



Service Description – Metro Ethernet

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Commercial in Confidence

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1 Service Description

1.1 What is Metro Ethernet

Metro Ethernet service provides a flexible, scalable and cost-effective point-to-point, point-to-multipoint networking solution. It provides customers secure layer 2 Ethernet connectivity while leaving tremendous capacity available for expansion. The guaranteed data transfer rate ranges from 2Mbps to 10Gbps.

Metro Ethernet connections are provided with individual service level agreements. This document outlines the default service level agreement unless otherwise agree by both parties.

1.2 Payment

Payment for the Metro Ethernet service is required in advance. You may choose to pay for the service monthly, quarterly or yearly.

Any excess data or telephone (PABX and VOIP) calls are charged monthly in arrears.

1.3 Target Service Level

99.95%

1.4 Call Response Target

4hrs

1.5 Restoration Target

1 Business Day

1.6 Service Level Rebates

The service level rebate for Metho Ethernet is specified in your individual service contract. Where this is not stated, the following service rebates are applicable where the Service is unavailable as per the General Terms and Conditions.

Service Unavailability	Rebate
Up to 2 hours per calendar month.	No Rebate Available
More than 2 hours but less than 4 hours during a calendar month.	5% of the Monthly Service Charge
More than 4 hours but less than 8 hours during a calendar month.	10% of the Monthly Service Charge
More than 8 hours but less than 16 hours during a calendar month.	20% of the Monthly Service Charge
More than 16 hours during a calendar month	30% of the Monthly Service Charge

1.7 Contract Term

The contract term for Metho Ethernet is specified in your individual service contract. Where this is not stated the minimum contract term is 12 months.

If you decide to cancel or move your service within the contract term you will be liable for an



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Early Termination Fee.