

# Westnet Business Solutions

## Business Grade ADSL

Plan Type	Monthly Fee	Monthly Allowance Anytime
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### Business Grade ADSL Speed 512k / 128k

512kbps / 128kbps	\$200	15GB
512kbps / 128kbps	\$230	25GB
512kbps / 128kbps	\$290	50GB

### Business Grade ADSL Speed 1536k / 256k

1536kbps / 256kbps	\$345	15GB
1536kbps / 256kbps	\$380	25GB
1536kbps / 256kbps	\$435	50GB

### Business Grade ADSL Speed 512k / 512k

512kbps / 512kbps	\$345	15GB
512kbps / 512kbps	\$380	25GB
512kbps / 512kbps	\$435	50GB

### Business Grade ADSL Full Throttle (1.5Mbps to 24Mbps)

1.5Mbps - 24Mbps	\$510	15GB
1.5Mbps - 24Mbps	\$545	25GB
1.5Mbps - 24Mbps	\$600	50GB
1.5Mbps - 24Mbps	\$680	80GB

## Business Grade SHDSL

Plan Type	Monthly Fee	Monthly Allowance Anytime
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### Business Grade SHDSL Speed 512k / 512k

512kbps / 512kbps	\$305	15GB
512kbps / 512kbps	\$340	25GB
512kbps / 512kbps	\$400	50GB

### Business Grade SHDSL Speed 1024k / 1024k

1024kbps / 1024kbps	\$365	15GB
1024kbps / 1024kbps	\$395	25GB
1024kbps / 1024kbps	\$455	50GB

### Business Grade SHDSL Speed 1536k / 1536k

1536kbps / 1536kbps	\$450	15GB
1536kbps / 1536kbps	\$480	25GB
1536kbps / 1536kbps	\$535	50GB

### Business Grade SHDSL Speed 2048k / 2048k

2048kbps / 2048kbps	\$505	15GB
2048kbps / 2048kbps	\$535	25GB
2048kbps / 2048kbps	\$600	50GB
2048kbps / 2048kbps	\$680	80GB

The actual speed that will be achieved is likely to be less than the maximum speed capable due to dimensioning, overheads, and other technical reasons. SHDSL speeds may be delivered using ADSL2+ AnnexM technology.

## Service Level Agreement

- 99.9% service availability target
- 1 hour fault response target
- 4 hour fault restoration target
- Scheduled Outage Email Notifications

## Hardware Options

Fee

CopperJet 1622 ADSL Router	\$549
Cisco 877 ADSL Router	\$1155
Open Networks 531R SHDSL Router	\$699
Cisco 878 SHDSL Router	\$1499

SHDSL requires an SHDSL compatible modem. Please note if you currently have an ADSL modem, this hardware will not work with the SHDSL service. If your service is delivered using ADSL2+ AnnexM to achieve SHDSL speeds, you will require an ADSL compatible modem. Hardware is supplied by PowerTel and includes full installation which is fully managed and maintained as part of your monthly fee.

## Service Connection

Fee

Connection Fee - Metro Areas	\$350
Connection Fee - Regional Areas	\$510

Prices effective as of July 2009. All prices include GST and are subject to change without notice.

## Contention

Westnet employs a Network Management Team which is dedicated to monitoring all aspects of our network 24 hours a day, 7 days a week. Part of the team's responsibility is to ensure that our network never reaches its capacity, which is achieved by ordering bandwidth upgrades well in advance of this occurring. With Westnet's active monitoring technique, our Corporate DSL members can be assured that their business operates on an uncontested network.

## Other Services

Westnet provides a number of different services including VPN, Mid-Band Ethernet and Fibre. For more information relating to these services, please contact the Westnet Business Solutions team on 1300 786 006.

Business Sales 1300 786 006

Sales & Billing: [business@westnet.com.au](mailto:business@westnet.com.au)  
 Support: 1300 786 068 Facsimile: 1300 554 160  
 GPO Box C121, Perth, Western Australia 6839

[www.westnet.com.au](http://www.westnet.com.au)



Westnet

## Westnet Contact Details

Westnet Pty Ltd ABN: 50 086 416 908 Sales: 1300 786 006  
Level 7, 152 St George's Tce, Perth, 6000 Support: 1300 786 068  
GPO Box C121 Perth 6839 Web: <http://www.westnet.com.au>

Agent Code

Please complete this form and fax it back to 1300 554 160

## New Member Details

First Name

Last Name

Business Name

ABN

Address

Suburb / Town

State

Postcode

Daytime Phone Number

Mobile Phone Number

After Hours Phone Number

Fax Number

Correspondence Email Address

Your username will form the first part of your email address (username@westnet.com.au). If you would prefer all correspondence from Westnet to be delivered to a different email address from the one that will be created, please write that email address you would like to use in the box provided.

