

SERVICE DESCRIPTION: OPTUS GLOBAL DATA SERVICES

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

This Service Description for the Optus Global Data Services comprises the following Parts:

- **Part 1:** Service Family Terms (applicable to all Optus ConnectPlus Global Data); and
- **Part 2:** Service Option Terms.

The Service Option Terms are separate terms applicable to each of the following Optus Global Data Services Service Options and are to be read in conjunction with both the General Terms (or, if you have an existing written agreement with Optus, that agreement) and the Service Family Terms:

- **ConnectPlus Global Internet Service**

PART 1: SERVICE FAMILY TERMS: Optus Global Data Services

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 Global Data Service provides for the transmission of data between an Originating Service Delivery Point and a Terminating Service Delivery Point, or the public internet, through a one stop shopping arrangement.

1.2 Optus Group Company

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

2. SERVICE OPTIONS

2.1 Current:

- ConnectPlus Global Internet Service
“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. CANCELLATION FEE

3.1 Notwithstanding anything in the General Terms or your Agreement, if:

- you wish to cancel your Service or an Individual Service during the Committed Term, you must give us at least 90 days written notice; or
- a party wishes to terminate the Agreement after the expiry of the Committed Term, that party must give at least 90 days written notice to the other party.

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

- any unavoidable third party costs that will be incurred by Optus, in respect of the relevant Service or Individual Service for the remainder of the Committed Term; plus
- 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. ONE STOP SHOPPING

4.1 Service Exclusions:

- (a) You are required to enter into a direct arrangement with carriers for the supply of each of the Third-Party Access Service.
- (b) When you select a Service Option, you are appointing Optus (or its related bodies corporate) as your agent to enter into an agreement or another arrangement, on your behalf, with a third-party carrier for the supply of each of the Third Party Access Service ("**One Stop Shopping Arrangement**").
- (c) You acknowledge and agree that:
 - (i) Optus may select on your behalf and by exercising its sole discretion, the relevant third-party carrier for the supply of the Third-Party Access Service;
 - (ii) Optus makes no representation, warranty or undertaking with respect to the timing or installation or the availability each of the Third-Party Access Service and does not accept liability for any Loss which you may incur as a result of the supply or Interruption of such Service;
 - (iii) you must acquire and you authorise Optus as your agent to acquire the Third-Party Access Service for the corresponding Committed Term and thereafter on a month-to-month basis, subject to any renewal for a further Committed Term;
 - (iv) you are directly liable for all service charges under the terms of the contract entered into between Optus (in its capacity as your agent) and the relevant third-party carrier for the supply of each of the Third Party Access Service;
 - (v) Optus will include on the Optus invoice in Australian dollars, the third-party carrier's charges together with an administration fee, which will be charged to you at the exchange rate reasonably determined by Optus at the date of conversion;
 - (vi) Optus will pass on any service credits which it receives from the relevant third-party carrier, if any; and
 - (vii) if you do not pay the relevant third-party carrier's charges by the due date and in accordance with the Agreement, then Optus may immediately terminate this Agreement by giving you written notice. This is an essential term of this Agreement.

5. SERVICE FEATURES

5.1 Service Feature:

The availability of additional service features for each Service Option is dependent on the Service Option you select. Each additional Service Features will incur a separate charge and must be nominated in your Application.

5.2 Available Service Features:

Not applicable.

6. SUPPLY, USAGE AND FUNCTIONALITY

6.1 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.
- (c) Provisioning and installation of Individual Services is subject to the availability of installed Optus Network infrastructure and the infrastructure of other Suppliers.
- (d) Installation times for the Third-Party Access Service options will be advised to you on a case-by-case basis.
- (e) If, after making the Application and before the relevant Target Service Start Date, you request a modification to an Individual Service and Optus agrees to make that modification then an amended Target Service Start Date for that Individual Service may be required.

6.2 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/or
 - (ii) an Excluded Outage may occur.

