



# AAPT Business Reach Voice Service Schedule

An Inbound 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.

## Part 1 – Service Description

### 1. Service Description

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#### 1.1 Service Overview

AAPT Reach Voice Service refers to a range of inbound voice services based on AAPT's intelligent network (**IN**) platform. The Service is designed to make it easier for your business to operate in an increasingly dispersed manner by providing callers with the ability to dial-in to your business at subsidised call rates using an Inbound Service Number.

The AAPT Reach Voice Service product suite includes:

- AAPT Reach Inbound Services;
- AAPT Presence Inbound Services; and
- AAPT International Toll Free Services (**ITFS**).

You are required to nominate which type of AAPT Reach Voice Service you are ordering on the Service Order Form.

#### 1.2 AAPT Reach Inbound Services (13/1300/1800)

##### (a) Service Description

With an AAPT Reach Inbound Service (13/1300/1800 non-geographic numbers), calls can be:

- made to the Service from a mobile or fixed line phone from anywhere in Australia; and
- terminated to a nominated Access Site anywhere in Australia or overseas.

The types of numbers offered by the Service are:

- 13xxxx (6 digits);
- 1300xxxxxx (10 digits); and
- 1800xxxxxx (10 digits).

Generally, callers pay no call charge when calling a Service prefixed with 1800 and pay a flat rate when calling a Service prefixed with 13 and 1300. There are exceptions to this, including for calls made to a Service from mobiles or from international locations.

##### (b) Service Coverage

Your business is able to receive calls from:

- Australian fixed line and mobile networks that are supported by an interconnect agreement between AAPT and the relevant Australian network operator; and
- international fixed line and mobile networks that are supported by an interconnect agreement between AAPT and the relevant international network operator, provided the calling party dials an Australian country code prefix which is an Australian domestic toll free service.

(c) **Service Features**

The Service offers the following features:

- (i) web-based reporting;
- (ii) customised call barring, for example mobiles, selected callers or certain calling areas; and
- (iii) flexible call distribution, including:
  - (A) Australia wide routing;
  - (B) state based routing;
  - (C) mobile location identifier (**MoLI**) routing;
  - (D) charge district routing;
  - (E) standard zone unit routing;
  - (F) exchange service area (**ESA**) routing;
  - (G) postcode routing;
  - (H) call splaying;
  - (I) call overflow;
  - (J) time of day routing;
  - (K) day of week routing;
  - (L) day of year routing
  - (M) selected caller routing; and
  - (N) Customised Voice Response (CVR).

**1.3 AAPT Presence Inbound Services**

(a) **Service Description**

The AAPT Presence Inbound Service provides you with a 10-digit geographic access number in a specific location around AAPT's national points of presence. It provides call capture points throughout Australia while giving the appearance that the caller is calling a local business operator.

The service works in the same manner as a national 13/1300 service except that the dialled number is a local geographic number. All call charges to the Service are billed to you.

(b) **Service Coverage**

Your business is able to receive calls from:

- (i) Australian fixed line and mobile networks that are supported by an interconnect agreement between AAPT and the relevant Australian network operator; and
- (ii) international fixed line and mobile networks that are supported by an interconnect agreement between AAPT and the relevant international network operator,

provided the calling party dials an Australian country code prefix which is an Australian domestic toll free service.

(c) **Service Features**

The AAPT Reach Inbound Service offers the following features:

- (i) web-based reporting;
- (ii) customised call barring, for example mobiles, selected callers or certain calling areas; and
- (iii) flexible call distribution, including:
  - (A) Australia wide routing;
  - (B) state based routing;
  - (C) mobile location identifier (**MoLI**) routing;
  - (D) charge district routing;
  - (E) standard zone unit routing;
  - (F) exchange service area (**ESA**) routing;
  - (G) postcode routing;
  - (H) call splaying;
  - (I) call overflow;
  - (J) time of day routing;
  - (K) day of week routing;
  - (L) day of year routing
  - (M) selected caller routing; and
  - (N) Customised Voice Response (CVR).