## Username and Password

Fill out this section if you are an existing Westnet account holder

Current Username

Current Password

Fill out this section if you are applying for a new Westnet Account

Preferred Username (must be between 4 and 20 characters)

Alternate Username (used if your preferred username is taken)

Password (please take note of your password for future reference)

Please Note: Passwords must contain at least one (1) letter, one (1) number, be from 6 to 32 characters long and contain no spaces. Your password is the key to your account. Do not disclose it to anyone.

## ADSL Service Details

Only fill out one of the New Data Line, Existing Data Line or PowerTel Churn sections below and on the next page

ADSL Line Number for a New Data Line

Westnet can provision a completely new line into your building for your DSL. Please provide a telephone number entering your building as this line will be used to establish your distance from the exchange. This line WILL NOT be used for your DSL connection. Speeds and limitations are subject to availability.

## ADSL Service Details - Continued

### ADSL Line Number for an Existing Data Line

Please note that this line will be used purely as a data line. You will not be able to operate any other services using this line. If you have a DSL service already installed on this line you will need to have it removed before submitting the application. This line WILL be used for your DSL connection.

### PowerTel Churn FNN (From existing PowerTel CP)

Is this a change of Address or Relocation?  Yes  No

### Address - (leave blank if same as above)

### Suburb / Town

### State

### Postcode

## Account Options

Plan Type	Anytime Quota	Fee / Month
<input type="checkbox"/> 512kbps/128kbps	15GB	\$200.00
<input type="checkbox"/> 512kbps/128kbps	25GB	\$230.00
<input type="checkbox"/> 512kbps/128kbps	50GB	\$290.00
<input type="checkbox"/> 1536kbps/256kbps	15GB	\$345.00
<input type="checkbox"/> 1536kbps/256kbps	25GB	\$380.00
<input type="checkbox"/> 1536kbps/256kbps	50GB	\$435.00
<input type="checkbox"/> Full Throttle (1.5Mbps to 24Mbps)	15GB	\$510.00
<input type="checkbox"/> Full Throttle (1.5Mbps to 24Mbps)	25GB	\$545.00
<input type="checkbox"/> Full Throttle (1.5Mbps to 24Mbps)	50GB	\$600.00
<input type="checkbox"/> Full Throttle (1.5Mbps to 24Mbps)	80GB	\$680.00
<input type="checkbox"/> 512kbps/512kbps	15GB	\$345.00
<input type="checkbox"/> 512kbps/512kbps	25GB	\$380.00
<input type="checkbox"/> 512kbps/512kbps	50GB	\$435.00

### Service Level Agreement

- 99.9% service availability target
- 1 hour fault response target
- 4 hour fault restoration target
- Scheduled Outage Email Notifications

### Terms

Any excess downloads will be charged at \$10/GB.

Maximum speeds are dependent on dimensioning, overheads, geographical location, extended networks and other technical reasons.

Full throttle speeds vary depending on network availability and range between 1.5Mbps to 24Mbps.

## ADSL Service Connection (prices include GST)

### ADSL Hardware

Modem Type	Price
<input type="checkbox"/> CopperJet 1622 ADSL Router	\$549.00
<input type="checkbox"/> Cisco 877 ADSL Router	\$1155.00

### Connection Fee and Support Option

Connection Type	Price
Metro	\$350.00
Regional	\$510.00
<input type="checkbox"/> 24/7 Monthly Support Option	\$70.00 / month

### Router Management - choose one option

**Westnet / PowerTel Managed (recommended) - No Fee**

It is strongly recommended that the management of this router is handled by Westnet / PowerTel. Our technicians can access the router remotely which helps us determine and quickly fix any faults if they occur. There is no additional fee for a managed router.

**Self Managed - \$179 surcharge**

**Own Hardware**

You will be responsible for the management of the router. The Westnet Technical Support team will not support the configuration of your router. Support is greatly reduced on this option as Westnet will only be responsible for ensuring that the link is operational and accepts no responsibility to provide technical support to connect your network or any devices to the link.

## ADSL Service Connection - Continued

Router Configuration - You will be assigned one static IP address and must select one of the following configurations

- NAT'ed Config (Self Managed services only)     Additional Configuration Attached

LAN Network IP                    Default is 192.168.1.0

LAN Subnet Mask                    Default is 255.255.255.0

LAN Gateway IP                    Default is 192.168.1.1

- Routed Config    An additional subnet 4 will be assigned. One live IP will be used for the gateway IP and the other will be for your own device (router/firewall etc.)