6.3 Modifications

- (a) Where you request Optus to relocate the Originating Service Delivery Point or the International Service Delivery Point, then Optus:
 - (i) will charge you a relocation charge. If requested by you, we will notify you of such relocation charge;
 - (ii) reserves the right to reasonably adjust the Monthly Service Charges if the relocation of the Originating Service Delivery Point or the International Service Delivery Point results in any changes to the selections originally made by you; and

- (iii) or you, may cancel the Service if Optus is not able to provide the Service from the Originating Service Delivery Point or the International Service Delivery Point you have requested.
- (b) Where you request Optus to relocate the Originating Service Delivery Point then Optus:
 - (i) may charge you, and you must pay, any service charges payable to the relevant third-party carrier in connection with a One Stop Shopping Arrangement; and
 - (ii) or you, may terminate any One Stop Shopping Arrangement if the third-party carrier is unable to provide the relevant Third Party Access Service. You may be liable to pay a Cancellation Fee in accordance with the Agreement.

7. SERVICE CHARGES

7.1 General

- (a) The charges for the Service are set out in your Application. There is no standard pricing table for the Global Data Services.
- (b) Monthly Service Charges for the Service are payable in advance and you will also be required to pay third party interconnecting carrier charges under the relevant One Stop Shopping Arrangement.

7.2 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:
 - (i) the committed monthly spend for the Services or Individual Service (as applicable); or
 - (ii) 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.

8. 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, but does not warrant, represent or guarantee the Service Availability targets will be met.

9. FAULT REPORTING

9.1 Faults

- (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) 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.
- (d) 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 and deemed available 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.
- (e) Additional conditions relating to fault restoration, if any, applicable to a Service Option, are set out in the relevant Service Option Terms.

10. SERVICE REBATES

10.1 Service Outage

A Service Outage is measured from the time that the Fault is either reported to Optus pursuant to clause 9.1, or when Optus becomes aware of the Fault.

10.2 Service Rebates

- (a) Service Rebates are not claimable for Service Degradation.
- (b) Service Rebates will only be applied against the charges payable for Services delivered to the particular Premises affected by the Service Outage.

- (c) Service Rebates will only be applied against the charges payable for Services delivered to the particular Premises affected by the Service Outage Service Rebates and are not redeemable for cash and in any month.
- (d) Service Rebates (if applicable):
 - (i) are your sole remedy for the relevant Interruption or delay; and
 - (ii) will only be applied against the charges payable for the affected Individual Service.
- (e) Optus is not liable for, and you are not entitled to any Service Rebate where:
 - (i) the relevant Service Outage or provisioning delay is caused directly or indirectly as a result of an Excluded Outage; or
 - (ii) you have any amounts due, which have not been paid by the due date.

11. OPTUS OBLIGATIONS AND REQUIREMENTS

- 11.1 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.

12. YOUR OBLIGATIONS AND REQUIREMENTS

- 12.1 In using the Service, you must:
- (a) comply with Optus' Acceptable Use Policy for the Service;
 - (b) ensure that the software you use in relation to the Service is properly licensed;
 - (c) comply with any rules imposed by any third party whose content or services you access using the Service or whose network your data traverses; and
 - (d) not infringe any person's intellectual property rights (such as by using, copying or distributing data or software without the permission of the owner).
- 12.2 You acknowledge that:
- (a) the Service relies for its operation on services supplied by third parties, who are not controlled or authorised by Optus; and
 - (b) Optus does not exercise any control over, authorise or make any warranty regarding:
 - (i) your right or ability to use, access or transmit any content (whether error-free, in time, or at all) using the Service;

- (ii) the accuracy or completeness of any content which you may use, access or transmit using the Service;
- (iii) the consequences of you using, accessing or transmitting any content using the Service, including without limitation any virus or other harmful software; and
- (iv) any charges which a third party may impose on you in connection with your use of the Service.

13. DEFINITIONS

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

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

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

Critical Fault means total loss of the Service or a fault 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;

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).

International Access Service means the international access service over a Supplier Network between the International Service Delivery Point and Originating Service Delivery Point.

International Service Delivery Point means handover point between the Optus Network and the relevant third-party interconnecting carrier's Supplier Network.

