



AAPT Business Outbound Voice Service Schedule

An AAPT Voice Solution



This Service Schedule forms part of the Agreement between Us and You and cannot be used as a stand-alone agreement. Any terms defined in the Service Agreement and the Service Order Form have the same meaning in this Service Schedule unless defined in this Service Schedule or the context requires otherwise.

We will be Your exclusive provider of the Service described in this Service Schedule. To place an order for this Service, please sign and return to Us the Service Order Form provided to You.

Service Agreement means Our current "Standard Service Agreement", a copy of which is available at <http://www.aapt.com.au/businesslegal>, or such other agreement as may be agreed in writing between Us and the You (in which case the latter will take precedence).

Part 1 – Service Description

1. Description

AAPT Outbound Voice Services may be provided via a number of access types. The access types may include directly connected AAPT lines or switched access services using Multi-carrier Pre-selection and Rebilling of Telstra services that would otherwise appear on a Telstra bill. A more specific description of the Services appears below:

Direct Access lines directly connect the AAPT Network to the PABX test point frame at Your nominated sites. Local, National, Fixed to Mobile and International calls are routed directly to the AAPT network.

Switched Outbound service provides National, Fixed Line to Mobile and International telephone calls from fixed line telephones anywhere in Australia. Local Call Override (“**LCO**”) is also available in main capital cities where the Customer site has LCO capable equipment.

Telstra Re-bill service allows You to direct charges for Telstra services, which would otherwise appear on a Telstra invoice, to AAPT to be invoiced to You by AAPT on an AAPT invoice.

2. Features and Functionality

2.1 Access

2.1.1. AAPT Direct Access

2.1.1.1. AAPT ISDN Direct (ISDN)

The AAPT ISDN Service is an ISDN (Integrated Services Digital Network) based service which supports high-speed digital transmission of voice, image and facsimile traffic. The Service supports TS014 and ESTI protocol standards.

It is Your responsibility to ensure compliance with the relevant technical protocols as outlined in this Service Schedule.

The Service comprises two main components:

(a) **Access Service**

ISDN 10 - 10 B channels and 1 D channel

ISDN 20 - 20 B channels and 1 D channel

ISDN 30 - 30 B channels and 1 D channel

Access into Your site includes:

- (i) the telecommunications circuit into Your site from the AAPT network node; and
- (ii) for services using DSL technology, the Service interface to You is via an RJ45 jack on an NTU which will be located on Your premises near the PABX and will

provide network wiring back to the MDF. The NTU is an AC powered device connected to a standard AC power at Your premises close to Your PABX.

- (iii) For all other Services, the service interface to You is via an RJ45 jack to the Main Distribution Frame ("**MDF**") of the building.

The Service consists of 64Kbps "B Channels" for Your data transmission and one 64Kbps "D Channel" for control and signalling.

(b) **Service Features**

The following features are supported:

- (i) Porting of existing numbers from other carriers
- (ii) In-dial
- (iii) Call Line Identification ("**CLI**")
- (iv) Local calling
- (v) White pages listing
- (vi) Allocation of channels to incoming, outgoing or both-way
- (vii) Malicious Call Trace

(c) **Charges**

Notwithstanding clause 3.3 of the Standard Services Agreement and paragraph 3.1 of Part 4 of this Service Schedule, the Charges for access and telephone range rental for AAPT's ISDN 10/20/30 will not increase during the Minimum Period.

2.1.1.2 AAPT PSTN Direct (PSTN)

The AAPT PSTN (Public Switched Telephone Network) Service is an analogue based service which supports voice, facsimile and dial up modem traffic. This Service is available in a limited number of AAPT fibred buildings. The Service comprises two main components:

(a) **Access Service**

Access into Your site includes:

- (viii) the telecommunications circuit into Your site from the AAPT network node.
- (ix) the Service interface to You via an RJ45 jack, to the MDF of the building.

(b) **Service Features**

The following features are supported by the Service:

- (x) Porting of existing numbers from other carriers
- (xi) Call Line Identification ("CLI")
- (xii) Local calling
- (xiii) White pages listing
- (xiv) Malicious Call Trace
- (xv) Line Hunt
- (xvi) In-dial on PSTN
- (xvii) Call Forwarding.

