -     | -     | -     | -     |
| DDS Local Area service                             | ✓ | -     | -     | -     | -     | -     | -     |
| Telstra Internet Direct/Telstra Business Broadband | - | ☑     | ☑     | -     | -     | -     | -     |

Separate contractual arrangements apply for terminating equipment supplied beyond the *Telstra* network boundary. Please refer to *Telstra's* SFOA for further information.

✓ Denotes Standard CSM option, provided at no charge. Fees for CSM options are on a per annum basis.

♣ Telstra ceased accepting new requests for enhanced *CSM Options* in *Urban Areas* on and after 4 April, 2003. Enhanced *CSM Options* will continue to be available in *Urban Areas* on those services for which Customers had selected them prior to that date.

♠ Please note that Express 4 on all Non-PSTS products is subject to agreement with *Telstra*.

▽ Includes Permanent Virtual Circuits (PVCs).

◆ Includes PVCs.

♥ No enhanced CSM Options for the LMB operating at 8 mbit/s are available after 1 August 1999.

☒ A separate agreement for connecting services (i.e ISDN or Spectrum) is required if the Inbound product terminates via these services.

### 10 SERVICE REBATE

#### OVERVIEW

- 10.1 If *Telstra* fails to meet the *Restoration Targets* set out in clause 7, the *Customer* will be entitled to a rebate on certain fees ("*Service Rebate*").
- 10.2 Where a *Service Rebate* is paid under the *CSM Option* or *Customer Select Assurance* option, it applies in lieu of any other rebate that would otherwise apply.
- 10.3 The *Service Rebate* applies only to the *CSM Options* and to *Customer Select Assurance* options.
- 10.4 Where applicable, *Customers* will be able to claim a *Service Rebate* on the affected Non-PSTS service according to the conditions of the nominated service assurance level on that particular service.

#### SERVICES FOR WHICH THE SERVICE REBATE IS NOT PROVIDED

- 10.5 The *Service Rebate* applies to those products/services listed in the table in clauses 8 and 9, with the following exceptions:
- Multipoint Dedicated Alarm & Telemetry Service;
  - Voicelink C & T services;
  - Dial Transaction services;
  - 2-Wire, 4-Wire Permitted Attachment Private Lines and Network Connected Services
- 10.6 If the *Customer* reports a fault and *Telstra* does not meet the maximum quoted *Restoration Target* for any qualifying fault on the service(s) concerned, or within such other times as agreed with the *Customer*, *Telstra* will provide the following *Service Rebates*:

| Service Level   | Rebate for affected service(s)   |
|---|--|
| <b>Standard (as set out for each product in Clause 7. Some exclusions apply- see clauses 10.5 and 10.7)</b>                         | A rebate to the value of one month access rental fee*, paid at 20% per complete hour beyond the target restoration time and capped at 100% per month per service.  |
| <b>For an enhanced CSM Option (Some exclusions apply- see clauses 10.5 and 10.7)</b>  | A rebate to the value of one month's access rental fee, paid at 20% per complete hour beyond the target restoration time capped at 100% per month per service <b>plus</b> 50% of the annual cost of the enhanced service assurance option, capped at 100% per annum.     |
| <b>For an enhanced Customer Select Assurance option with a fixed monthly fee (Some exclusions apply- see clauses 10.5 and 10.7)</b> | A rebate to the value of one month's access rental fee, paid at 20% per complete hour beyond the target restoration time and capped at 100% per month per service <b>plus</b> 50% of the annual cost of the enhanced service assurance option, capped at 100% per annum. |

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

# Our Customer Terms

## Telstra Service Assurance Section

|   |   |
|---|---|
|   | For Telstra Frame Relay and ATM the service rebate is also payable on the affected PVCs. This rebate is to the value of a month's access rental, paid at 5% per complete hour beyond the target restoration time and capped at 100% per month per affected PVC. |
| <b>For an enhanced 'Pay per event' Customer Select Assurance option</b> | 100% of the per fault fee   |

\* *Note: For Telstra Internet Direct (including Telstra Internet Direct Premium Packages, the monthly access rental fee refers to the Monthly Standard Charge for the service, unless the Customer is on Fixed Pricing or Volume-Based Pricing in which case it refers to the Monthly Charge. For Customers on Multiple Sites Pricing (Volume-Based Pricing), the monthly access rental fee refers to the minimum Monthly Charge for the services on that pricing option.*

