

## SERVICE DESCRIPTION: Optus Business Link Service

This Service Description forms part of Optus' Standard Form of Agreement pursuant to the Telecommunications Legislation.

This Service Description for the Optus Business Link Service comprises the following Parts:

- Part 1: Service Family Terms (applicable to all Optus Ethernet Services); and
- Part 2: Service Option Terms.

The Service Option Terms are separate terms applicable to each of the following Optus Business Link Service Options and are to be read in conjunction with both the General Terms and the Service Family Terms:

- **E-Link**
- **ELink+ (including ELink+ Burst Xpress and ELink+ Burst Express Ultimate)**
- **WaveLink**
- **BroadLink**

## SERVICE FAMILY TERMS: OPTUS BUSINESS LINK SERVICE

If there is any inconsistency between the terms of the documents that form the Agreement, they will be interpreted in accordance with the General Terms.

### 1. SERVICE FAMILY

#### 1.1 Service Description

The Optus Business Link Service is a suite of committed bandwidth products with very low latency and packet loss.

#### 1.2 Optus Group Company

The Optus Business Link Services are supplied by Optus Networks Pty Limited (ABN 92 008 570 330), an Optus Group Company.

### 2. SERVICE OPTIONS

#### 2.1 Current:

- E-Link
- ELink+ (including ELink+ Burst Xpress and ELink+ Burst Express Ultimate)
- WaveLink
- BroadLink

(each a "Service")

#### 2.2 Selecting Service Options

Some Service Options can only be provided to you on the basis that you also acquire other Service Options. Service Options which are prerequisites to other Service Options are noted in the Service Option Terms as 'Related Service Options'. Information on prerequisite Service Options is contained in the Application or as advised by Optus when you lodge the Application.

### 3. COMMITTED TERM

As set out in your Application.

### 4. SUPPLY, USAGE AND FUNCTIONALITY

#### 4.1 Service Provision

- (a) Your Application will contain your selected Service Option(s), a Target Service Start Date for Individual Services, the charges and any applicable features and characteristics.
- (b) Optus will use reasonable endeavours to meet the Target Service Start Date relating to Individual Services, as set out in the Application, however Optus does not make any warranty, representation or guarantee as to the accuracy of this date.

## 4.2 Service Implementation

- (a) Optus may change the Access Method at any time without adjusting the charges. You acknowledge and agree that in order to change the Access Method:
  - (i) Optus may require access to your Premises; and
  - (ii) an Excluded Outage may occur.

## 4.3 Cancellation Fee

Where a Service or Individual Service is cancelled by you before or during the Committed Term and a Cancellation Fee is payable under the General Terms, you will need to pay us an amount equal to:

- (a) any unavoidable third party costs that will be incurred by Optus, in respect of the Service or Individual Service for the remainder of the Committed Term; plus
- (b) any other up-front costs incurred by Optus in the preparation for or in the setting up of the Service, Individual Service or Agreement; plus
- (c) any costs incurred by Optus in the course of the performance of the Service or Individual Service to the date of cancellation,

less:

- (d) any fixed costs or overheads which would have been incurred by Optus in any event regardless of providing you with the Service or Individual Service; and
- (e) the extent to which those costs set out in sub-clauses (a), (b) and (c) have already been recouped by payments under the Agreement,

unless a different formula or a specified amount is otherwise expressly provided in the Agreement, including in your Application.

## 4.4 Minimum Commitment

- (a) This clause:
  - (i) only applies if a Minimum Commitment for the Services is set out in the relevant Application or Statement of Work; and
  - (ii) to the extent of any inconsistency, is superseded by any clause setting out the operation of the Minimum Commitment otherwise in this Agreement.
- (b) At the end of each month, or at the end of each calendar quarter (a calendar quarter ends on 31 March, 30 June, 30 September or 31 December of each year) or at the end of each year (as the case may be), Optus may, at its sole discretion, review your actual spend and the total number of Services you have activated in that period and if the Minimum Commitment is not met by you in that period, a shortfall occurs (Shortfall).
- (c) You will pay the Shortfall amount when we charge the Shortfall amount in your invoice.