2.1.2 AAPT Switched Access

Your existing telephone numbers and lines are used to access the Switched Outbound Service.

2.1.2.1 Multi-Carrier Pre-selection (MCP)

MCP uses Your existing Telstra ISDN, PSTN or Optus Direct Connect telephone lines to route calls to the AAPT Network. MCP can be used for National, Fixed to Mobile and International calls from Telstra services and National, Fixed to Mobile and International calls from Optus Direct Connect services.

2.1.2.2 Coded Access 1414

The AAPT Switched Outbound Service dialling prefix is 1414. This prefix can be dialled manually for each call, dialled automatically by Your equipment for each call or dialled by AAPT supplied dialler equipment. Coded access can be used for Local, National, Fixed to Mobile and International calls from Telstra services and National, Fixed to Mobile and International calls from Optus Direct Connect services.

2.1.3 Re-bill

The AAPT Re-bill service is accessed by Telstra's Public Switched Telephone Service and Telstra's Public Switched Integrated Services Network.

2.2 Basic Features

Calls

Calls can be made from any Australian fixed line telephone service described in Section 2.1 that has access to the AAPT Network to any Local, National, Mobile or International telephone number. Calls are identified as Local, National, Fixed to Mobile, International or other calls based on the profile of the originating and dialled numbers.

Local

Local calls include calls to fixed line telephone numbers within the local calling area of the caller.

Fixed to Mobile

Fixed to Mobile calls include calls to any mobile telephone number where the call recipient is located in Australia. Calls to mobile telephone numbers where the call recipient is located outside Australia may attract additional Charges.

National

National calls include calls to fixed line telephone numbers in Australia outside the local call area of the caller.

International

International calls include calls to telephone numbers outside Australia. Calls to mobile telephone numbers where the call recipient is located outside Australia may attract additional Charges. International calls are available via MCP, Coded Access and AAPT Direct Access Lines.

Other

All other calls not described above are defined as other calls. These calls include without limitation calls to free call numbers, UPT, Information Services, 13/1300 numbers and satellite telephone services.

2.3 Supplementary Switched and Re-Bill Features

For a description of Telstra services, please refer to Telstra's Standard Form of Agreement ("Telstra SFOA"), a copy of which can be found at www.telstra.com.

3. Provisioning the Service

3.1 Direct Access

3.1.1 Project Management

We build, implement and deploy the ISDN and PSTN Services within specified service targets. We will specify a deployment plan that will generally utilise the skills of a project manager or project coordinator. We will specify an implementation sequence for the implementation and commissioning of Your solution, on a site by site basis as agreed between us.

3.1.2 Standard Installation

The standard installation process consists of configuration of the access to meet the operational requirements developed during the design phase. The circuits are tested and installed on site, through a range of coordinated activities undertaken by the project manager. During this phase, You are responsible for ensuring that the sites are made ready for the standard installation. For a site to be ready for the standard installation:

- (a) there must be a Network Termination Point in the Access Site;
- (b) there must be Lead-In Cabling at the Access Site (Lead-In Cabling means any Telstra cabling on Your premises from the point on the property line where the cable is to enter Your premises);

- (c) there must be standard 240 v AC power available;
- (d) cabling required to be run from the MDF on the floor level where the Service is to be delivered to the Network Termination Point must not be in excess of 30 meters;
- (e) the installation must be possible by normal means and must be able to be undertaken by a single person;
- (f) there must be no requirement for scissor lifts, cable trays, core/masonry penetrations or other sundry civil works required to be undertaken; and
- (g) there must be sufficient riser cabling to the IDF on the floor of the Access Site where the CPE is located.

If extra or non-standard installation work is required, We will:

- (h) put Your order for the Service (as set out in the Service Order Form) on hold;
- (i) provide You with a new quotation for the additional Works required; and
- (j) provide You with 3 Business Days within which to accept or reject the quotation.

3.2 Switched and Re-Bill Access

3.2.1 Installation

We will install the Service during our normal business hours (8.00am to 5.00pm (local time) excluding weekends and public holidays).

