

## Part A – Service Details

### Helpdesk

The TelstraClear Helpdesk is your primary point of contact. Through the Helpdesk, we will:

- provide you with a 24x7 fault logging facility;
- investigate and manage faults through to resolution;
- update you on progress with fault resolution;
- escalate unresolved faults to the appropriate TelstraClear representative; and
- respond to MAC requests.

### Fault Management

- We will use all reasonable endeavours to resolve any faults for which we are responsible in accordance with the resolution times specified below. However, we do not guarantee that these resolution times will always be met.
- Faults will be assigned a priority rating depending on the impact that the fault is having on the Services. We will determine that priority rating in consultation with you.

### Definitions

- “Resolution Time” means the period elapsed (during Service Hours) from the time you log the fault to the time that the affected Service is restored to normal operation.
- “Service Hours” means 7.00am to 5.30pm Monday to Friday (inclusive), but excluding national public holidays.

PRIORITY	DEFINITION	RESOLUTION TIME	PROGRESS REPORTS
Critical Impact	A catastrophic fault, where a minimum of 50% of users at a particular Site cannot use a particular Service.	4 hours during Service Hours (or 8 hours during Service Hours where the fault is assigned to one of TelstraClear’s subcontractors for resolution).	At 1 hour intervals during Service Hours.
Major Impact	Up to 50% of users at a particular Site cannot use a particular Service.	8 hours during Service Hours.	At 2 hourly intervals during Service Hours.
Minor Impact	Repeated quality problems. Intermittent faults or degraded service. No major service impact.	5 Working Days.	At 8 hourly intervals during Service Hours.

### Helpdesk Contact Details

The Helpdesk can be contacted at any time 24/7 by calling the tollfree number listed below:

**Telephone: 0508 555 500**

Please be prepared to provide the following information:

- your account name and account number;
- a full description of the fault, including impact on your business;
- contact details for the individual to be advised of progress/resolution; and
- arrangements for accessing the affected site (if required).

### Moves Adds Changes (MAC’s)

- “MAC” means the ad hoc rearrangement, deletion or addition of standard service components or features.
- MAC requests must be made by those persons you have notified us in writing as being authorised to initiate such requests.
- Within 3 Working Days of receipt of a written MAC request, we will advise you of the charge and likely completion time for the work (unless the work involves Telecom tails, in which case, the likely completion date will be provided within 7 Working Days).
- We will update you of any changes to the likely completion date.
- Completion times will vary depending on the complexity of the MAC, starting from 3 Working Days for simple MAC’s, to longer time frames for complex MAC’s.
- The implementation of additional Services, relocation of existing sites, addition of new sites or activities that require specific design, consulting or project management effort will be deemed to be “Additional Services”.

### Escalation Procedure

- TelstraClear operates an automatic escalation process within our Fault Management Centre for all service issues.
- If you ask us to, the TelstraClear representative who is coordinating resolution of the fault will escalate any unresolved faults to the following personnel:
  - Level 1     Group Team Leader - Complex Faults
  - Level 2     Group Manager - Complex Faults
  - Level 3     Department Manager – Fault Management Centre.

### Customer Planned Outages

- Please provide us with reasonable notice of any activity that you are planning that may cause an interruption in the Services.

## Part B – Pricing

### Helpdesk/Fault Management

- No charge.

### MAC’s

- Charges for MACS are set out in the rate card for the relevant services.

### Additional Services

- Charges for Additional Services will be by quotation.