- (d) Shortfalls are in addition to any Cancellation Fees, any fund reimbursement and any other charge or fee.
- (e) Minimum Commitment means either:
  - (iii) the committed monthly spend for the Services or Individual Service (as applicable); or
  - (iv) the amount equal to the monthly charges applying to the minimum number of Services or Individual Service (as applicable),

as set out in your Application or Statement of Work.

## 5. SERVICE AVAILABILITY, FAULT REPORTING AND SERVICE REBATES

### 5.1 Service Availability

- (a) Availability of the Service depends on and is subject to location, the configuration and limitations of the Optus Network and Supplier Networks, and the Access Method used to deliver the Service.
- (b) Optus will use reasonable endeavours to meet the Service Availability targets set out in the relevant Service Option Terms, but does not warrant, represent or guarantee the targets will be met.

### 5.2 Fault Reporting

- (a) As soon as you become aware of any Fault in the Service, you must report that Fault to Optus by telephoning the number notified to you by Optus from time to time. The number will be available 24 hours a day, 7 days a week.
- (b) Before reporting a Fault to Optus, you must take all reasonable steps to ensure that the Fault is not attributable to an Excluded Event. If Optus determines that the Fault is attributable to an Excluded Event, Optus may charge you for reasonable costs incurred in the investigation of the Fault, and if you require Optus to rectify the Fault attributable to the Excluded Event.
- (c) Fault Restoration Targets are measured from the time that the Fault is either reported to Optus pursuant to clause 5.2(a), or Optus becomes aware of the Fault.
- (d) Time to respond to Fault lodging is 30 minutes for Service Outages and 6 hours for Service Degradation, unless stated otherwise within this Service Description.
- (e) The Fault Restoration Targets for restoration of Faults are as follows:

Table 1: Fault Restoration Targets

|                     | <b>Metro</b> | <b>Regional</b> |
|---------------------|--------------|-----------------|
| Service Outage      | 4 hours      | 12 hours        |
| Service Degradation | 12 hours     | 24 hours        |

- (f) Where Optus determines that the Fault is an Excluded Outage, Optus will restore the Service as soon as is reasonably practicable. The Fault will be rectified when Optus notifies you that the Excluded Outage has been resolved.
- (g) Where Optus determines that the Fault is a Service Outage, Optus will use reasonable endeavours to restore the Service in accordance with the Fault

Restoration Targets. The Fault will be rectified when Optus notifies you that the Service Outage has been resolved. Optus may notify you via telephone call, voice message, e-mail or text message.

- (h) Any further conditions regarding Fault restoration applicable to only one or more Service Options are set out in the relevant Service Option Terms.

## 5.3 Service Rebates

- (a) Service Rebates are only payable when:
  - (i) the Fault Restoration Targets are exceeded for restoration of Service Outages; or
  - (ii) Scheduled Maintenance exceeds three hours in any calendar month; and

are capped at the percentage of the applicable Monthly Recurring Charge, calculated as set out in Table 2. Service Rebates are not claimable for Service Degradation, or for ELink+ Burst Xpress and ELink+ Burst Xpress Ultimate Services.

- (b) Service Rebates will be applied only against the charges payable for Services delivered to the particular Premises affected by the Service Outage.
- (c) You must claim any Service Rebate in writing within 20 Business Days from the date on which Optus notifies you the Service Outage is resolved in accordance with Clause 5.2(e).
- (d) Service Rebates are your sole remedy for Interruptions to the Service.
- (e) If a valid claim is made in accordance with Clause 5.3(c), Optus will calculate the Service Rebate for the Service and credit your account with an amount equal to the Service Rebate. Service Rebates are not redeemable for cash.