**1.4 AAPT International Toll Free Services (ITFS)**

(a) **Service Description**

The AAPT International Toll Free Service allows you (as a customer located in Australia) to have a toll-free number in an overseas country, with the calls being answered in Australia. All call charges are billed to you.

The toll-free number dialled in the overseas country is in the toll-free format of that country. For example, a number dialled in New Zealand is in the format 0800 XXX XXX, while in Sweden, the number format is 020 XX XXXX. As the toll-free number is allocated by different overseas carriers, you will have a different toll-free number for each country that you receive ITFS calls from.

From time to time, an overseas carrier will advise AAPT that they are changing their access number format. Often, this is a case of changing the toll-free prefix to include the digits 800. This will mean that your ITFS number will change in that country. The notice period given to us of these changes varies. Some carriers provide a dual-access period then a recorded announcement for a period, others do not.

(b) **Service Coverage**

Your business is able to receive calls from fixed line and mobile networks that originate from networks internationally, based upon the country in which the ITFS is situated. ITFS is provided via the AAPT Network, which has interconnection arrangements with all major national carriers and many International Carriers.

(c) **Service Features**

AAPT will route the ITFS number to Your Answer Point, which may be a standard telephone service, mobile or international service (see Third Country Calling restrictions in paragraph 1.4(e)).

The AAPT International Toll Free Service offers the following features:

- (i) web-based reporting;
- (ii) customised call barring, for example mobiles, selected callers or certain calling areas; and
- (iii) flexible call distribution, including:
  - (A) call splaying;
  - (B) call overflow;
  - (C) time of day routing;
  - (D) day of week routing;
  - (E) day of year routing; and
  - (F) Customised Voice Response (CVR).

(d) **Access Restrictions**

In each country, there are various restrictions on access to toll-free numbers. For example, calls may not be possible from some types of telephones and certain payphones may require coins to get a dial tone, or there may be charges payable by callers from certain countries. AAPT will advise you of any known restrictions for the country in question.

(e) **Third Country Calling**

Third Country Calling refers to an inbound international toll-free call terminating back out of Australia into a third country.

Several international carriers do not allow Third Country Calling on numbers originating in their country. Some require you to sign a form declaring that you understand this restriction. AAPT will advise you of countries with this restriction and supply the relevant declaration form to you.

## 1.5 **Network Connectivity**

Where Answer Points for the Service are not directly connected to the AAPT Network, the call is handed to the relevant carrier for termination.

## 1.6 Reach Call Plan Manager

Reach Call Plan Manager (**RCPM**) is a feature of the AAPT Reach Voice Service that allows you to remotely specify and configure the routing of inbound calls from your customers' services to the Answer Points of their choice.

RCPM provides IP access over the Internet to AAPT's advanced calling services (**ACS**) server. ACS is a management application with a graphical interface that allows Inbound Service Numbers to be designed and modified in addition to enabling calls to be routed to specified Answer Points.

Two types of RCPM are available:

### (a) **Standard Reach Call Plan Manager**

Standard RCPM allows you to modify the variable data associated with a Call Plan but the structure of that Call Plan may not be changed. The most frequent modifications include making changes to:

- (i) Answer Points;
- (ii) the day of the week routing;
- (iii) the time of the day routing;
- (iv) geographical routing; and
- (v) RCPM passwords.

Where a particular modification cannot be performed using Standard RCPM (e.g. the addition of a new Answer Point to a Call Plan) then AAPT can perform the modification on your behalf. In such cases, standard SLAs and modification charges will apply.

### (b) **Advanced Reach Call Plan Manager**

Advanced RCPM provides all the features of Standard RCPM, but in addition allows you to design and build your own Call Plans, add new routing options and add new Answer Points.

## 1.7 Customised Voice Response (CVR)

Customised Voice Response allows a caller, after being prompted by a pre-recorded voice message, to select from a number of options using his or her telephone key pad. The caller is then directed to the appropriate Answer Point.

## 1.8 Extension Call Allocation

Extension Call Allocation is a feature available in conjunction with CVR that allows callers to dial an extension number (of less than 6 digits) within a specified extension range. The call is directed to the nominated Answer Point based on the extension entered.

