

### Part C – Itinerant DVN Service

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#### Contents

Click on the section that you are interested in.

<b>1</b>	<b>About this Part</b>	<b>2</b>
<b>2</b>	<b>Itinerant DVN Service</b>	<b>2</b>
	What is the Itinerant DVN Service?	2
	Available sites and service types	2
	Site setup	3
<b>3</b>	<b>Booking process</b>	<b>3</b>
	Bookings	3
	Quotes for future bookings	3
	Cancellations	4
<b>4</b>	<b>Fees and charges</b>	<b>4</b>
	Service fees	4
	Discount structure	4
	Cancellation charges	5
<b>5</b>	<b>Switching activities</b>	<b>6</b>
	Switch up	6
	Switch down	6
<b>6</b>	<b>Faults</b>	<b>6</b>
<b>7</b>	<b>Special meanings</b>	<b>6</b>

### Part C – Itinerant DVN Service

Certain words are used with the specific meanings set out in Part A – General, on page 6 of this Part C and in [the General Terms of Our Customer Terms](#).

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#### 1 About this Part

- 1.1 This is Part C of the Digital Video Network Service section of Our Customer Terms. Provisions in other parts of the Digital Video Network Service section may apply.

See clause 1 of Part A – General of the Digital Video Network Service section for more detail on how the various parts of the Digital Video Network Service should be read together.

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#### 2 Itinerant DVN Service

##### What is the Itinerant DVN Service?

- 2.1 The Itinerant DVN Service is a temporary DVN Service that uses our itinerant DVN Service resources located at Sites that form part of our itinerant DVN Service network, as made available by us from time to time.

##### Available sites and service types

- 2.2 The Itinerant DVN Service is available at a number of Sites located in Australia, including sporting venues and television studios.
- 2.3 The available Itinerant DVN Service Sites, and the service types supported at each Site, are subject to change. You can contact the DVN Service Desk for a current list of available Sites and the service types supported at each Site.

##### Service types

- 2.4 The service types that are available for the Itinerant DVN Service are described in the table below or as otherwise advised by us from time to time.

Service type	Description
Itinerant SD Connect	Uncompressed SD-SDI carriage to or from the local MMN
Itinerant HD300 Connect	Compressed HD-SDI carriage to or from the local MMN
Itinerant Media Data Access (Point-to-Point)	To or from the local MMN, with 2M, 10M, 30M, 50M, 100M, 200M, 500M and 1G bandwidth options
Itinerant Video Intercap	One way connectivity between capital city multimedia nodes, configurable to carry SD, HD, and ASI
Itinerant Media Data	Connects access services between 2 different states, with 2M,

### Part C – Itinerant DVN Service

Intericap	10M, 100M, 1G bandwidth options
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2.5 For clarity, the Itinerant SD Connect, Itinerant HD300 Connect and Itinerant Media Data Access service types are known as Site Itinerant Services, and the Itinerant Video Intericap and Itinerant Media Data Intericap service types are known as Intercapital Itinerant Services.

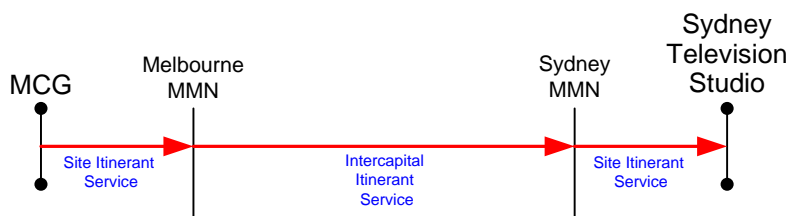
2.6 The service type of your Itinerant DVN Service is as set out in the Application Form.

#### Site setup

2.7 The available Itinerant DVN Service Sites are set up using a number of different configurations. A particular Site’s setup configuration will typically affect the resiliency of the Itinerant DVN Services at that Site if a fault condition occurs. You can obtain the setup configuration for a particular Itinerant DVN Service Site by contacting the DVN Service Desk.

2.8 You may not use an Itinerant DVN Service to connect to a Standard DVN Service without our prior approval. For clarity, this means that an Ininerate DVN Service may only connect to another Intinerate DVN Service unless approved by us in writing, as reflected in the diagram below.

**Connectivity Example 1 - Itinerant-to-Itinerant Connectivity**



## 3 Booking process

### Bookings

3.1 You must contact the DVN Service Desk to book an Itinerant DVN Service.

3.2 All bookings for Itinerant DVN Services are on a first come, first served basis.

### Quotes for future bookings

3.3 A booking enquiry about resource availability at a future date and a quotation for such booking will only be valid at the time of making the initial enquiry.

3.4 Upon a customer’s acceptance of a quotation for a future booking, made by submitting an Application Form with the applicable details, the resource availability will be reconfirmed

### Part C – Itinerant DVN Service

and if available, a customer confirmation will be issued setting out a booking reference number and details of the connection (including relevant Interface points).

#### Cancellations

- 3.5 You must contact the DVN Service Desk to cancel an Itinerant DVN Service booking.