Table 2: Service Rebates

| Service Outage beyond Fault Restoration Target | Service Rebate |
|------------------------------------------------|----------------|
| 0-2 hours                                      | 0%             |
| 2-4 hours                                      | 10%            |
| 4-6 hours                                      | 15%            |
| 6 or more hours                                | 30%            |

Example: For an ELink+ Service Outage restored in 7 hours:  
 (7 hours restoration time) – (4 hour target) = (3 hour Service Outage beyond Fault Restoration Target). Therefore, the applicable Service Rebate is 10%.

## 6. OPTUS' OBLIGATIONS AND REQUIREMENTS

6.1 Optus is entitled to conduct Routine Maintenance without prior notice to you, in accordance with the following conditions:

- (a) Optus requires outage windows to be available for Routine Maintenance from 2am to 6am every Monday morning, to be used at the discretion of Optus ("Outage Windows");
- (b) the target maximum impact to the Service during each Outage Window if used for Routine Maintenance is 10 minutes; and

- (c) the maximum total outage to you due to Routine Maintenance conducted during Outage Windows for any calendar month is targeted to be no more than 30 minutes.

## 7. YOUR OBLIGATIONS AND REQUIREMENTS

- 7.1 In using the Service, you must comply with any rules imposed by any third party whose Content or services you access using the Service or whose network your data traverses.

## 8. RELEVANT APPENDICES

In using the Service you must comply with Optus' Acceptable Use Policy and any other Appendices as noted in Appendix1 – Standard Pricing Table of the Service Option Terms for each of the Optus Business Link Service Options.

## 9. DEFINITIONS

Terms not defined in these Service Family Terms are as defined in the General Terms, unless inconsistent with the context.

**Acceptable Use Policy** means Optus' Appendix HH – Optus Business Acceptable Use Policy As may be amended from time to time available at:

<https://www.optus.com.au/dafiles/OCA/AboutOptus/LegalAndRegulatory/SharedStaticFiles/ShareddDocuments/AppHH.doc>

**Access Connection** means any connection between your Service Delivery Point and our Provider Edge Routers in an Optus exchange.

**Access Method** means the Access Connection method used to deliver the Service.

**Associated Services** mean services that are ancillary or optional additional services that may be acquired alongside a particular Service Option, as set out in the Service Option Terms.

**Service Availability** means the % of time in a calendar month that the Optus Network was not affected by a Service Outage, as measured by Optus using appropriate measurement and monitoring tools.

**Critical Fault** in relation to an Individual Service means total loss of a non-redundant service element or error rate that renders the Service unusable, or any Fault which poses a hazard to the safety of your or Optus' employees or contractors or the public in general;

**Excluded Event** means a breach of the Agreement by you, an act or omission of you or any of your Personnel or an End User, or a failure of your equipment.

**Excluded Outage** means Scheduled Maintenance, Routine Maintenance, Service Degradation, Excluded Event and or Force Majeure Event.

**Fault** means a Critical Fault, Major Fault, or Minor Fault;

**Fault Restoration Targets** means the fault restoration targets for restoring a Service Outage or a Service Degradation applicable across all Optus Business Link Service Options.

**Force Majeure Event** affecting a party means any event outside that party's reasonable control, and includes failure or fluctuation in any electrical power supply, failure of air conditioning or humidity control, electromagnetic interference, fire, storm, flood, earthquake, accident, war, labour dispute (other than a dispute solely between that party and its own Personnel), materials or labour shortage, the change or introduction of any law or regulation (including the Telecommunications Legislation) or an act or omission of any third party or any failure of any equipment owned or operated by any third party (including any Regulator, but excluding a Subcontractor).

**Major Fault** in relation to an Individual Service means:

- (a) partial loss of a service element component, with traffic re-routed to a redundant link; or
- (b) reduction in link traffic carrying capacity (degradation), service still useable though impaired.

**Minor Fault** means:

- (a) anomalies in transmission performance;
- (b) non-service effecting alarms; or
- (c) general technical queries on the Service.