## 2. Charges

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### 2.1 Charges

The Charges are specified in Part 2 of this Agreement. You acknowledge and agree that other Charges (not listed at Part 2 of this Agreement or the Service Order Form) may apply to the

Services and include (without limitation) Cancellation Charges and call-out Charges (including call-out Charges for faults caused or contributed by You).

### 3. Minimum Period

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- (a) The Minimum Period for each Individual Service is 12 months commencing from the Service Start Date or such greater period as specified in the Service Order Form.
- (b) Provisions relating to cancellation of the Service by You within the Minimum Period are set out in the Service Agreement.

### 4. Service Levels

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- (a) The service level targets are set out in paragraph 1 of Part 3 (the **Service Level Targets**).
- (b) Failure to achieve a Service Level Target does not automatically entitle You to a rebate.
- (c) Service Rebates (if applicable) are set out in paragraph 2 of Part 3.

### 5. Additional Terms and Conditions

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#### 5.1 Transferring from the Current Supplier to AAPT

If in providing the Service, AAPT needs to change your arrangements with the current carrier supplying You (**Current Supplier**), You consent to the following procedures:

- (a) You authorise AAPT:
  - (i) to advise the Current Supplier that the services are to be provided by AAPT in place of the Current Supplier; and
  - (ii) to sign on your behalf and in your name, forms of authority to be sent to the Current Supplier, which will transfer the provision of your services to AAPT.
- (b) If AAPT requests, You will give written instructions to the Current Supplier to transfer the services to AAPT.
- (c) You will immediately pay to the Current Supplier all amounts owing for your Services including alteration of charges, which the Current Supplier may demand up to the time of transfer of those accounts.
- (d) Within 7 days of AAPT's request You will provide AAPT with a written list of all amounts which You presently owe to the Current Supplier for its services and include details of any amounts which are in dispute between You and the Current Supplier in relation to its services.
- (e) You authorise AAPT to, at AAPT's discretion, resolve all disputes between You and the Current Supplier about charges owed by You to the Current Supplier. You will settle all disputes with the Current Supplier in accordance with such resolution and at AAPT's discretion, authorises AAPT to immediately pay the Current Supplier on your behalf.
- (f) If AAPT pays or credits any amount to the Current Supplier, then You indemnify and will reimburse AAPT for that amount.



- (g) If the Current Supplier credits AAPT with any amount concerning the transferred services, AAPT will credit that amount to You.

## 5.2 Number Portability

Where You complete a Service Order Form that requires the porting of an existing inbound number from an Other Supplier's network to the AAPT Network:

- (a) You must complete and sign an appropriate Porting Authority Form as required by the Other Supplier to port the relevant number(s) to the AAPT Network; and
- (b) You will be liable for any Other Supplier's charges or any other charges or costs incurred by AAPT as a result of a rejected port.

## 5.3 Compliance with Telecommunications Numbering Plan

You must comply with the Telecommunications Numbering Plan 1997.

## 5.4 Compliance with Rights of Use

- (a) At all times You must ensure that if any Inbound Service Number is a **smartnumber®**, You:
  - (i) are the ROU-holder of that Inbound Service Number; or
  - (ii) have otherwise obtained from the ROU-holder and are maintaining a lease of or licence to use that Inbound Service Number.
- (b) You agree to indemnify AAPT from and against any losses, damages, costs and/or expenses (including any arising out of or in connection with an action or claim relating to the infringement of an ROU-holder's rights brought against AAPT) as a result of a breach of paragraph 5.4(a) by You.
- (c) At any time, AAPT may disconnect the Service on an Inbound Service Number (including, without limitation, a **smartnumber®**) immediately without notice, liability and prejudice to any of its other rights, for any of the following reasons:
  - (i) AAPT has been made aware that the ROU-holder of that Inbound Service Number has not authorised the activation of the Service or has requested disconnection of the Service;
  - (ii) AAPT has been made aware that Your lease of, licence to use, or right to use that Inbound Service Number has been cancelled, withdrawn or surrendered; or
  - (iii) AAPT must otherwise do so to comply with the Telecommunication Numbering Plan 1997, the INMS Business Rules, or any other laws, regulations, determinations, industry codes or rules in relation to the rights of use of that Inbound Service Number.
- (d) In this paragraph 5.4:
  - (i) **ROU-holder** has the meaning given in the Telecommunications Numbering Plan 1997; and
  - (ii) **smartnumber®** means a freephone (1800 number) or local rate (13 or 1300 number) telephone number that has been allocated to an ROU-holder by the

ACMA through the on-line auction system described in Division 7A Part 5 of the Telecommunications Numbering Plan 1997.