## Additional Questions

Technical Contact Name

Technical Contact Number

Technical Contact Email Address

Site Contact Name

Site Contact Number

Site Contact Email Address

How did you hear about Westnet?

- Tick this box if you would like to be contacted about web hosting

## Payment Details

PAYMENT TYPE



Visa



MasterCard



Direct Debit

If you have selected Direct Debit please complete separate direct debit form. If form is not attached please call 13 19 60 or go to <http://www.westnet.com.au/link/applications> to download the form. If you have selected a Credit Card option please fill in the details below.

Name on Card

Card Number

            

Expiry - (MM/YY)

 / 

Signature

Date - (DD/MM/YYYY)

 /  / 

## Declaration

I/We understand:

the Business Grade DSL plan, contract and hardware I/we have selected; a 12 month minimum term applies; that if I/we cancel this Business Grade DSL service within the first 12 months of connection with Westnet; I/we will pay for the remainder of the contract period, which will be a pro-rated amount starting from the day the service is terminated; that if I/we connect to the Internet on this Business Grade DSL account via a normal modem, while there is no current Business Grade DSL outages, I/we will incur an additional fee of \$1.10 per hour to my/our Westnet account; that prices quoted include jumpering, minor cabling and end to end testing; that plan changes and cancellations must be advised in writing to Westnet prior to the end of any billing period (calendar month) and will become effective as of the 1st of the following month; that suspension of Business Grade DSL accounts is not available; that a minimum of 21 working days is required for service connection to be completed (unless otherwise notified) and that connection time also depends on port availability; that each Business Grade DSL account is only for use at the premises as indicated on this application and that each account is not transferable unless moving premises; all services provided by Westnet must be paid in advance except by written agreement with Westnet management. If an account is not in credit, the account may be disconnected at the discretion of Westnet; that each user is responsible for the usage on their accounts. Passwords and usernames must not be shared. Any breach of this condition will lead to immediate termination of the account without refund; the account will not be used for illegal or anti-social purposes, including obscene, abusive, fraudulent, threatening or otherwise unacceptable behaviour; in the event that the account remains unpaid for a period of 60 days or more, Westnet reserve the right to disconnect the Business Grade DSL service. Fees which result in the re-activation or early termination of the account will be payable by the client; I/We have read and understood Westnet's General Terms and Conditions, Westnet's Business Grade DSL Service Level Agreement and Westnet's Business Grade DSL Terms and Conditions (as displayed at <http://www.westnet.com.au/link/terms> or as sent to me/us by Westnet at my/our request)

Member Name

Date - (DD/MM/YYYY)

 /  / 

Signature

## Westnet Contact Details

Westnet Pty Ltd ABN: 50 086 416 908 Sales: 13 19 60  
 Level 7, 152 St George's Tce, Perth, 6000 Support: 1300 786 068  
 GPO Box C121 Perth 6839 Web: <http://www.westnet.com.au>

## Westnet Service Level Agreement

### 1. Definitions and Scope

'End Customer' is the business customer using the DSL service.

'Service Provider' is Westnet Pty Ltd responsible for the DSL service sales, support and business relationship with the End Customer.

'Level 1 Support' is the support provided by the Service Provider to the End Customer.

'Site Visit' is where Westnet, or a nominated representative, is required to attend the end customer's premises.

### 2. Fault Reporting

Faults with the Business Grade Service can be reported to Westnet's helpdesk 24 hours per day, 7 days per week. Westnet will receive fault reports by phone (phone 1300 786 068) from the End Customer, log fault reports and provide a fault reference number, as detailed in section 6 of this SLA. Response to fault reporting is within the applicable coverage window, and is in accordance with sections 4 and 5 of this SLA.

### 3. Response and Restoration Targets

'Response Time' is the time from when Westnet receives a Fault Call from the End Customer, to the time that we provide a status advice to the End Customer with an indication of the nature of the fault and estimated time to restore service.

Parameter	Target Times	Applicable Services
Response Time	1 hour within applicable coverage window	All Business Grade services

'Restoration Time' is the time taken from when Westnet receives a Fault Call from the End Customer, to the time the service is restored.

Parameter	Price Band	Target Times	Applicable Services
Restoration Time	CBD/Metropolitan; Regional (site visit not required)	4 hours within applicable coverage window	All Business Grade Services
Restoration Time	CBD/Metropolitan; Regional (site visit not required)	24 hours within applicable coverage window	All Business Grade Services
Restoration Time	Regional (Exchange Visit Required)	COB next working day	All Business Grade Services

### 4. Coverage Window

'Coverage Window' refers to the Westnet hours of operation for service response and restoration activity.