**Metro** means:

- (a) for all non-Optus-Direct-Fibre based Access Methods, an area with a population centre of greater than 10,000 people; and
- (b) for Optus-Direct-Fibre-based Access Methods, an area within the following distance from the GPO of the relevant Australian capital city:
  - (i) Brisbane – 25kms
  - (ii) Sydney – 50kms
  - (iii) Adelaide – 25kms
  - (iv) Perth – 30kms
  - (v) Canberra – 15kms
  - (vi) Melbourne – 50kms
  - (vii) Darwin – 5kms
  - (viii) Hobart – 5kms

**Monthly Recurring Charge** means the monthly reoccurring charges paid for the Committed Term of the Agreement based upon your selected individual pricing plan as set out in the Application.

**Related Service Options** means those Service Options that are pre-requisites to obtaining the relevant Service.

**Provider Edge Routers** means our routers that provide connection from our customers Service Delivery Point across our Access networks to our Core network.

**Regional** means:

- (a) for non-Optus-Direct-Fibre-based Access Methods, an area with a population centre between 200 – 10,000 people; and
- (b) for Optus-Direct-Fibre-based Access Methods, areas that are outside of the Metro area.

**Routine Maintenance** means maintenance conducted on the Optus Network during the Outage Windows.

**Scheduled Maintenance** means any maintenance Optus deems necessary as notified to you by Optus from time to time that is carried out between 11:00pm and 7:00am Australian Eastern Standard Time and does not include Routine Maintenance.

**Service Description** means the Service Family Terms and Service Option Terms applicable to the Optus Business Link Service.

**Service Degradation** means any degradation in the availability and/or performance of the Service that does not render the Service unusable or significantly affect the operation of the Service.

**Service Delivery Point** means the point at which a Service is made available for connection to your equipment.

**Service Family** means all Service Options and Associated Services that collectively form the Optus Business Link Service.

**Service Family Terms** mean the terms applicable to all Service Options and associated services that collectively form the Optus Business Link Service as set out in Part 1 of this Service Description, which apply in conjunction with the relevant Service Option Terms.

**Service Interface** means an internationally compliant standard interface for connection at each Service Delivery Point.

**Service Options** means the service options detailed at the beginning of this Service Description.

**Service Option Terms** mean the terms applicable to each Service Option only as set out in Part 2 of this Service Description, which apply in conjunction with the Service Family Terms.

**Service Outage** occurs when there is a loss of connectivity over the Optus Network solely caused by Optus' act or omission and that is not an Excluded Outage.

**Service Rebate** means the % of the next month's Monthly Recurring Charge for the Service that may be credited to you in accordance with the Agreement.



## PART 2

### SERVICE OPTION TERMS

#### Service Option: E-Link

This Service Option forms part of Optus' Business Link Service Family.

The Business Link Service Description comprises the following Parts:

- Part 1: Service Family Terms (applicable to all Optus Business Link Services); and
- Part 2: The Service Option Terms.

The Service Option Terms are separate terms applicable to each of the Optus Business Link Service Options and are to be read in conjunction with both the General Terms and the Service Family Terms.

#### 1. DESCRIPTION OF THE SERVICE OPTION

The E-Link Service consists of at least one E-LAN Circuit from the first address specified by you in the Order (A-End) to a second address specified by you in the Order (B-End) ("**the Service**").

##### 1.1 Product Quarantine

On and from 31 March 2015:

- (a) Optus will no longer sell the Service to new customers;
- (b) existing customers will not be permitted to renew their Agreement; and
- (c) moves, adds and changes for the Service will not be accepted.

#### 2. SUPPLY, USAGE AND FUNCTIONALITY

##### 2.1 Service Provision

- (a) Related Service Options:

The Service must be acquired with two or more E-Access services.

- (b) Service Features

The Service will be provisioned with the features indicated on your Application which may include the following:

- (i) E-LAN Circuit options:
  - (A) Point to Point, Single Path, No Interface Protect; and
  - (B) Point to Multipoint, Path Protected, No Interface Protection.
- (ii) Bandwidth:

The E-LAN Circuit is available in bandwidths from 2Mbps to 1000Mbps as notified by Optus to you from time to time. The E-LAN Circuit bandwidth selected must be less than or equal to the Service interface speed of the relevant service.