The AAPT Telstra Re-bill service must be provisioned through AAPT. Telstra is responsible for the supply of Telstra services to You.

The provision of Telstra services to You is governed by terms and conditions imposed by Telstra under a Standard Form of Agreement ("Telstra SFOA") in relation to the relevant Telstra service. AAPT is not a party to that Telstra SFOA and is not responsible for any failure by Telstra to provide any Telstra service to You.

3.2.2 Amendments

If requested, We will make amendments to the Service during our normal business hours (8.00am to 5.00pm (local time), excluding weekends and public holidays). These amendments to the Service will incur additional Charges which We will advise You of at or shortly after the time that You request an amendment.

4. Operation of Service

4.1 Direct and Switched Access

4.1.1 Network Management

The underlying network platform upon which the Service is delivered is pro-actively managed and monitored by the AAPT Network Operations Centre (“**NOC**”).

The NOC operates 24 hours a day, 7 days a week and is dedicated to the task of network monitoring and fault management. The NOC monitors the physical state ("up" or "down") of the Service and provides a remote diagnostics centre to help ensure operational stability and connectivity to designated sites and resources.

This team also provides first level support in the event of a fault situation and is responsible for activating the second and third level of support and referring issues to different groups within our organisation, while retaining responsibility for the overall management of the fault.

4.1.2 Maintenance

To enable Us to reliably deliver the Service We need to undertake periodic maintenance of the network infrastructure. These planned maintenance windows are scheduled to minimise any impact on Your Service.

4.2 Re-Bill Services

The availability of a Telstra service is governed by the SFOA in relation to that service. AAPT is not a party to that Telstra SFOA and is not responsible for any failure by Telstra to make that service available to You or to provide maintenance in respect of that service. AAPT will invoice You for Telstra services used by You, as notified to AAPT by Telstra.

4.3 Overall Fault Management

4.3.1 Customer Contact Centre

The Customer Contact Centre is responsible for receiving Your requests for network Service restoration 24 hours a day, 7 days a week, and managing restoration of the affected AAPT Service.

In the case of Telstra Re-bill Services, the Customer Contact Centre is responsible for receiving Your requests for network Service as described above, and liaising with Telstra to achieve restoration of the affected Telstra Re-bill Service.

The provision of restoration services to You in relation to any Telstra service (including Telstra Re-bill Service) is governed by the Telstra SFOA in relation to that service. AAPT is not a party to the Telstra SFOA and is not responsible for any delay or failure by Telstra to restore any Telstra service to You.

4.3.2 Restoration

To prioritise resources, the Customer Contact Centre representative will prioritise faults into severity categories according to the fault impact. A unique job number will be issued and used in any follow up contact with Your contact.

4.3.3 Contact Details

All faults must be reported to the Customer Contact Centre on 1800 357 597 by providing:

- (a) Your customer number and account number;
- (b) the affected Service;
- (c) the time and date of the fault;
- (d) a detailed description of the fault; and
- (e) the contact details for Your contact who will accept the response call.

4.4 Customer Service and Billing

4.4.1 General Enquiries

The Customer Contact Centre will respond to general enquiries regarding the Services, product information, work status and information requests. Faults may be reported to the Customer Contact Centre 24 hours a day, 7 days a week. Billing enquiries will be actioned by the Customer Contact Centre between 8.30am and 8.00pm (Sydney time) Monday to Friday.

The Customer Contact Centre can be contacted on 1800 357 597.

4.4.2 Moves, Adds and Changes

AAPT's representatives are responsible for arranging "business as usual" moves, adds and changes to the Switched Outbound Voice Service. AAPT's representatives can be contacted via the Customer Contact Centre on 1800 357 597. These "moves, adds and changes" will incur additional Charges which We will advise You of at or shortly after the time that You request a "move, add or change".

4.4.3 Billing

Invoices are issued in accordance with the terms of the Agreement. We will invoice You on a monthly basis. Each invoice will include call summaries by service numbers and by Answer Points.

