



Delivering high speed internet to regional centres

Service Description

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1 Introduction

- 1.1 This Service Description forms part of the contractual agreement for the Airnetworks service described in the associated Service Order terms.
- 1.2 The commercial terms under which we provide our services to you are detailed in our Standard Terms and Conditions and is based on various service options that you select in the Service Order.

2 Service Overview

- 2.1 Our service provides Quality of Service (QoS) enabled Layer 2&3 Ethernet network connectivity. Our service is delivered over innovative microwave links and an MPLS core.
- 2.2 Our service is designed to carrier grade standards.

3 Service Types

- 3.1 We offer AirLAN, AirXtreme and AirHOME services. AirLAN is a point-to-point service used to connect two selected customer end points.
- 3.2 AirXtreme and AirHOME are a point-to-multipoint service used to connect all selected customer end points.

4 Service Configuration

- 4.1 The configuration of the service is based upon the applications and services you are using and the way in which you use these services.
- 4.2 Each customer end point is connected to our network via a microwave link and network termination
- 4.3 The point of Network Termination is the office, data centre or any other location that you select.
- 4.4 The Network termination is a Ethernet Network Termination Unit (ENTU) that provides standard User Network Interface (UNI) and acts as a delivery/demarcation point between the Airnetworks and customer networks.
- 4.5 The network terminations are delivered as a port based or VLAN based services.

5 Service Availability

- 5.1 'Downtime' does not include any period of time during which a Service is unavailable solely as a result of:
- a. Planned network maintenance to the extent that it occurs during the 'Maintenance Window' and does not exceed the 'Outage Duration' specified in clause 13.1 of this Service Description;
 - b. A Force Majeure Event as defined in the Master Services Agreement or our Standard Terms and Conditions;
 - c. A failure of any equipment or software that is not supplied or maintained by Airnetworks, or failure to the power supply to the premises (other than a failure caused by Airnetworks);
 - d. Any act or omission by the client or any third party resulting in an outage, other than an act or omission directed or authorised by Airnetworks; or
 - e. Any breach of occupational health and safety regulations that prevents Airnetworks from restoring the service, except to the extent that the breach could have been avoided by using reasonable precautions.

6 Service Performance

- 6.1 The performance of the service is based on the grade of network connections selected. We offer three different grades of service – AirLAN, AirXtreme and AirHOME.
- 6.2 AirLAN is suitable for delay sensitive applications like voice and video.
- 6.3 AirXtreme and AirLAN are suitable for critical business applications and services.
- 6.4 AirXtreme is suitable for applications like file transfer and basic email.
- 6.5 AirHOME and AirXtreme are suitable for non-critical applications like general Web browsing.

7 Service Management

- 7.1 We use <http://myportal.airnetworks.com.au> for the management of our services through our Service Desk.
- 7.2 Access to Service Desk is via the plan selected in the Service Window and depends on the service plan that you select.
- 7.3 The Service Window is the timeframe within which Service Availability and Management (Fault Response, Fault Restore and Fault Resolve) are measured.

Table 1 Service Window

Service Plan	Phone	Ethernet support
AirLAN	24x7	24x7
AirXtreme	24x7	24x7
AirHOME	Bus. Hrs 8-5	24x7

8 Service Maintenance

- 8.1 Service Maintenance is planned from time to time on your services.
- 8.2 We will notify you via email of any planned maintenance in accordance with the timeframes below.

Table 2 Service Maintenance

Action	Basic	Moderate	Major
Notice Period	24 Hours	5 Business Days	15 Business Days
Outage Duration	15 Minutes	1 Hour	5 Hours
Maintenance Window	2000 to 0500	2000 to 0500	2300 to 0500

- 8.3 Our notification of planned maintenance shall include the start time, the estimated outage duration and details of the Services affected.

9 Service Modifications

- 9.1 We perform moves, adds and changes to the service upon request. In most cases there will be a charge associated with these activities.
- 9.2 The charge will be set and agreed with you before commencement of works.

10 Service Faults

- 10.1 Our Fault Response is determined by the service plan you select.
- 10.2 Our Air-plan is based upon reactive management. In this case you are responsible for reporting the fault to us. Our Service Management timeframes commence from the time that you have reported the fault to us.
- 10.3 The service plans are based on proactive management. We contact you with the relevant information pertaining to the fault. Our Service Management timeframes commence from the time that we first log the fault.

Table 3 Fault Response

Fault Type	Response
Critical Fault	1 hour
Major Fault	4 hours
Minor Fault	Same Business Day (SBD)

- 10.4 Our Fault Restore target is the time in which we will address and rectify a service that has been subject to a Critical Fault.
- 10.5 The timeframes for Fault Restore are dependent on the geographical location of the fault. We have three areas that are used to define the service areas - Colac Local, Colac and remote.
- 10.6 Our Fault Restoration targets are based on the Service plan that is selected – AirHOME, AirXtreme and AirLAN.