## 2.2 Service Implementation

### (a) Access methods

There is only one access method available for the Service. This access method is Direct Access. Direct Access directly connects your premises to the Optus Network using Optus fibre.

### (b) Service Method of Delivery

The Service is provided to the Service Delivery Point.

## 2.3 Service Charges

The charges for the Service are set out in your Application, and are incurred from the Service Start Date. Unless otherwise agreed between the parties, charges shall revert to the standard charges set out in the Optus E-Link Service Option Standard Pricing Table after the Committed Term on 30 days' notice from Optus to you.

## 3. SERVICE AVAILABILITY

The service availability targets for the Service for each month are set out in the table below:

| Access Method | Service Availability Target |
|---------------|-----------------------------|
| Direct Access | 99.95% over any month       |

## 4. RELEVANT APPENDICES

In using the Service you must comply with the Optus' Acceptable use Policy.

## 5. DEFINITIONS

Terms not defined in these Service Option Terms are as defined in the Service Family Terms or the General Terms (in that order) unless inconsistent with the context.

**Direct Access** means a method of accessing a Service by way of an Optus controlled fibre or radio connection between the Optus MPLS Network and your Service Delivery Point (as specified in the Application).

**E-Access** is the service option feature of the E-Link Service consisting of Ethernet interfaces including 10 Base T, 100 Base T and GBIC Optical LH/LX over single mode fibre over SDH

**E-LAN Circuit** means a logical link between two sites over an E-Access service option feature.

**SDH** means Synchronous Digital Hierarchy.

## SERVICE OPTION TERMS

### Service Option: ELink+

This Service Option forms part of Optus' Business Link Service Family.

The Business Link Service Description comprises the following Parts:

- Part 1: Service Family Terms (applicable to all Optus Business Link Services); and
- Part 2: The Service Option Terms.

The Service Option Terms are separate terms applicable to each of the Optus Business Link Service Options and are to be read in conjunction with both the General Terms and the Service Family Terms.

#### 1. DESCRIPTION OF THE SERVICE OPTION

The ELink+ Point to Point Service consists of ELink+ Circuit from the first address specified by you in the Order (A-End) to a second address specified by you in the Order (B-End ) or the ELink+ Point to Multipoint Service from the first address specified by you in the Order (A-End) to multiple second addresses specified by you in the order (B,C,D,E-End) ("**the Service**").

#### 2. SUPPLY, USAGE AND FUNCTIONALITY

##### 2.1 Service Provision

(a) Related Service Options:

Access services are included in your ELink+ Service.

(b) Service Features:

The Service will be provisioned with the features indicated on your Application which may include the following:

(i) ELink+ Circuit options:

(A) Point to Point, Single Path, No Interface Protect; and

(B) Point to Multipoint, Path Protected, No Interface Protection.

(ii) Bandwidth options:

The ELink+ Circuit is available in committed bandwidths from 2Mbps to 1000Mbps as notified by Optus to you from time to time.

The ELink+ Burst Express Circuit is available in non-committed (best effort) bandwidths from 10Mbps to 1000Mbps as notified by Optus to you from time to time.

The ELink+ Burst Express Ultimate Circuit is available in committed bandwidths from 10Mbps to 500Mbps as notified by Optus to you from time to time, with a non-committed (best effort) burst bandwidth of up to 1000Mbps when capability is available.

The ELink+ Circuit bandwidth selected must be less than or equal to the Service interface speed of the relevant service.

2.2 Service Implementation

(a) Access methods:

There is only one access method available for the Service. This access method is Direct Access. Direct Access directly connects your premises to the Optus Network using Optus fibre.

(b) Service Method of Delivery:

The Service is provided to the Service Delivery Point.