Major Fault means partial loss of a service, or a fault that renders the service impaired but still useable.

Minor Fault means:

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

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.

Optus Network means the Australian Optus network.

One Stop Shopping means an arrangement whereby you may request Optus to order the Third-Party Access Service on your behalf and as your agent.

Originating Local Access means to the local access service between the Originating Service Delivery Point and the International Service Delivery Point.

Originating Service Delivery Point means the location point at which a Service is made available for connection to your equipment at the originating location as specified in your Application.

Outage Window has the meaning given to it in clause 11.1 (a);

Related Service Description means a Service Description for a service that may be supplied to you in conjunction with the Service.

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

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 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.

Service Description means the Service Family Terms and Service Option Terms applicable to the ConnectPlus Global Internet Services.

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 Terms mean the terms applicable to all Service Options set out in Part 1 of this Service Description.

Service Interface means an internationally compliant standard interface for connection at the relevant Service Delivery Point.

Service Options means the available service options identified at the beginning of this Service Description.

Service Option Terms mean the terms applicable to each Service Option set out in Part 2 of this Service Description.

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.

Supplier Networks means a Singtel network or any other third-party provider network.

Target Service Start Date means the date requested by you and/or estimated by Optus and agreed between the parties, as the target date on which the service is intended to be activated and supplied to you, as specified in the Application.

Third Party Access Service means the in-country local access service provided by a third-party supplier between your site to the third-party supplier internet gateway.

PART 2: SERVICE OPTION TERMS

Service Option: ConnectPlus Global Internet Service

This Service Option forms part of Optus Global Data Services

The Optus Global Data Services Service Description comprises the following Parts:

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

The Service Option Terms are separate terms applicable to each of the Optus Global Data Services 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

ConnectPlus Global Internet Service is an internet access service for the transmission and receipt of internet data from Originating Service Delivery Points over the public internet in the countries listed in clause 4.4 (**Service**).

2. SUPPLY, USAGE AND FUNCTIONALITY

2.1 Service Provision

- (a) Related Service Options:

Dedicated Internet Access (DIA) is an Internet service delivered on local leased line or fibre access, with dedicated internet access and static IP addresses.

Business Broadband Internet (BBI) is an internet service delivered on GPON or FTTx local access, and single static IP address.

3. SERVICE AVAILABILITY

3.1 A Service is defined as being unavailable when:

- (a) the relevant Service Interface is not capable of transmitting or receiving your data; and
- (b) You have reported a Fault to Optus in accordance with the Service Family Terms; and
- (c) Optus has determined that the Fault is a Service Outage.

4. SERVICE LEVEL AGREEMENT (SLA) FOR OPTUS CONNECTPLUS GLOBAL INTERNET SERVICE - DEDICATED INTERNET ACCESS AND BUSINESS BROADBAND INTERNET ONLY:

- (a) You must be subscribed to the Optus Managed Customer Premise Equipment Service or Managed Remote Monitoring Service in addition to the Service for this SLA to apply. For the avoidance of doubt, a Credit Allowance will only apply when Optus manage your CPE.

- 4.2 Service Availability is the monthly average Internet availability of your access to the internet service. You may claim a Credit Allowance if Optus does not meet the applicable Service Availability level as follows:

Country Type Classification For Optus ConnectPlus Global Internet Service	Service Availability		Credit Allowance
	Broadband	Dedicated	
A	98.00%	99.30%	0.2% of MRC per 0.01% below agreed Availability, cap at 20% of MRC of the affected Global Internet service.
B	97.50%	99.00%	
C	97.00%	98.80%	
D	96.50%	98.00%	

- (a) Credit Allowance does not apply to Service Targets.

4.3 Time to Repair

- (a) Time to Repair means the actual time taken by Optus to repair or restore the Service. Optus ConnectPlus Global Internet Service offers Service Levels for Time to Repair from the Supplier Network. You may claim a Credit Allowance if Optus does not meet the applicable Service Level as follows:

Country Type Classification For Optus ConnectPlus Global Internet Service	Service Level to customer		Credit Allowance
	Broadband	Dedicated	
A	14 hours	8 hours	2.0% of MRC per hour above the agreed TTR, cap at 20% of MRC of the affected Global Internet service.
B	26 hours	14 hours	
C	26 hours	14 hours	
D	50 hours	26 hours	

- (b) For the calculation of the Time to Repair, non-business hours of domestic service providers of network and connectivity services are excluded from outage time calculations.