Table 4 . Fault Restore for Critical Fault

Service Grade	AirHOME	AirXtreme	AirLAN
Colac	8 hours	6 hours	4 hours
Colac Local	12 hours	10 hours	8 hours
Remote	14 hours	12 hours	10 hours

- 10.7 In some instances an AirLAN Service plan will require you to have our redundant Network Access offering.
- 10.8 Our Fault Resolve target is the time in which we will address and rectify a Major or Minor Fault.
- 10.9 We aim to resolve 80% of Major Faults within the timeframes set out in the table below. In some cases a Major Fault will exceed these timeframes, due to issues outside of our control or influence, or where extended testing and monitoring is required as part of the resolution.
- 10.10 As Minor Faults will often involve subtle and intricate issues, we work to an agreed schedule in addressing these sort of faults. For AirXtreme and AirLAN Service plans we will set and agree with you a program of works and communicate with you against the achievement of major milestones in the Service Management process we set.

Table 5 . Fault Resolution

Service Plan	AirHOME	AirXtreme	AirLAN
Major Fault	72 Hours	48 Hours	24 Hours
Minor Fault	10 Business Days	5 Business Days	72 Hours

- 10.11 You must take all reasonable steps to ensure that a fault is not associated with your equipment, or any equipment on your side of our service demarcation point.
- 10.12 If upon investigation we determine a fault to be associated with your equipment or any equipment on your side of our service demarcation point, then we may charge you for any costs incurred in investigating the fault.
- 10.13 If a fault is determined to be our responsibility then we will use all reasonable endeavours to restore and resolve the services in accordance with the applicable restoration and resolution targets.
- 10.14 A breach of the Service Level is not a breach of the Agreement.
- 10.15 If you report a fault to us in a period that is outside your Service Window we will commence work on the fault on the next Business Day.
- 10.16 If you want us to work on a fault during the period that is outside your Service Window, we will only proceed with the works upon your acceptance of our After Hours Charges. These charges will be made clear and an estimate of the charge will be provided at that point.

11 Service Charge

- 11.1 Our Service Charge is based on the configuration of the service as per the Service Order.
- 11.2 We charge a 'once off' service commissioning fee and an ongoing monthly (in advance) recurring fee for the provision of the service. We commence charging you these fees upon Service Handover.
- 11.3 If we are unable to hand the service over to you because you are not in a position to take the service, we will commence billing for you the service at the point that we were ready to hand it over to you

12 Service Rebates

- 13.1 We provide rebates in the event that we fail to meet our Service Availability targets, as per the table below. In the table below, 'Downtime' means the total amount of downtime in a calendar month.

Table 6 Service Rebates

Downtime	AirHOME	AirXtreme	AirLAN
Between 22 and 60 minutes	NA	5% of monthly charges	7.5% of monthly charges
Between 61 and 180 minutes	NA	10% of monthly charges	15% of monthly charges
Between 181 and 300 minutes	NA	15% of monthly charges	22.5% of monthly charges
More than 300 minutes	NA	20% of monthly charges	30% of monthly charges

Note. Service Rebates are not applicable for services delivered over AirHOME.

13 Service Delivery

- 14.1 On logging the basic service requirements (service addresses, bandwidth required, service level required, type of traffic carried, term etc) a desktop plausibility will be provided within 48 hours.
- 14.2 Once the desktop plausibility is accepted then the detailed feasibility test will be completed and a firm offer is made for the provision of the service.
- 14.3 Target turnaround time for detailed feasibility is five (5) working days.
- 14.4 Networks with multiple links or with 'off net' configurations will take longer to survey. The turnaround time of these will be set and agreed with you.
- 14.5 A signed Service Order is required to formalise service activation.
- 14.6 Once completed and accepted a Service Delivery Package is created and shared with your nominated contact point. This document will form the basis of the project plan and communication schedule for us to commission the service for you.
- 14.7 The final design of the service order is handover to the operations team for installing and testing purposes.
- 14.8 We will deliver the service to you on or before the date that is communicated to you as part of the Order Acceptance document.

14.9 The service is accepted by you on completion of the agreed testing and handover criteria for the service. Once accepted we will commence invoicing for the service.

14 Definitions

Service Window

Standard Business Day is any day which is not a Saturday, Sunday or Public Holiday in the physical location that the Service is delivered.

9x5 is a standard business day between the hours of 8:00am and 5:00pm.

24x7 is 24 hours 7 days a week.

Fault Severity

A Critical Fault is when a service is determined to have no connectivity.

A Major Fault is when a service is determined to have performance characteristics that do not meet the minimum speed of 8Mbps, resulting in slow or intermittent connectivity.

A Minor Fault is a non-service affecting incident or service enquiry.