## 5.5 Use of AAPT Presence Inbound Numbers

You acknowledge that AAPT Presence Inbound Services are not configured to enable any outgoing calls and can only support incoming calls.

## 6. Definitions

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In this Service Schedule, unless the context requires otherwise:

**AAPT** is defined in the Service Agreement.

**AAPT Network** means the telecommunications network and telecommunications services (including all AAPT and Other Supplier owned equipment) operated by AAPT or its Related Body Corporate.

**Access Site** means the site address nominated in the Service Order Form.

**ACMA** means the Australian Communications and Media Authority.

**Answer Point** means the standard telephone number on numbers that the Inbound Service Number is terminated on. An answer point can be a 13, 1300 or 1800 number.

**Call Plan or Call Routing Plan** means a flowchart defining the decisions and actions made to determine the routing of a call. Call Plans are associated with an individual Service and are stored and managed within customer partitions within AAPT's IN Platform.

**Carriage Service Provider** has the meaning given to that term in the Telecommunication Act 1997.

**Current Supplier** means a Carriage Service Provider, a telecommunications service provider or equipment supplier who supplies You with services or equipment.

**Customised Voice Response (CVR)** means a customised voice recording or announcement that is established in conjunction with a Call Plan.

**IN Platform** means AAPT's Intelligent Network platform.

**Inbound Service Number** means the non-geographic inbound voice number based on AAPT's IN Platform. It can be a 13, 1300 or 1800 number.

**INMS** means Industry Number Management Systems – the telecommunications industry organisation responsible for the management of Free and Local Rate (13/1300/1800) Number Allocation and Porting.

**ITFS** means International Toll Free Service.

**Minimum Period** means the period referred to in paragraph 4 of Part 1.

**Other Supplier** means a provider of telecommunications services or equipment used to supply the Services other than AAPT.

**Service** or AAPT **Reach Voice Service** means the AAPT Reach Voice Service supplied to You under this Service Schedule as described in Part 1.



**Service Agreement** means AAPT's 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 AAPT and You (in which case the latter will take precedence).

**Service Start Date** or **Service Commencement Date** means the earlier of:

- (a) the date on which AAPT first notifies You that the Service is ready for use; and
- (b) the date on which You first use the Service.

## Part 2 – Charges

Please refer to the Service Order Form

## Part 3 – Service Levels

The Service Level has the following components:

1. Service Attributes related to the level of service that We provide; and
2. Service Rebates that apply when specific service attributes do not perform in accordance with the corresponding Service Level Commitment.

Definitions in or incorporated in the Service Schedule that this Service Level Agreement forms part of, apply to this Service Level Agreement. In this Service Level Agreement, the following definitions also apply unless the context requires otherwise:

**Availability** means is calculated per calendar month as the total Standard Service Hours for the relevant month less any Unplanned Outages during the relevant month divided by the total Standard Service Hours for the relevant month expressed as a percentage.

**Complex Call Plan** means a Call Plan servicing a Reach Inbound number with multiple answer points (X2 or more) and any Complex Origin Based Routing features including; Selected Caller Routing; State Based Routing, MOLI Routing, Charge District Routing, Standard Zone Unit Routing, Post Code Routing, Exchange Service Area Routing.

Note: Complex Call Plans may also include attributes and features associated with Simple Call Plans.

**Complex Modification** means any modification requiring modification of origin based routing features and/or change of CVR Features.

**Interrupted Fault** means a fault that renders a Service completely non-operational.

**Installation Delay** means where AAPT delivers the Service after the expiry of the relevant Installation Lead Time Target.

**Mean Time To Repair** means the mean time required by us to restore the Service. The mean is taken over one calendar month.