All billing enquiries should be made to the Customer Contact Centre on 1800 357 597.

Part 2 - Charges

Please refer to the Service Order Form

Part 3 – Service Levels

1. Service Levels

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
<p>Service Reception</p>	<p>Answering a telephone call from You and logging information relevant to a fault or other details relevant to the service required.</p>	<p>Service Restoration</p> <p>Call reception is available 24 hours a day, 7 days a week, 52 weeks a year.</p> <p>85% of calls will be answered within 20 seconds.</p> <p>Billing Enquiries</p> <p>Call reception is available on business days, 08:30 to 20:00 (Sydney time).</p> <p>85% of calls will be answered within 20 seconds.</p> <p>Provisioning Enquiries</p> <p>Call reception is available on business days, 08:30 to 17:30 (Sydney time).</p> <p>85% of calls will be answered within 20 seconds.</p>
<p>Standard Service Hours</p>	<p>Those hours during which, when a fault is reported or detected, AAPT will commence restoration work.</p>	<p>24 hours a day, 7 days a week, 52 weeks a year</p>
<p>Monitoring Hours</p>	<p>Those hours during which the service monitoring systems are operational.</p>	<p>24 hours a day, 7 days a week, 52 weeks a year.</p>

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
Response Time	The elapsed time, during Standard Service Hours, between reporting a fault to AAPT and confirmation to You that initial diagnosis has been completed and an estimated time to restore is provided, if known.	1 hour.
Progress Updates	Updates on the status of service restoration activity.	Provided to You on a significant event basis, or as agreed.
Service Availability	Monitoring Hours less downtime outside the standing window for planned outages, divided by the Monitoring Hours, expressed as a percentage. Measured monthly on a site-by-site basis.	99.9%
Service Restoration	The elapsed time, during Standard Service Hours, between You reporting a fault to AAPT and confirmation to You that the Service has been restored to the levels defined in the Service Definition.	Metropolitan areas - 4 hours. Rural areas - 4 hours plus 1 Business Day. Remote areas - 4 hours plus 2 Business Days.
Planned Outage Notification	Notice of any planned maintenance that could cause a service outage.	Notification at least five Business Days in advance either by letter, telephone, fax or e-mail. In the case where emergency maintenance needs to be conducted, AAPT will endeavour to provide at least 24-hour notice, although may not be able to do so in all circumstances.

SERVICE ATTRIBUTE	ATTRIBUTE DEFINITION	SERVICE LEVEL COMMITMENT
Service Provisioning – Directly connected services	<p>The elapsed time between the confirmed acceptance of an order and the implementation of that request, unless You specify a longer time.</p> <p>A metropolitan area is defined as within 25km of the GPO of the Melbourne, Sydney, Brisbane, Adelaide, Perth and Canberra.</p>	<p>Metropolitan Area - 40 days</p> <p>All other areas - 60 days</p>
Billing Enquiry Resolution	The elapsed time during Standard Service Hours between receipt of the billing enquiry and confirmation to You of the resolution.	<p>Response time: within 2 Business Days</p> <p>Resolution time: within 25 Business Days.</p>

2. Service Restoration Rebate

Where We fail to meet the defined Service Restoration times for Interrupted Faults, the following rebates will apply:

NUMBER OF HOURS OVER STATED RESTORATION TIME	SERVICE RESTORATION REBATE
Less than or equal to one hour	15% of monthly recurring charge for the eligible Service at the site
Greater than 1 hour, and less than or equal to 2 hours	25% of monthly recurring charge for the eligible Service at the site
Greater than 2 hours, and less than or equal to 4 hours	40% of monthly recurring charge for the eligible Service at the site
Greater than 4 hours	50% of monthly recurring charge for the eligible Service at the site

Where faults are classified as follows:

- (a) Interrupted Faults: Service is non-operational.
- (b) Non-Interrupted: Service is degraded but still operational.