- 4.4 The table below contains the classification of each country where the Optus ConnectPlus Global Internet Service is provided. The SLA is applicable only for locations within the metropolitan areas where Optus or its Third-Party Service Provider have in place the resources to support the Service and where there are transportation links that are typical in more populated areas.

Country Type A

Country			
Hong Kong	Singapore	Taiwan	UK
France	Japan	South Korea	USA
Germany	New Zealand	Switzerland	

Country Type B

Country			
Albania	Denmark	Luxembourg	Portugal
Algeria	Egypt	Malaysia	San Marino
Andorra	Finland	Malta	South Africa
Austria	Iceland	Monaco	Spain
Belgium	Indonesia	Morocco	Sweden
Cambodia	Italy	Netherlands	Tunisia
Canada	Ireland	Norway	Turkey
China			

Country Type C

Country			
Azerbaijan	Ecuador	Macedonia	Serbia
Bosnia	Estonia	Moldova	Slovakia
Brunei	Hungary	Moscow	Slovenia
Bulgaria	India	Philippines	Thailand
Croatia	Latvia	Romania	Venezuela
Czech Republic	Lithuania	Russia	

Country Type D

Country			
Bangladesh	Pakistan	Sri Lanka	Vietnam

- (a) You can only claim either a Credit Allowance based on Service Availability or Time to Repair Service Level in a Month, but not both during the same Month.
- (b) ConnectPlus Global Internet Service only offers this SLA for Service Availability and Time to Repair but does not guarantee performance parameters like latency, throughput, packet drops, jitter, etc.
- (c) Global internet Acceptance criteria will be based on ping or connectivity test from your edge router to the internet, performed at rapid transmission of 100-byte ping packets over a duration of 15 minutes.

5. **END-TO-END SLA – DEDICATED INTERNET ACCESS AND/OR BUSINESS BROADBAND INTERNET PROVIDED AS A TOTAL SOLUTION TOGETHER WITH OPTUS CONNECTPLUS IP-VPN SERVICE PLUS: MANAGED CPE SERVICE ONLY (COLLECTIVELY, “BUNDLED SERVICE”):**

5.1 **End-to-End Service Availability**

- (a) Service Availability is the monthly average Internet availability of your access to the Bundled Service (regardless of the network segment which causes the outage). Subject to Clauses 3 and 4, you may claim a Credit Allowance if Optus does not meet the applicable Service Availability level as follows:

Configuration of Bundled Service**	Service Availability by Site Location Type*				Credit Allowance
	Type A	Type B	Type C	Type D	

1x MPLS (1 Local Loop) + 1 (DIA/BBI) + 2 CPE	99.93%	99.93%	99.85%	99.85%	0.2% of applicable Monthly Recurring Charges ("MRC") per 0.01% below agreed Service Availability, capped at 50% of MRC.
1x MPLS (1 Local Loop) + 1 (DIA/BBI) + 1 CPE	99.91%	99.91%	99.83%	99.83%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 50% of MRC.
2x DIA (2 CPE)	99.90%	99.50%	99.30%	98.50%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 50% of MRC.
2x DIA (1 CPE)	99.50%	99.20%	99.00%	98.20%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 30% of MRC.
1x DIA + 1x BB (2 CPE)	99.45%	99.15%	98.95%	98.15%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 50% of MRC.
1x DIA + 1x BB (1 CPE)	99.40%	99.10%	98.90%	98.10%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 30% of MRC.
1x DIA (1 CPE)	99.30%	99.00%	98.80%	98.00%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 20% of MRC.
2x BB (2 CPE)	99.00%	98.50%	98.00%	97.50%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 50% of MRC.
2x BB (1 CPE)	98.50%	98.00%	97.50%	97.00%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 30% of MRC.
1x BB (1 CPE)	98.00%	97.50%	97.00%	96.50%	0.2% of MRC per 0.01% below agreed Service Availability, capped at 20% of MRC.