**Monthly Recurring Charges** means Charges applied on a monthly recurring basis for the Service.

**Non-Interrupted Fault** means a fault where the affected Service is degraded but still operational.

**Metro** means a location that is within the nearer of:

- (a) the local calling area; or
- (b) 50 kilometres of the GPO,

of Melbourne, Sydney, Brisbane, Adelaide, Perth or Canberra.

**Outage** means when the Service is Unavailable.

**Order Acceptance Notification** means the notification sent to You by AAPT that indicates AAPT's acceptance of Your Service Order Form.

**Planned Outage** means a period of time as reasonably determined by AAPT, that AAPT may interrupt supply of the Service to the Customer for routine maintenance, upgrading or other similar activities, after giving the Customer reasonable prior notice.

**Regional** means a location that is neither Metro nor Rural.

**Requested Delivery Date** means the date nominated by You in the Service Order Form as the preferred installation date for new Services or Your nominated preferred date for a Variation of the Services to be operational.

**Rural** means a location that is greater than 250 kilometres from a town with a population of 10,000 or more people, as defined by the Australian Bureau of Statistics.

**Service Restoration** means the elapsed time during Standard Service Hours:

- (a) between the Customer reporting the fault via the Premium Service Centre and the restoration of the Service; or
- (b) between AAPT responding to an alarm on the AAPT Network or an Attachment Access and the restoration of the Service.

**Service Restoration Targets** means the periods of time outlined in paragraph 1.2(b) of Part 3.

**Simple Call Plan** means a call routing plan servicing an Inbound Service Number with Single or Multiple Answer Points and any Basic Routing Features including:

- (a) Australia wide routing;
- (b) Australia wide routing Mobile (non-location based);
- (c) Call Splaying;
- (d) Call Overflow;
- (e) Time of Day;
- (f) Day of Week; and
- (g) Day of Year Routing.

**Simple Modification** means a basic Answer Point Change or any modification that does not require modification of origin based routing.

**Standard Service Hours** means those hours during which the AAPT Premium Service Centre (or equivalent AAPT department) is staffed and infrastructure monitoring systems are operational and alarm surveillance occurs.

**Third Party Service Provider** means a carrier (as defined in the Act), carriage service provider (as defined in the Act) or an equipment supplier, other than AAPT.

**Unavailable** means where there is a loss of signal in respect of the Service, rendering the Service completely unavailable for use or where the Service is degraded to such an extent as to be unusable by You.

**Unconditional Ready for Service Date** means the date that AAPT expects to commence initial supply of the Services to You (which may or may not be the same as Your Requested Delivery Date) that will entitle You to any applicable Service Level rebates if AAPT fails to meet such date.

**Variation** means a change, addition, increase or reduction in respect of the Services including a relocation or increase in bandwidth, and Vary has a corresponding meaning.

## 1. Service Attributes

The Service Attributes define the level of service that We are committed to delivering to You.

Service Attribute	Attribute Definition	Service Level Commitment
<b>1. Service Reception</b>	Answering a telephone call from You and logging information relevant to a fault or other details relevant to the service required.	<b>Fault Reporting</b> Call Reception is available 24 hours a day, 7 days a week, 52 weeks a year 80% of calls will be answered within 20 seconds  <b>Billing and Provisioning Enquiries</b> Call Reception is available from 0800 to 1800 AEST, Monday to Friday. Daily average - 80% of calls will be answered within 20 seconds.
<b>2. Standard Service Hours</b>	Those hours during which the AAPT Premium Service Centre ( <b>PSC</b> ) is staffed and infrastructure monitoring systems are operational and alarm surveillance occurs.	24 hours a day, 7 days a week, 52 weeks a year.
<b>3. Fault Classification</b>	All faults are classified by severity as follows: <b>Interrupted Faults</b> Service is completely non-operational. <b>Non-Interrupted Faults</b> Services is degraded but still operational.	The severity of faults are classified by the AAPT PSC and advised to You at the time of logging the fault.
<b>4. Response Time</b>	The elapsed time, during Standard Service Hours, between You reporting a fault to AAPT or AAPT responding to an alarm, and AAPT providing the following details to You: - fault classification	<b>Interrupted Faults:</b> 0 to 60 minutes <b>Non-Interrupted Faults:</b> 4 hours