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## 4 Fees and charges

#### Service fees

- 4.1 We charge for the Itinerant DVN Service on a ‘pay per use’ basis, depending on the type of service booked and how long it is booked for.
- 4.2 Our Itinerant DVN Service rate card sets out the standard service fees for the Itinerant DVN Service, which we may change from time to time. You can obtain details of the current rates by contacting the DVN Service Desk.
- 4.3 We will charge you for your Itinerant DVN Service in arrears, and the service fee payable will be calculated using the standard Itinerant DVN Service rate card that is current at the time of booking.
- 4.4 All fees and charges are GST exclusive unless expressly stated to the contrary.

#### Discount structure

- 4.5 If you book multiple Itinerant DVN Services for a single event, the following discounts will apply to the applicable service fees.

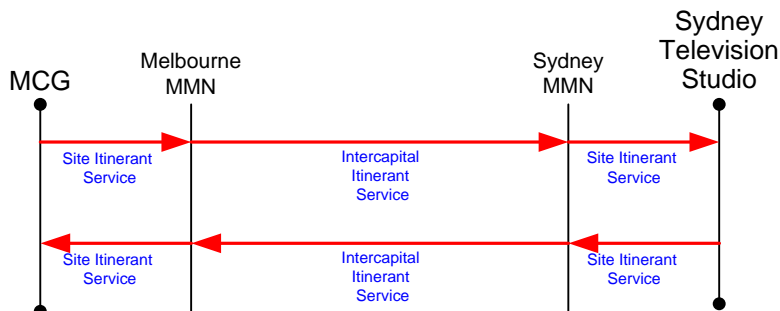
Number of concurrent Itinerant DVN Services booked for a single event	Discount on total event service fees
1	0%
2	25%
3	30%
4	35%
5	40%
6	45%
7 or more	50%

The above discounts apply across multiple itinerant service types that may be associated with a single event (for example, Itinerant SD Connect/ Itinerant HD300 Connect and Itinerant Video Intercap).

### Part C – Itinerant DVN Service

Where booking times vary for different itinerant service types but are associated with the same event, the above discounts will apply to the total event service fee. These can be confirmed by the DVN Service Desk when you make your booking.

**Discount Example 1 - Itinerant-to-Itinerant Connectivity.**



6 concurrent bookings of itinerant services = 45% discount to total charge for the event.

- 4.6 If you book Itinerant DVN Services for an event that spans across more than 3 concurrent days, we will apply an additional 5% discount to the price for day 4 and day 5 of the event. Please contact the DVN Service Desk for the applicable discount if the event spans across more than 5 consecutive days.
- 4.7 Unless we agree with you in writing otherwise, the Itinerant DVN Service rate card pricing and the above discounts will not be subject to any additional discounts or special promotions (including any discounts or special promotions that may apply to any other Telstra services you may have).

**Cancellation charges**

- 4.8 If you cancel your Itinerant DVN Service booking before the booked start time, we may charge you the cancellation charge set out in the table below.

Timing of cancellation (before the booked start time)	Cancellation charge (% of service fee)
7 days or more	0%
Less than 7 days	25%
Less than 24 hours	50%
Less than 12 hours	75%
Less than 6 hours	100%

If your cancelled booking is for a multi-day event, we will calculate the applicable cancellation charge by applying the relevant percentage in the table above to each day (or part thereof). For example, if you cancel a booking for an event that spans 1.5 days 5 hours before the booked start time, the cancellation charge will be 100% of the service fee payable for day 1 plus 25% of the service fee payable for day 2.

### Part C – Itinerant DVN Service

- 4.9 You acknowledge that the above cancellation charge is a genuine pre-estimate of our loss we are likely to suffer.

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## 5 Switching activities

### Switch up

- 5.1 We will activate your Itinerant DVN Service (**switch up**) no later than 10 minutes prior to the booked start time.
- 5.2 We can facilitate a video connection or sharing activity using the inbuilt colour bar generator on the transmit video card at the itinerant Site to enable you to test your feed. You must request this at least 7 days prior to the switch up time by contacting the DVN Service Desk by telephone. The colour bar will be generated in accordance with the service type of the requested connection.
- 5.3 You must contact the DVN Service Desk by telephone no later than 10 minutes prior to the booked start time to remove the colour bar generator and re-establish the service from the transmit Interface point.

### Switch down

- 5.4 We will deactivate your Itinerant DVN Service (**switch down**) no earlier than 10 minutes after the booked end time.
- 5.5 You may request an extension to the booked end time of your Itinerant DVN Service by contacting the DVN Service Desk no later than 1 hour prior to the booked end time, and any extensions will be subject to service availability.

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## 6 Faults

- 6.1 You must report any fault in your Itinerant DVN Service connections to the DVN Service Desk.
- 6.2 For faults reported by you to us, we will not charge you for the booked time of your Itinerant DVN Service if:
- (a) the fault in your Itinerant DVN Service is caused by us; and
  - (b) the fault has resulted in a loss of service for more than 25% of your booked time.

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## 7 Special meanings

- 7.1 The following words have the following special meanings:

**Itinerant-to-Itinerant Connectivity** is as described in clause 2.7.