Type of Service	Hours of Operation (EST)	Applicable Services
Business Hours	Monday to Friday*: 7:00am to 9:00pm Saturday*: 9:00am to 5:00pm	All Westnet Business Grade DSL Services

\* Note: Excludes National Public Holidays

### 5. Fault Report Communications

In the event of a fault report, Westnet will communicate with the End Customer as follows:

- (a) Receive Fault: by phone call from the End Customer to 1300 786 068 and Westnet will provide a fault report reference number.
- (b) Response: as per Response Time above within a target time of 1 hour.
- (c) Progress Advice: Westnet will contact the End Customer every 4 hours within the coverage window, or more frequently if agreed, with a progress report on the fault.
- (d) Close Off: Westnet will contact the End Customer upon restoring service to the End Customer and confirm that the service is operating satisfactorily.

### 6. Pro-active Outage Notifications

#### 6.1 Major Outages

In the event that a network outage should occur with the potential to impact multiple End Customers, Westnet will pro-actively communicate to End Customers with SMS and e-mail as follows:

Notifications will be via:

- E-mail with more detailed information for all nominated End Customer contacts.

It is the End Customer's responsibility to ensure that Westnet has the correct and current list of nominated contacts and their contact details at all times.

Outage Notifications will be as follows:

- (a) Initial Outage Advice: target within 10 minutes of Westnet being aware of the beginning of the outage and typically prior to diagnostic and further information is available. This notice will advise of the existence of the outage and is sent prior to further information being available.
- (b) Progress Advice: an Initial Progress Advice notice will be sent within 1 hour after the beginning of the outage. Subsequent notices will be sent every 4 hours thereafter until the service is restored. Details will include estimated restoration time and the nature of the fault when available.
- (c) Close Off: advice that the service is restored will be sent as soon as service restoration is complete.

#### 6.2 Planned Service Outages

Westnet will use best efforts to provide 5 working day notification of any scheduled or planned service outage ("Planned Service Outages") to affected End Customers. Where practicable, Planned Service Outages will occur between 2am and 6 am, Tuesday and Thursday only, Eastern Time.

The process for notifying End Customers of Planned Service Outages will be as follows:

- (a) Westnet's Supplier may plan a service outage to conduct necessary maintenance and upgrade to its network. Planned Service Outages may also originate from 3rd party carriers who are providing services to Westnet.
- (b) Westnet will notify all affected End Customers via e-mail. The e-mail will include the details of the Planned Service Outage.

## Westnet Service Level Agreement

In circumstances where an emergency service interruption is required, Westnet reserves the right to undertake the service interruption without notice. In such cases Westnet will use its best efforts to notify the End Customers prior to any service interruption.

### 6.3 Service Availability

'Service Availability' is defined as the percentage of time each service is available to the End Customer during the course of a year. The service availability is calculated in accordance with the following formula:

$$\text{Service availability for period} = \frac{\text{Total Hours for the period less Unavailable Hours}^*}{\text{Total Hours for the period}}$$

\* Unavailable Hours is the total number of hours that the service is unavailable due to issues with the Request network except for programmed outages. The Request Network includes supply of Internet bandwidth when supplied by Request to the Service Provider and the router on the premises of the End Customer where that router is under a rental or service agreement to Request.

The Request fault ticketing system will be the basis for determining times for Service Availability.

The overall Westnet network service availability will be advised by Westnet to End Customers on a periodic basis.

Parameter	Target Service Availability	Applicable Services
Service Availability	99.90%	All Westnet Business Grade services

### 7. Fee Rebates Due To Service Unavailability

Where a fault is attributed to the Westnet network, and the service of the End Customer is unavailable for use within the coverage window for more than the hours stipulated in Section 4 (Target Restoration Time), then Westnet will provide a service fee rebate to the End Customer.

Service Unavailability	Price Band	Rebate	Applicable Services
More than 4 hours but less than or equal to 6 hours	CBD/Metropolitan; Regional (site visit not required)	15%	All Westnet Business Grade DSL Services
More than 24 hours but less than or equal to 26 hours	Regional (site visit required)		
More than 6 hours	CBD/Metropolitan; Regional (site visit not required)	30%	All Westnet Business Grade DSL Services
More than 26 hours	Regional (site visit required)		

Fee rebates will be provided upon submission of a Rebate Form for Service Unavailability and Activation Delays together with a written request from an End Customer sent to Westnet, and on the basis that the End Customer has reason to believe that a rebate will be due. The written request with the attached Rebate Form should be received by Westnet within 14 days of the end of the month. Upon receipt of the written request with the attached Rebate Form, availability calculations will be provided to the End User to substantiate the validity of the claim. If valid, the rebate will be provided in the form of a credit for the next monthly bill to the End User. The fee rebate corresponds to the accumulated service unavailability of a given month and can only be claimed once a month. Rebate does not apply in instances where the end customer failed to provide access to their premises for Westnet to affect repair.