Service Attribute	Attribute Definition	Service Level Commitment
	- initial diagnosis; and - an estimated time to restore (if known).	
<b>5. Progress Updates</b>	Updates on the status of faults.	<b>Interrupted Faults:</b> Hourly <b>Non-Interrupted Faults:</b> On a significant event basis, or as otherwise agreed.
<b>6. Planned Outage Notification</b>	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-hours notice.
<b>7. Service Provisioning</b>		Refer to provisioning targets in paragraph 1.1 of this Part 3.
<b>8. Service Assurance</b>		Refer to assurance targets in paragraph 1.3 of this Part 3.

Table 1 –Service Attributes

### 1.1 Installation Targets

- (a) The Installation Lead Time Targets for the Service are outlined in Table 2 below and the Installation Lead Time Target for Reach Call Plan Manager is outlined in Table 3 below.
- (b) AAPT will use its best endeavours to adhere to the Installation Lead Times Targets.
- (c) The Installation Lead Time Targets commence from the date of the Order Acceptance Notification.
- (d) You acknowledge that in some cases AAPT will not be able to deliver the ordered Service or Reach Call Plan Manager by the advised Installation Lead Time Target, due to limitations imposed on AAPT by Third Party Service Providers.

Service Type	Installation Lead Time Target (No Porting required for the Service)	Installation Lead Time Target (Porting required for the Service)
Simple Call Plan (13/1300/1800/Presence)	5 Business Days	5 Business Days
Complex Call Plan (13/1300/1800/Presence)	10 Business Days	10 Business Days



Simple or Complex with Customised Voice Response (CVR) - (13/1300/1800/Presence)	15 Business Days	15 Business Days
International Toll Free Service (ITFS)	N/A	N/A

*Table 2 – Installation Lead Time Targets for Services*

**Note 1:** No commitment can be given with regard to service installation times for AAPT International Toll Free Services (ITFS) as the origination of this Service is with an overseas carrier.

Access	Time
Reach Call Plan Manager Establishment	5 Business Days

*Table 3 – Installation Lead Time Targets for RCPM*

## 1.2 Modification Targets

- (a) The Modification Targets are outlined in Table 4 below. These Targets only apply where You request AAPT to conduct a Service modification on Your behalf.
- (b) AAPT will use its best endeavours to adhere to the Modification Targets.
- (c) The Modification Targets commence from the date of the Order Acceptance Notification.
- (d) Failure to achieve the Modification Targets does not entitle You to a rebate.

Modification Type	Modification Target
Simple Modification	5 Business Days
Complex Modification	10 Business Days
Emergency Amendment (ie any Modification requiring implementation outside the standard Modification Target)	During Business Hours: 2 hours
	After Business Hours: 4 hours

*Table 4 – Modification Targets*

## 1.3 Assurance Targets

- (a) **Availability Targets**
  - (i) The Availability Targets are outlined in Table 5 below.
  - (ii) AAPT will use its best endeavours to adhere to the Availability Targets.
  - (iii) Failure to achieve the Availability Target does not entitle You to a rebate.

Parameter	Availability Target
Availability	99.95%

*Table 5 –Availability Target*

Availability is calculated per calendar month as the total Standard Service Hours for the relevant month less any Unplanned Outages during the relevant month divided by the total Standard Service Hours for the relevant month expressed as a percentage.

(b) **Service Restoration Targets**

- (i) The Service Restoration Target is outlined in Table 6 below.
- (ii) AAPT will use its best endeavours to adhere to the Service Restoration Target.

Parameter	Service Restoration Target
Mean Time To Repair	2 Hours

*Table 6 –Availability Target*

Service Restoration Targets are the elapsed time, during Standard Service Hours, between You reporting a fault to AAPT or AAPT responding to an alarm, and confirmation to You that the Service has been restored.

## 2. Service Rebates

### 2.1 Service Rebates

(a) **Installation Rebates**

Subject to the rebate conditions and exemptions listed in paragraphs 2.2 and 2.3 of this Part 3 and in the event of an Installation Delay, You will be entitled to claim a rebate in accordance with the rates set out below.