2.3 Service Charges:

- (a) The charges for the Service are set out in your Application, and are incurred from the Service Start Date. Unless otherwise agreed between the parties, charges shall revert to the standard charges set out in the Optus ELink+ Service Option Standard Pricing Table after the Committed Term on 30 days' notice from Optus to you.

3. SERVICE AVAILABILITY

The service availability targets for the Service for each month are set out in the table below:

| Access Method | Service Availability Target                                                                                   |
|---------------|---------------------------------------------------------------------------------------------------------------|
| Direct Access | 99.95% over any month (ELink+)<br>99.9% over any month (ELink+ Burst Xpress and ELink+ Burst Xpress Ultimate) |

4. RELEVANT APPENDICES

In using the Service you must comply with the Optus Acceptable Use Policy.

5. DEFINITIONS

Terms not defined in these Service Option Terms are as defined in the Service Family Terms or the General Terms (in that order) unless inconsistent with the context.

**Direct Access** means a method of accessing a Service by way of an Optus controlled fibre between the Optus Network and your Service Delivery Point (as specified in the Application).

**ELink+** is the service option feature of the ELink+ Service consisting of Ethernet interfaces including 10 BaseT, 100 BaseT, 1000 BaseT and GBIC Optical 1000 BaseLX/ZX over single mode fibre over Carrier Ethernet.

**Carrier Ethernet** means NGTT Carrier Ethernet Network.

## SERVICE OPTION TERMS

### Service Option: WaveLink

This Service Option forms part of Optus' Business Link Service Family.

The Business Link Service Description comprises the following Parts:

- Part 1: Service Family Terms (applicable to all Optus Business Link Services); and
- Part 2: The Service Option Terms.

The Service Option Terms are separate terms applicable to each of the Optus Business Link Service Options and are to be read in conjunction with both the General Terms and the Service Family Terms.

#### 1. DESCRIPTION OF THE SERVICE OPTION

Optus WaveLink is a point to point connection service provided via the Optus Network.

#### 2. SUPPLY, USAGE AND FUNCTIONALITY

##### 2.1 Service Provision

(a) Related Service Options:

None

(b) Service Features:

The Service will be provisioned with the features indicated on your Application which may include the following:

(i) WaveLink Circuit options:

(A) Point to Point, Single Path, No Interface Protection;

(B) Point to Point, Path Protected, No Interface Protection;

(C) Point to Multipoint, Single Path, No Interface Protection;  
and

(D) Point to Multipoint, Path Protected, No Interface Protection

(ii) Bandwidth:

The WaveLink Circuit is available in bandwidths from 1Gbps to 10Gbps as notified by Optus to you from time to time. The WaveLink Circuit bandwidth selected must be less than or equal to the Service interface speed of the relevant service.

##### 2.2 Service Implementation

(a) Access methods:

There is only one access method available for the Service. This access method is Direct Access. Direct Access directly connects your premises to the Optus Network using Optus fibre.

(b) Service Method of Delivery:

The Service is provided to the Service Delivery Point.

3. SERVICE AVAILABILITY

The service availability targets for the Service for each month are set out in the table below:

| Access Method | Service Availability Target |
|---------------|-----------------------------|
| Direct Access | 99.95% over any month       |

4. RELEVANT APPENDICES

In using the Service you must comply with the Optus' Acceptable use Policy.

5. DEFINITIONS

Terms not defined in these Service Option Terms are as defined in the Service Family Terms or the General Terms (in that order) unless inconsistent with the context.

**Direct Access** means a method of accessing a Service by way of an Optus controlled fibre or radio connection between the Optus MPLS Network and your Service Delivery Point (as specified in the Application).

**WaveLink Circuit** means the service option feature of the WaveLink Service consisting of Ethernet, Fibre Channel or STM interfaces.

## SERVICE OPTION TERMS

### Service Option: Broad-Link

This Service Option forms part of Optus' Business Link Service Family.