10.7 The *Service Rebates* set out in clause 10.6 do not apply to:

- Argent Dial up where the *Service Rebate* is equivalent to 5% of the previous month's transaction charges under *CSM Options*;
- Large Megabit Bearer and Megalink services where the following rebates, where applicable shall apply:

| <b>Service Level</b>   | <b>Rebate for Megalink Services</b>  |
|--|--|
| <b>Standard (as set out in clause 7))</b>  | A rebate to the value of one month's access rental fee, paid at 5% per complete hour beyond the target restoration time and capped at 100% per month per service.  |
| <b>Enhanced CSM option</b>   | A rebate to the value of one month's access rental fee, paid at 5% per complete hour beyond the target restoration time and capped at 100% per month per service <b>plus</b> 50% of the annual cost of enhanced Customer Select Maintenance option, capped at 100% per annum.          |
| <b>For an enhanced Customer Select Assurance option with a fixed monthly fee</b> | A rebate to the value of one month's access rental fee, paid at 5% per complete hour beyond the target restoration time and capped at 100% per month per service <b>plus</b> 50% of the annual cost of the enhanced <i>Customer Select Assurance</i> option, capped at 100% per annum. |
| <b>For an enhanced Pay per event Customer Select Assurance option</b>            | 100% of the per fault fee.   |

### SERVICE REBATE EXCLUSIONS

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

- 
- 10.8 *Restoration Targets* apply only to service difficulties found to be within *Telstra's* maintenance responsibilities. *Telstra* is not liable for any failure to meet its obligations in respect of *Service Rebates* if that failure is caused by an act beyond *Telstra's* reasonable control. In particular, *Telstra* is not obliged to meet its obligations where it is hindered or prevented from doing so by causes including (but not limited to) acts of God, industrial disputes of any kind, lightning, fire, earthquake, storm, flood, governmental restraint, expropriation or prohibition, (including a Competition Notice issued to *Telstra*), unavailability or delay in the availability of software, equipment or transport, inability or delay in granting or obtaining governmental approvals, consents, permits or licences.
- 10.9 The repair of faults caused by acts beyond *Telstra's* reasonable control, interference caused by the Customer, negligence on behalf of the *Customer*, or wilful damage is not covered by the prescribed charges. *Telstra* reserves the right to repair such faults at the expense of the *Customer*.

Specifically for *Telstra Frame Relay* service, the *Service Rebate* applies:

- only with respect to faults which are due to failures in *Telstra's* Frame Relay and network and will not apply to faults relating to *CPE*;
- not more than 100% of the value of the one month access rental fee will be paid for the affected service in a month.

### CLAIMS FOR SERVICE REBATES

- 10.10 To claim a *Service Rebate*, the *Customer* must:
- (a) advise (in person, by telephone or in writing) one of *Telstra's* fault account management team or sales representatives of the failure to meet a *Restoration Target*, within 2 months of the original fault report; and
  - (b) at that time, provide *Telstra* with the following details:
    - the *Customer's* name and address;
    - the relevant *Telstra* account number/national number/service number;
    - the relevant fault reference number; and
    - the reason for dissatisfaction.
- 10.11 In the event of any dispute about whether *Telstra* has met the relevant *Response Time*, *Restoration Target* and reporting times, other than in the case of manifest error, *Telstra's* system records will be final.
- 10.12 *Telstra's* liability for failing to meet the relevant service levels is the relevant as described in *Telstra's* General Terms.

## 11 ADDITIONAL WORKS CHARGES

---

- 11.1 The standard network connection charges for the activation of products includes work performed during *Telstra's Standard Hours of Business* only, as defined in clause 10 below.
- 11.2 For charges for installation, maintenance, consultancy and after sales activities not covered by a standard charge or contract see “Our Customer [Terms Fee-for-service \(Other work we do for you\)](#)”.
- 11.3 Where applicable, material charges shall be in accordance with individual quotations.
- 11.4 Maintenance and repair of products shall default to the respective times identified for each product in clause 7.