Installation Time Frames	Installation Delay	Recurring Charge Rebate
Installation Lead Time Targets as defined above or as otherwise agreed with You in writing.	Up to 5 Business Days	1 month's Recurring Charge
	6 to 10 Business Days	2 month's Recurring Charge
	11 to 20 Business Days	3 month's Recurring Charge
	> 20 Business Days	4 month's Recurring Charge

*Table 7 – Installation Rebates*

The rebates are calculated based on the Monthly Recurring Charge payable in respect of the affected Service only. The Rebates payable are calculated on the basis of the Monthly Recurring Charge(s) payable, in respect of the affected Service only.

(b) **Service Restoration Rebates**

Subject to the rebate conditions and exemptions listed in paragraphs 2.2 and 2.3 of this Part 3 and in the event of AAPT failing to meet the Service Restoration Targets for an

Interrupted Fault, You will be entitled to claim a rebate in accordance with the rates set out below.

Accumulated Outage on a Service (in a calendar month)	Service Restoration Rebate (% of previous month's Recurring Charge(s))
> 2 ≤ 4 hours	10% of the total monthly Charges for the eligible Inbound Service
> 4 ≤ 6 hours	15% of the total monthly Charges for the eligible Inbound Service
> 6 ≤ 12 hours	25% of the total monthly Charges for the eligible Inbound Service
> 12 hours	30% of the total monthly Charges for the eligible Inbound Service

*Table 8 – Service Restoration Rebates*

Where faults are classified as follows:

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

The Service Restoration Rebates are calculated on the basis of the total monthly recurring Charges applicable to the month in which the Interrupted Fault(s) occurs.

**Example** – an Interrupted Fault occurs, which results in an AAPT Inbound Voice Service being non-operational for 6 hours. The restoration service target for this Service is 2 hours. Restoration takes 2 hours longer than targeted.

As such You will be entitled to claim a rebate for 10% of the total monthly Charges for the eligible Service.

## 2.2 Rebate Conditions

- (a) The following conditions apply to Installation Rebates:
  - (i) In the case where AAPT agrees to a customer request for an installation date (the Customer Required Date) that is later than the date of the installation lead-time target, the Installation Delay is measured from the Customer Required Date.
- (b) The following general conditions apply to Rebates:
  - (i) Rebates apply from the first full calendar month that the eligible Service is operational;
  - (ii) Where the rebate is available, the rebate is the only remedy in the event of any failure to meet the defined target (where the rebate is not available, no remedy is available);
  - (iii) You must apply for the rebate by contacting the Premium Service Centre and following the prescribed process for obtaining rebates within 30 calendar days of the end of the month to which the rebate applies;
  - (iv) The rebate is only to be applied by way of a credit, and cannot be redeemed for cash;

- (v) The maximum rebate available for each eligible Service in any month will not exceed 100% of the total monthly Charges for that eligible Service; and
- (vi) Rebates will not apply where one or more of the Rebate Exemptions (outlined below) apply.

### **2.3 Rebate Exemptions**

- (a) You will not be entitled to an Installation Rebate where one or more of the following applies:
  - (i) the delay was directly or indirectly caused by You; or
  - (ii) the delay was directly or indirectly caused by a Force Majeure Event; or
  - (iii) You request that the Service Start Date is at a date later than the Installation Lead Times; or
  - (iv) You have not paid Installation charges.
- (b) You will not be entitled to a Service Restoration Rebate where one or more of the following applies:
  - (i) the Interrupted Fault is directly or indirectly caused by a Planned Outage;
  - (ii) disruption or delay in restoring the Service is caused or contributed to by You;
  - (iii) You have failed to pay Charges to AAPT when due and payable;
  - (iv) the Interrupted Fault was directly or indirectly caused by a power interruption at Your Site;
  - (v) the Interrupted Fault is directly or indirectly caused by a Third Party Service Provider or as a result of a fault on a Third Party Service Provider's network; or
  - (vi) the Interrupted Fault is directly or indirectly caused by a Force Majeure Event.