The Business Link Service Description comprises the following Parts:

- Part 1: Service Family Terms (applicable to all Optus Business Link Services); and
- Part 2: The Service Option Terms.

The Service Option Terms are separate terms applicable to each of the Optus Business Link Service Options and are to be read in conjunction with both the General Terms and the Service Family Terms.

#### 1. DESCRIPTION OF THE SERVICE OPTION

The Broad-Link Service is a leased line service offering 2Mbps bandwidth, offering committed bandwidth delivered over Optus' carrier grade backbone network that runs over the fault tolerant Synchronous Digital Hierarchy (**SDH**) optical transmission system ("the Service").

##### 1.1 Product Quarantine

On and from 31 March 2015:

- (a) Optus will no longer sell the Service to new customers;
- (b) existing customers will not be permitted to renew their Agreement; and
- (c) Moves, adds and changes for the Service will not be accepted.

#### 2. SUPPLY, USAGE AND FUNCTIONALITY

##### 2.1 Service Provision

- (a) Related Service Options:

None

- (b) Service Features:

- (i) Data Rate and Interface Options:

Transmission is provided in a point to point configuration, at the following bandwidths and with the following interfaces: (M=Mbit/s):

| Service Option    | Data Rate                                                              | Interface Options                                                         |
|-------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Broad-Link 2M     | 2048 kbit/s, 1984kbit/s or 1920 kbit/s, depending on access technology | G.703, V.35 or X.21 depending on access technology and customer selection |
| Broad-Link 2 x 2M | 3,840 kbit/s                                                           | V.35, X.21 or HSSI                                                        |
| Broad-Link 3 x 2M | 5,760 kbit/s                                                           | V.35, X.21 or HSSI                                                        |
| Broad-Link 4 x 2M | 7,680 kbit/s                                                           | V.35, X.21 or HSSI                                                        |
| Broad-Link 34M    | 34,368 kbit/s                                                          | G.703                                                                     |

|                 |                |               |
|-----------------|----------------|---------------|
| Broad-Link 45M  | 44,756 kbit/   | G.703         |
| Broad-Link 155M | 149,760 kbit/s | STM-1 Optical |

(ii) Network Diversity and Interface Protection options:

There are four network diversity and interface protection options applicable to the Broad-Link 155M data rate. The options depend upon your equipment configuration and the Optus Network path configuration and are set out below:

- A. Undiverse Network, No Interface Protection (**UN-NIP**);
- B. Undiverse Network, With Interface Protection (**UN-WIP**);
- C. Diverse Network, No Interface Protection (**DN-NIP**); and
- D. Diverse Network With Interface Protection (**DN-WIP**).

Broad-Link Nx2M is offered as DN-NIP unless Optus advises you that network diversity is unavailable for a specific service. If network diversity is not available, this will be indicated in the Application Form.

Broad-Link 34M and 45M are offered with the UN-NIP and DN NIP Service Options.

The Diverse Network option offers physically diverse fibre paths over the majority of the route followed by the Service.

The Interface Protection Options provide primary and secondary pairs of fibre interfaces at the Network Termination Point so that the Service may be cut over to the secondary interface in the case of primary interface failure on your equipment or the Optus equipment connected directly to it.

Physically diverse fibre paths along the entire route followed by the Service are only provided if you have requested these from Optus and Optus has agreed to that request, as set out in the Application Form.

### 3. SERVICE AVAILABILITY

The service availability targets for the Service for each month are set out in the table below:

| Service Option                                                   | Availability Target                                      |
|------------------------------------------------------------------|----------------------------------------------------------|
| <b>Broad-Link</b> – Diverse Network Option using Direct Access   | 99.95%                                                   |
| <b>Broad-Link</b> – Diverse Network Option using XYZed Zedline   | Metropolitan Area 99.95%<br>Non-Metropolitan Area 99.90% |
| <b>Broad-Link</b> – Diverse Network Option using Extended Access | 99.90%                                                   |
| <b>Broad-Link</b> - Undiverse Network Option                     | 99.90%                                                   |