### 8. Service Activation Lead Times

'Service Activation Lead Time' is the number of working days, from the date that Westnet acknowledges as complete an End Customer Service Application Form to delivery of an activated service. Service Activation Lead Time is subject to confirmation of service being available in the requested location. Service Activation Lead Times only apply to correct and complete End Customer Service Activation Forms.

The RequestVPN lead-time is subject to the activation of VPN Server and Head Office location.

Service Type	Target Service Activation Lead Time	Applicable
New Service	21 working days	All Business Grade services
Service relocation*	21 working days	All Business Grade services
Speed change **		
On net	1 working day	All Business Grade services
Extended Network	5 working days	
Router configuration and addressing Changes (NAT/PAT)***	3 working days	All Business Grade services
Activate Westnet Business Grade DSL on an existing service****	5 working days	All Business Grade services
Activate RequestVPN on an existing Westnet Business Grade DSL service****	10 working days*****	RequestVPN & Request-VPN Lite

- \* Assuming that a full service installation is needed. Full service installations are classified as new services
- \*\* The target lead-time applies from the receipt of speed change request (phone or email). Speed change leadtime for Speed Upgrade Promotion differs from the above (i.e. 3 days for on-net, 10 days for extended network). Changes from ADSL to G.SHDSL, or vice-versa are classified as new services.
- \*\*\* Provided the customer supplies address details
- \*\*\*\* Must have Westnet Managed and multiservice compatible router
- \*\*\*\*\* Applies from the receipt of Server Service Application Form and the Head Office Client Service application Form

### 9. Service Activation Communications

Westnet will communicate with the End Customer as follows throughout the process of service activation as follows:

- (a) End Customer Service Application Form (Order)  
End Customer faxes to Westnet on 1300 554 160
- (b) Acknowledgement  
Within 1 working day of receipt of a complete Order, Westnet e-mails the End Customer with acknowledgement of the Order and notification that an order has been made with Telstra for the appropriate line. Incomplete orders will be returned, unprocessed, to the End Customer for resubmission.
- (c) Confirmation  
Upon the order being entered into our systems the target installation date will be nominated as the order entry date +21 business days. Within 5 business days of receipt of the order, Westnet emails the End Customer with confirmation of a cutover scheduled date or advises the End Customer of the reason why the order was rejected by Telstra. Once the cutover is scheduled the target install is scheduled as 'scheduled cutover date + 3 business days'.

## Westnet Service Level Agreement

- (d) **Installation Co-ordination (if applicable)**  
Westnet (or our agent) will arrange an installation appointment with the End Customer.
- (e) **Installation Completion Advice**  
Within ½ day of service commissioning, Westnet (or our agent) will e-mail the End Customer to confirm that the service is complete.
- (f) **Rescheduling The Planned Completion Date**  
In the event of a requirement to re-schedule (either Westnet or customer initiated), then Westnet will establish a revised 'Planned Completion Date' and e-mail the End Customer at the earliest opportunity.
- (g) **Enquires re Order Progress**  
Call Westnet Activations on 1300 555 160 or e-mail Westnet at [activation@Westnet.com.au](mailto:activation@Westnet.com.au) for enquires about Order progress.

### 10. Fee Rebates Due To Service Activation Delays

Where Westnet does not activate the service within the Service Activation Lead Time, and if it is our fault, then Westnet will provide a fee rebate to the End Customer.

Fee rebates will be provided upon submission of Rebate Form for Service Unavailability and Activation Delays together with a written request from an End Customer sent to Westnet, and on the basis that the End Customer has reason to believe that a rebate will be due. Rebates will not be applicable for service activation delays that were requested by the End Customer, or for orders with an agreed installation date that falls outside of the target. The Service Activation commitment is subject to confirmation of Telstra line availability. Requests for rebate must be claimed within 14 days of service activation.

Service Activation Delay	Rebate % of installation fee	Applicable services
From 1 to 5 days	10%	All Business Grade services
From 6 to 10 days	25%	All Business Grade services
From 11 to 15 days	50%	All Business Grade services
More than 15 days	100%	All Business Grade services

\* Note: Promotional campaign involving free install is not entitled for a rebate.