- (b) Refer to clause 5.4 below for classification of Bundled Service coverage location type.
- (c) ** For dual links network design, the last mile connections must be on separate paths with no single point of failure.

5.2 End-to-End Time-to-Repair

- (a) Time to Repair means the actual time taken by Optus to repair or restore the Bundled Service (excluding non-business hours of domestic service providers of network and connectivity services). Subject to clauses 5.3 and 5.4, you may claim a Credit Allowance if Optus does not meet the applicable Time to Repair level as follows:

Configuration of Bundled Service [^]	Service Availability by Site Location Type	Credit Allowance
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	Type A	Type B	Type C	Type D	
1x MPLS (1 Local Loop) + 1 (DIA/BB) + 2 CPE	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 40% of MRC.
1x MPLS (1 Local Loop) + 1 (DIA/BB) + 1 CPE	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 35% of MRC.
2x DIA (2 CPE)	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 30% of MRC.
2x DIA (1 CPE)	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 25% of MRC.
1x DIA + 1x BB (2 CPE)	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 30% of MRC.
1x DIA + 1x BB (1 CPE)	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 25% of MRC.
1x DIA (1 CPE)	8 hrs	14 hrs	14 hrs	26 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 20% of MRC.
2x BB (2 CPE)	14 hrs	26 hrs	26 hrs	50 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 30% of MRC.
2x BB (1 CPE)	14 hrs	26 hrs	26 hrs	50 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 25% of.
1x BB (1 CPE)	14 hrs	26 hrs	26 hrs	50 hrs	0.2% of MRC per hour above the agreed Time to Repair, capped at 20% of MRC.

(b) * Refer to clause 5.4 below for classification of Bundled Service coverage location type.

- 5.3 You may claim a Credit Allowance based on Service Availability or Time to Repair per Month, but not both.
- 5.4 The Service Availability and Time to Repair service levels are only applicable to Bundled Service(s) used in metropolitan areas of the major cities in the countries stated in the table below.

Classification	Country		
A	Japan		
B	China	Indonesia	Malaysia
C	India	Philippines	Thailand
D	Myanmar	Vietnam	

6. Rise and Fall

- 6.1 Optus reserves the right to reasonably vary the price of the service options if the AUD/ USD; AUD/ SGD; AUD/ NZD exchange rate rises or falls by 5% or more. The parties agree that the relevant exchange rate at the time of execution of this Agreement is the RBA published exchange rate on the date the Agreement is signed by both parties.

7. Definitions

- 7.1 In these Service Option Terms, the following words and expressions have the following meanings:

Acceptance or Accepts means either (i) actual acceptance by you or (ii) deemed acceptance when actual acceptance is not given within 2 days of Optus informing you that the Work is complete and you have not rejected the Service in writing on the basis that it does not confirm to the specifications within the above timeframe.

Business Broadband Internet (BBI) means an internet service delivered on GPON or FTTx local access, and single static IP address.

Business Hours means to Monday to Friday, 8.30am – 5.00pm.

Business Day means to in-country Business Hours and excluding Sundays and Public Holidays, and subject to the practices and customs of each country listed in clause 4.4.

Dedicated Internet Access (DIA) means an Internet service delivered on local leased line or fibre access, with dedicated internet access and static IP addresses.

Equipment means hardware deployed by Optus at your site in order to support the Service.

End User means any person(s) authorised by you to use the Service.

Managed Remote Monitoring Service means an Optus service that allows Optus to remotely monitor and configure designated CPE(s) and generate reports.

Notice Period for Termination of the Service shall be not less than ninety (90) days' prior written notice.

Partner means any Service Provider that Optus may engage to deliver the Service to you.

Rectification Period for Optus to restore the service shall be thirty (30) days.

Third Party Access Service means the in-country local access service provided by a third-party supplier between your site to the third-party supplier internet gateway.