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

11.5 In the event that *Telstra* is requested by the *Customer* to attend to a fault condition which is found to be a fault condition in the *Customer Premises Equipment* or *Customer Premises Cabling*, an incorrect callout charge will apply, calculated in accordance with clause 11.2 above, unless such equipment or cabling is covered by a separate maintenance agreement with *Telstra*. *Telstra* will inform the *Customer* of the relevant charges and seek the *Customer's* approval before attending the *Customer's* Premises or commencing work. For information in relation to the incorrect callout charge see [the Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.

## 12 FLEXIBLE MAINTENANCE OPTION - FLEXPAC

---

12.1 FLEXPAC provides *Customers* with:

- flexibility in the way *Telstra* manages a Customer Trouble Report (CTR);
- automatic fault escalation when the *Restoration Target* is placed in jeopardy;
- periodic *Customer* feedback of fault status;
- written post incident reports on Priority Level 1 and Priority Level 2 faults; and
- periodic performance summary reports with detailed reporting on missed targets.

12.2 Subject to availability of adequate network infrastructure, FLEXPAC is available to *Customers* with a range of high volume complex services at a single *Site*, provided both the 'A' end and 'B' end of the services are located in an *Urban Area*. FLEXPAC provides *Customers* with the flexibility to nominate the *Response Times* and *Restoration Targets* for any fault, according to the "**degree of severity**" of the impact of the fault on the *Customer's* business.

12.3 Provisioning of the FLEXPAC maintenance option will be arranged by negotiation of a service level agreement between *Telstra* and the *Customer*. Details of the services at each *Site* which are to be included in the FLEXPAC option will be included in the service level agreement.

12.4 A separate FLEXPAC service level agreement is required for each *Site*.

12.5 Products/services which can be included in a FLEXPAC service level agreement are:

- Digital Data Services (Flexnet, Fastway, DMS and DDS);
- Priority One 3;
- Priority 1300;
- Freecall 1800;
- Freecall One8;
- and
- Megalink.

12.6 The *Response Times* and *Restoration Targets* provided by FLEXPAC are :

- (a) Express 4 - Priority Level 1 Coverage Period;
- (b) Express 8 - Priority Level 2 Coverage Period;

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

- (c) Premier - Priority Level 3 Coverage Period; and
- (d) Business Plus - Priority Level 4 Coverage Period.

12.7 The annual charges payable to *Telstra* for the FLEXPAC Maintenance Option are as follows:

| No. of Services |   | Priority Level 1 |           | Priority Level 2 |           | Priority Level 3 |           | Priority Level 4 |           |
|-----------------|---|------------------|-----------|------------------|-----------|------------------|-----------|------------------|-----------|
|                 |   | GST excl.        | GST incl. | GST excl.        | GST incl. | GST excl.        | GST incl. | GST excl.        | GST incl. |
| 1-20            | = | \$1500           | \$1650    | \$1200           | \$1320    | \$750            | \$825     | \$Nil            | \$Nil     |
| 21 to 50        | = | \$1200           | \$1320    | \$900            | \$990     | \$600            | \$660     | \$Nil            | \$Nil     |
| 51 to 200       | = | \$900            | \$990     | \$600            | \$660     | \$450            | \$495     | \$Nil            | \$Nil     |
| 200 to 500      | = | \$500            | \$550     | \$350            | \$385     | \$250            | \$275     | \$Nil            | \$Nil     |
| 500 plus        | = | \$350            | \$385     | \$250            | \$275     | \$150            | \$165     | \$Nil            | \$Nil     |

Annual charges are applied on the anticipated percentage usage of the various Priority Level options, which are to be nominated by the *Customer* at the commencement of the contract period annually, and will be calculated per priority level as follows:

$$\text{Annual Charge} = \Sigma [\text{SIO} \times \% \text{EU}] \times \text{PSL}_n$$

Where:

|                  |                              |
|------------------|------------------------------|
| AC               | Total Annual Charge          |
| $\Sigma$         | Sum                          |
| SIO              | No. of Services in Operation |
| EU               | Estimated % Usage            |
| PSL <sub>n</sub> | Price per Severity Level     |

The actual percentage usage of Priority Level 1, 2 and 3 options will be monitored monthly and reviewed quarterly.

Where the *Customer's* actual annual usage of each priority level exceeds the annual estimated percentage severity level usage by more than 10%, a corresponding annual bill adjustment will be debited to the *Customer's* account.

