

SERVICE DESCRIPTION: Optus International Data Services

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

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

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

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

- **Lightlink**
- **Lightlink Plus**
- **Satlink**

SERVICE FAMILY TERMS: Optus International 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 International Data service provides an international data transmission between the Australian Service Delivery Point and a point outside Australia through a one stop shopping arrangement.

1.2 Optus Group Company

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

2. SERVICE OPTIONS

2.1 Current:

- Lightlink
- Lightlink Plus
- Satlink

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. CANCELLATION FEE

3.1 Where a Service or 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 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
- any costs incurred by Optus in the course of the performance of the Service or Individual Service to the date of cancellation,
less:
 - 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
 - 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) The Optus International Data Service does not include the supply of the Far End Circuit and Overseas Local Access.
- (b) You are required to enter into a direct arrangement with a third party interconnecting carrier for the supply of the Far End Circuit and Overseas Local Access.
- (c) When you select a Service Option, you are authorising Optus as your agent to enter into an agreement, on your behalf, with a third party interconnecting carrier for the supply of the Far End Circuit and / or Overseas Local Access ("**One Stop Shopping Arrangement**").
- (d) Your acknowledge and agree that:
 - (i) Optus may select on your behalf and by exercising its sole discretion, the relevant third party interconnecting carrier for the supply of the Far End Circuit and Overseas Local Access;
 - (ii) Optus makes no representation, warranty or undertaking with respect to the timing or installation or the availability of Far End Circuit and Overseas Local Access and does not accept liability for any Loss which you may incur as a result of the supply or Interruption of the Far End Circuit and Overseas Local Access;
 - (iii) you must acquire and you authorise Optus as your agent to acquire the Far End Circuit and Overseas Local Access for the 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 and any liability in relation to a breach of your obligations under the terms of the contract entered into by Optus (in its capacity as your agent) and the relevant third party interconnecting carrier for the supply of the Far End Circuit and Overseas Local Access;
 - (v) Optus will include on the Optus invoice in Australian dollars, the third party interconnecting carrier 's charges together with an administration fee, which will be charged to you at the exchange rate determined by Optus at the date of conversion;
 - (vi) Optus will pass on any service credits relating to your Service which it receives from the relevant third party interconnecting carrier, if any; and
 - (vii) if you do not pay the third party interconnecting carrier 's charges by the due date and in accordance with this Agreement, then Optus may immediately terminate this Agreement by giving you written notice. This is an essential term of this Agreement.

5. SUPPLY, USAGE AND FUNCTIONALITY

5.1 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 Overseas Local Access 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.

5.2 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;
 - (ii) an Excluded Outage may occur.

5.3 Modifications

- (a) Where you request Optus to relocate the Australian 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 adjust the Monthly Service Charges if the relocation of the Australian 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 Australian Service Delivery Point or the International Service Delivery Point you have requested.
- (b) Where you request Optus to relocate the Overseas Service Delivery Point, then Optus:
 - (i) may charge you, and you must pay, any service charges payable to the relevant third party interconnecting carrier in connection with a One Stop Shopping Arrangement; and
 - (ii) or you, may terminate any One Stop Shopping Arrangement if the third party interconnecting carrier is unable to provide the relevant Far End

Circuit and Overseas Local Access, in which case you may be liable to pay a Cancellation Fee in accordance with this Agreement.

6. SERVICE CHARGES

6.1 General

- (a) The charges for the Service are set out in your Application. There is no standard pricing table for the International 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.

6.2 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:
 - (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.

7. 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.

8. FAULT REPORTING

8.1 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.

9. FAULT RESTORATION TARGETS - AUSTRALIAN LOCAL ACCESS SERVICE

Table 1: Australian Local Access Service – Fault Restoration Targets

The Fault Restoration Targets, for the relevant Access Method applicable to the Australian Local Access Service, are set out in Table 1 below and only apply in respect of Services in Australia.