3. Service Restoration Rebate Conditions

The following conditions apply to eligibility for a Service Restoration Rebate:

- (a) Rebates apply from the first full calendar month that the Service is operational.
- (b) The rebate is payable only in relation to the site where the fault originates.
- (c) The rebate is Your only remedy in the event of any failure to meet the Service availability target.
- (d) You must apply for the rebate in writing to Your Account Manager within 30 calendar days of the end of the month to which the rebate applies.
- (e) The rebate is only to be applied by way of a credit, and cannot be redeemed for cash.
- (f) The maximum rebate available for any circumstance in any month will not exceed 100% of the total monthly charges for the eligible Service at that site.

4. Service Level Exclusions

Service Levels are not applicable and Service Restoration Rebates are not available:

- (a) where the outage is caused or contributed to by any act or omission by You or a third party (excluding AAPT contractors);
- (b) where planned outages are undertaken by AAPT;
- (c) where You knew or ought to have known that an outage was likely to occur and did not give AAPT reasonable notice of this fact;
- (d) where disruption or delay in restoring the Service is caused or contributed to by You;
- (e) where a delay in restoring the Service is caused by a Force Majeure Event;
- (f) where You have not paid any Charges when due for the month that the rebate is claimed.

Part 4 – Additional Terms and Conditions

1. Transfer of Services to Us

- 1.1 If, in providing the Service, We need to change Your arrangements with Your current supplier of telecommunications services, then We will do so in accordance with this paragraph 1.
- 1.2 You authorise Us to sign on Your behalf and in Your name forms of authority to Your current supplier to transfer Your accounts into our name.
- 1.3 You authorise (and if requested by Us, agree to give written instructions to) Your current supplier of telecommunications services to transfer to Us all telecommunications services relating to the telephone numbers transferred to Us and to provide Us with all information necessary for this purpose.
- 1.4 If Your current supplier credits Us with any amount concerning services provided before the date of transfer, We will credit that amount to Your account.
- 1.5 If Your current supplier raises a proper charge relating to a service it provided to You before the commencement of the Service, We will advise You accordingly. You must pay Your current supplier that amount. If You dispute the amount claimed, You must promptly notify Us in writing.
- 1.6 We will not accept any liability for any amounts owing by You to Your current supplier for a service that Your current supplier provided to You prior to the commencement of the Service. You must indemnify Us against any claims made by Your current supplier to Us in relation to any such amounts.

2. Transfer of Your Account From Us from Another Supplier

- 2.1 If, in the future You ask a third party supplier to transfer the Service to that third party supplier, then You remain responsible to Us for the amount payable prior to the transfer, and You will immediately pay Us that amount on receipt of our invoice.
- 2.2 The provision of Services ceases when those accounts are transferred to that other Supplier.
- 2.3 If We later become aware of other proper Charges (including fees payable to any other supplier) for that Service up to the date of transfer, or We resolve any dispute so that any liability of ours relating to that Service is quantified, then You will immediately pay Us all such amounts on receipt of our invoice.

3. Charges for Services

- 3.1** You will pay Us in accordance with the Agreement any charge which any other supplier or other person renders to Us:
- (a) because You approach that other supplier or person directly, or otherwise than through Us; or
 - (b) for connection or initiation of any service or for cancellation of any service; or
 - (c) for any changes in other supplier's Charges to Us (including increases and special or one-off Charges).
- 3.2** If You use an override code to access services (including 190X calls) offered by another supplier, You will be billed by that supplier for Charges You incur.

4. Use of Our Network

You authorise Us to arrange (including to sign on Your behalf forms of authority) for any equipment necessary for You to receive the Service to be installed and programmed so that calls to destinations nominated by Us from time to time are, so far as possible, carried by our switched services network.

5. Limitation of Liability

- 5.1** We have no liability to You or any other person for:
- (a) porting of Your local number (as detailed on the relevant Service Order Form or Porting Authority Form) which is carried out in accordance with a porting request received by Us;
 - (b) any delays in implementing a porting request for a number in respect of which We have received a porting request; or
 - (c) a failure to implement a porting request in accordance with a porting request received by Us.
- 5.2** We have no liability to You or to any other person for faults or defects that arise in telecommunication services not provided under the Agreement (even if they are connected with our consent to a Service that We have arranged under the Agreement) which are due to incompatibility with the AAPT Service.