## 13 FLEXPAC SERVICE GUARANTEES

13.1 Performance based service guarantees apply under the following conditions:

- (a) The standard *Customer* Select Maintenance guarantees do **not apply** to FLEXPAC customers;
- (b) FLEXPAC customers qualify for a rebate for *Telstra's* non-performance as follows:
  - p **Restoration Targets** - for failure to meet the restoration target against a specific priority level - A money-back guarantee on the monthly cost of the FLEXPAC charge for that particular severity level; and
  - p **Recurring Faults** - for more than 2 occurrences of the same fault on the same service in any one month - A money-back guarantee on the monthly cost of the FLEXPAC charge for that priority level.

The Telstra Service Assurance and Telstra Provisioning Commitment section was last changed on 5 May 2016.

---

|     |  |
|-----|--|
| (c) | Faults caused by <i>Customer Premises Equipment</i> are excluded. <i>Customer</i> reported faults which result in network “No Fault Found” status are also excluded. |
| 14  | DELETED  |
| 15  | DELETED  |
| 16  | DELETED  |
| 17  | DELETED  |
| 18  | DELETED  |
| 19  | INTERPRETATION   |

---

In this Section, the following words and abbreviations have the following meanings:

**Business plus** option means coverage 24 hours a day, 7 days a week has the meaning given to it by clause 3.10.1.

**Business** means coverage 7am - 9pm Monday to Saturday (including *Public Holidays*) and has the meaning given to it by clause 3.10.2 and clause 4.6.

**Capital City** means Sydney, Canberra, Melbourne, Brisbane, Adelaide, Perth, Hobart and Darwin.

**Control Room** means the *Customer's* monitoring premises.

**Coverage Period** means the periods of time during which the maintenance and repair of products will take place and that are set out in clause 7.

**Business Plus** has the meaning given to it by clause 4.7

**Customer** has the meaning given to it by *Telstra's General Terms and Conditions*.

**Customer's Premises** means the premises nominated by the *Customer* for the provision of Customer Select Assurance options and *CSM Options*.

**Customer Premises Cabling** includes all telecommunications cabling on the *Customer's Premises* beyond the *Network Boundary Point*, except for the *NT1*.

**Customer Premises Equipment** or **CPE** means any equipment owned or used by the *Customer* in connection with a telecommunications service.

**Customer's Property** means the property on which the *Customer's Premises* is situated.

**Customer Select Maintenance Options** or **CSM Options** have the meaning given to it in clause 4.1.

**End User** means the *Customer's* client.

**Express 2** has the meaning given to it by clause 3.10.2

**Express 2 plus** has the meaning given to it by clause 3.10.1



---

**Express 4** in respect of *Customer Select Assurance* options means coverage 7am-9pm Monday to Saturday (including public Holidays) and has the meaning given to it by clause 3.10.1.

**Express 4** in respect of *CSM Options* means coverage 24 hours, 7 days a week (including public Holidays) and has the meaning given to it by clause 4.6.

**Express 6** has the meaning given to it by clause 3.10.2

**Express 6 plus** has the meaning given to it by clause 3.10.1

**Express 8** in respect of *Customer Select Assurance* options means coverage 7am-9pm Monday To Saturday (including public Holidays) and has the meaning given to it by clause 3.10.1.

**Express 8** in respect of *CSM Options* means coverage 24 hours, 7 days a week (including public Holidays) and has the meaning given to it by clause 4.6.

**Follow Up Report** in respect of a fault with a *Customer Select Assurance* product means the provision of advice by *Telstra* to the *Customer* following the *Status Report*, as to the outcome on correcting the relevant service difficulty within the time specified.

**GST** means the tax imposed or to be imposed by the A New Tax System (Goods and Services Tax) Act 1999 (C'th) and the related imposition Acts of the Commonwealth.

**ISDN** means *Telstra's* Public Switched Integrated Services Digital Network.

**Major Rural Area** means an area with a population of 2,500 or more, but less than 10,000.

**Minor Rural Area** means an area with a population of 200 or more, but less than 2,500 but not within *Telstra's* Extended Charging Zones.

**Metropolitan Area** or **Metropolitan** means the *Metropolitan* Areas of the following cities:

- Sydney,
- Canberra,
- Melbourne,
- Hobart,
- Adelaide,
- Perth,
- Darwin,
- Brisbane.

