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Our Customer Terms

Wideband Provisioning Times Section

Certain words are used with the specific meanings set out in the [General Terms of Our Customer Terms](#).

1 About the Wideband Provisioning Times section

Our Customer Terms

- 1.1 This is the Wideband Provisioning Times section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Wideband Provisioning Times section, then the Wideband Provisioning Times section applies instead of the General Terms, to the extent of the inconsistency.

2 General

Eligible services

- 2.1 Our target standard provisioning times only apply to our retail and wholesale wideband services operating on 2 Mbit/s infrastructure or above. These are known as **eligible services**.

Indicative provisioning times only

- 2.2 We aim to meet our target standard provisioning time for your service. We are not required to meet these provisioning times – they are indicative only. The only exceptions are for those wideband services that our Provisioning Commitment applies to. For further information on our Provisioning Commitment, see the Service Assurance and Provisioning Commitment section of Our Customer Terms.

Actual provisioning times

- 2.3 Actual provisioning times are affected by a number of factors including:
- (a) the availability of equipment and network infrastructure; and
 - (b) us having sufficient and timely access to your premises and equipment in order to undertake the provisioning.

Limit on the number of services ordered

- 2.4 Our target standard provisioning times do not apply if you order more than ten services

for the one location in a month.

Information we need

- 2.5 When ordering new services, you must provide us with the following information:
- (a) the address(es) at which the service is to be provided;
 - (b) a description of work needed in each location;
 - (c) a nominated contact (including phone number) who is aware of the work needed in each location; and
 - (d) the date by which the service is needed to be operational (taking into account our target standard provisioning time).
- 2.6 If you cannot provide a date by which the service is needed to be operational at the time that you submit your order to us, then we contact you within ten working days. If you cannot provide a date in writing within seven days of this follow-up contact, we consider that you have withdrawn the order.

3 Target standard provisioning times

Category of orders

- 3.1 Our target standard provisioning times depend upon the category of your order. There are four categories:
- (a) **wideband basic - category 1 orders:** orders that do not need any external work before installation.

These orders may need minor internal plant work at our exchange, or minor internal plant work at your site which we can perform at the same time as the site visit.

For example, orders that require the installation of NT1s or MSUs, or the sliding of cards into free slots in Unimux, DDS Fastway or ATM racks.
 - (b) **wideband minimal - category 2 orders:** orders that need external transmission plant installation work (including the installation of up to 500 metres of cable), substantial internal plant work, or substantial fee-for-service work.

For example, orders that require any switching equipment, a new multiplexer or subrack, or substantial fee-for-service work on internal cabling.
 - (c) **wideband medium - category 3 orders:** orders for wideband metro services that need us to seek the consent of someone other than you before starting street work,

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depending on the location of your end or the exchange end of the service.

- (d) **wideband extensive - category 4 orders:** orders that need major construction activity.

For example, orders that need inter-exchange network work, an Add Drop Multiplexer, or a long access fibre haul.

Wideband metro and non-metro services

- 3.2 Our target standard provisioning times also depend on whether your service is a wideband metro or non-metro service.

A **wideband metro service** is an eligible service with both ends terminating within a wideband metro area.

A **wideband non-metro service** is an eligible service with at least one end terminating at a location outside the wideband metro areas.

There is a list of wideband metro areas below on page 5.

Estimated provisioning dates

- 3.3 We tell you of the estimated date for provisioning your order within the following target period starting on the working day that we have received all the information we need from you:

- (a) **one working day** for category 1 orders;
- (b) **four working days** for category 2 and 3 orders for wideband metro services;
- (c) **seven working days** for category 2 orders for wideband non-metro services; and
- (d) **12 working days** for category 4 orders.

A **working day** is Monday – Friday, excluding public holidays.

Our target standard provisioning times

- 3.4 Our target standard provisioning times start on the date that we have received all the information we need from you and end on the completion of provisioning. These provisioning times are as follows:

Category	Wideband metro service	Wideband non-metro service
Category 1 orders	9 working days	19 working days
Category 2 orders	19 working days	39 working days

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Category	Wideband metro service	Wideband non-metro service
Category 3 orders	24 working days	N/A
Category 4 orders	A provisioning assessment is made on a case by case basis.	A provisioning assessment is made on a case by case basis.

A **working day** is Monday – Friday, excluding public holidays.

4 Wideband metro areas

4.1 A **wideband metro area** is any location within 200 km (radial distance) of the following areas:

Australian Capital Territory	Canberra CBD
New South Wales	Sydney CBD, Botany, North Ryde, Greenacre, Wollongong, Newcastle
Victoria	Melbourne CBD, Geelong, Ballarat, Bendigo, Morwell
Queensland	Brisbane CBD, Townsville, Rockhampton, Toowoomba, Maryborough, Cairns
Western Australia	Perth CBD
South Australia Northern Territory	Adelaide CBD, Darwin CBD

4.2 It also includes the following exchange areas (which are further than 200km from the above locations):

New South Wales	Ballina, Glenfield, Goonellabah, Lismore, Orange, Wagga East, Wagga South, Wagga Wagga
Victoria	Junortoun
Queensland	Brinsmead, Clinton, Koorngal, Mt. Isa, Warwick, White Rock
Western Australia	Albany, Bluff Point, Boulder, Busselton, Geraldton, Kalgoorlie

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South Australia Northern Territory	Burra Creek
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