**Network Boundary Point** or **NBP** has the same meaning as in Part A – General Terms of the Basic Telephone Section of our Customer Terms.

**NT1** means a network termination device that provides physical and electromagnetic termination of the U-interface two-wire transmission line.

**Onsite** means that a physical site visit will be required by *Telstra* in order to address the fault.

**Offsite** means that *Telstra* is able to correct the fault without the requirement for a physical site visit.

**PSTS** means *Telstra's* Public Switched Telephone Services.

**Particular Service** is to be interpreted as the particular Full National Number against which the fault is recorded and does not include associated services such as Permanent Virtual Circuits or other connecting services outside of the scope of *Telstra's* *Customer Select Assurance* options and *CSM Options*.

The *Telstra* Service Assurance and *Telstra* Provisioning Commitment section was last changed on 5 May 2016.

---

**Permanent Virtual Circuit** or **PVC** means a permanent logical association existing between two communicating data terminals, each of which has a dedicated Frame Connect Facility and between which the exchange of data frames is required by the *Customer*. Many *PVCs* can be configured between an NNI Link and other multiple Accesses all owned by the same *Customer*.

**Public Holiday** means those public holidays observed in Australia or the applicable overseas destination, whether coincident or observed in one country only.

**Regional Coverage** or **Regional Area** or **Regional** means those areas covered by the *Telstra* digital network infrastructure boundaries outside the above *Metropolitan* areas.

**Remote Area** means an area with a population less than 200 or areas included in a *Telstra* Extended Charging Zone.

**Resolution of Service Difficulty** means that the service difficulty has been resolved to the extent that the *Customer* is able to continue the use of the relevant service in accordance with its usual business practices. In some cases, *Resolution of Service Difficulty* may involve a temporary solution which enables the *Customer* to continue the use of the service until such time as *Telstra* is able to effect a full repair.

**Response Time** is the time taken by *Telstra* during the *Coverage Period* to locate and commence rectifying a reported fault. *Telstra* shall be deemed to have responded to a fault report upon provision of advice to the *Customer* that the fault has been identified by remote diagnostics and that work has commenced to identify the fault, or, that a site visit is required, and/or, the attendance at a site by a *Telstra* representative.

**Restoration Target** is defined as the period commencing when a service fault report is received by *Telstra* and ending when the service has been restored. Restoration occurs when service is returned to full working order. Restoration includes a temporary repair which is performed to enable use of the service before permanent restoration is effected.

**Service Rebate** has the meaning given to it by clause 10.1.

**Status Report** in respect of a fault with a *Customer Select Assurance* product means:

- (a) the provision of advice by *Telstra* to the *Customer* that the relevant service difficulty has been identified as *Telstra's* responsibility by remote diagnostics and action is commenced to resolve it, or that a site visit is required; and/or
- (b) the provision of advice by *Telstra* to the *Customer* as to the progress on correcting the relevant service difficulty and the likely time at which the difficulty will be resolved.

**SFOA** or **Our Customer Terms** means *Telstra's* Standard Form of Agreement.

**Site** means one or more properties which:

- (a) are contiguous or in the same commercial building; and
- (b) which are used by one *Customer* or by a number of *Customers* all of whom are related.

*Customers* are related where:

- (i) they are related bodies corporate (as defined in s50 of the Corporations Law); or
- (ii) they are the Crown in right of an Australian jurisdiction or instrumentalities or agencies of the Crown in right of that Australian jurisdiction.

# Our Customer Terms

## Telstra Service Assurance Section

---

**Telstra** means *Telstra* Corporation Limited (ACN 051 775 556, ABN 33 051 775 556) and its successors and assigns.

**Telstra's General Terms and Conditions** means the General Terms and Conditions Section of the SFOA.

**Telstra ISDN 2** means *Telstra* ISDN Standard Access.

**Telstra ISDN 2 Enhanced** means an ISDN Basic Rate service provided with an NT1 Plus.

**Telstra ISDN Xpress** means the suite of long held call products for *Data Calls* from an ISDN Access service.

**Telstra's Standard Hours of Business** are 8am - 5pm Monday to Friday, excluding *Public Holidays*.

**Urban Area** means an area with a population of 10,000 or more.