	EoSDH, E2B, E2D		EoBDSL, EoDSL		
	Metro	Non-Metro	Metro	Regional	Remote
Service Outage	4 hrs	12 hrs	1 clear business day	2 clear business days	3 clear business days
Service Degradation	12 hrs	24 hrs	1 clear business day	2 clear business days	3 clear business days
Fault Logging	24 x 7		24 x 7		
Fault Restoration Hours	24 x 7		0800 – 1500 Mon – Fri		
Response Time Service Outage	30 minutes		8 Hours		
Response Time Service Degradation	6 Hours		12 Hours		

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. PROVISIONING OF AUSTRALIAN LOCAL ACCESS

- (a) Optus will endeavour to provision and install each Australian Local Access Individual Service by the relevant Target Service Start Date subject to Optus or other supplier advice as to the time required to complete the relevant installation work.
- (b) If the installation of an Australian Local Access Individual Service is delayed beyond the Target Service Start Date you may be entitled to an installation delay service rebate as set out in Table 2 below.
- (c) To be entitled to an installation delay service rebate, you must claim the relevant installation delay rebate prior to the date on which your first monthly invoice is due and payable.
- (d) An installation delay service rebate is calculated as the number of working days between:
 - (i) the Target Service Start Date; and
 - (ii) the date Optus advises you that the Australian Local Access Individual Service is installed, or the date on which the Service is first supplied, whichever is the earlier, less any period of delay caused by an Excluded Event or Service Suspension in accordance with the Agreement.

Table 2: Service Rebates for Australian Local Access Service Installation Delay

	Australian Local Access Service Installation Delay		
Delay	Up to 10 working days Installation Delay	10 to 20 working days Installation Delay	Over 20 working days Installation Delay
Percentage of first Optus' Monthly Service Charge for the relevant Australian Local Access Individual Service	25%	50%	100%

- (e) Where completion of service provisioning is delayed due to an Excluded Event, Optus may commence billing you for the relevant Service, 10 days after the Target Service Start Date.

12. FAULT RESTORATION TARGETS – AUSTRALIAN LOCAL ACCESS SERVICE

- (a) The Service Rebates are set out in Table 3. Service Rebates are not claimable for Service Degradation.
- (b) To be entitled to a Fault Restoration service rebate, you must claim any Service Rebate in writing within 20 Business Days from the date on which Optus notifies you that the Service Outage is resolved.
- (c) The Fault Restoration service rebate is capped at the percentage of the applicable monthly recurring charge for the relevant Access Method, as set out in Table 3.

Table 3: Australian Local Access Service Rebates

Access Method	Total number of hours in the month that Fault Restoration Targets are exceeded in relevant month	Rebate of Monthly Service Charge for the relevant Australian Local Access Individual Service
All Available Access Types	0 - 3 hours	0%
	3 – 6 hours	15%
	6 hours and over	30%

Example: For a Metro EOSDH Service Outage restored in 8 hours:
 (8 hours restoration time – 4 hour target) = (4 hour Service Outage beyond Fault Restoration Target). Therefore the applicable Service Rebate is 15%

13. OPTUS OBLIGATIONS AND REQUIREMENTS

- 13.1 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.

14. YOUR OBLIGATIONS AND REQUIREMENTS

- 14.1 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).
- 14.2 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.

15. DEFINITIONS

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

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.

Australian Local Access means local access service provided via Direct Access or Extended Access between the Australian Service Delivery Point and the Optus Network.

Australian Service Delivery Point means the point at which a Service is made available for connection to your equipment located in Australia and specified in your Application.

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.

Direct Access means a method of accessing a Service:

- (a) by way of an Optus controlled fibre or radio connection between the Optus Network and your Australian Service Delivery Point (as specified in the Application); and
- (b) which is available within and between Sydney, Melbourne, Canberra, Brisbane, Adelaide and Perth, subject to availability of Optus Network infrastructure.

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.

Extended Access means a method of accessing a Service:

- (a) which uses the networks of another Supplier to connect from the Optus Network to the Australian Service Delivery Point; and
- (b) which is available in most urban centres throughout Australia and is available between (inter-state) and within (intra- state) States, subject to the availability of the other Suppliers' network infrastructure.

Far End Circuit means the carriage service provided by the relevant third party interconnecting carrier from the International Service Delivery Point to the Overseas Local Access network.

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 to the relevant Access Method as set out in Table 2 of the Service Family Terms.

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 the Overseas Service Delivery Point.

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

Lightlink is described in the Lightlink Service Option Terms.

Lightlink Plus is described in the Lightlink Plus Service Option Terms.

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

Metropolitan Area means an area within 20km of the GPO of the capital city where the Service is supplied to you.

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.

Near End Circuit means the carriage service provided by Optus from the Optus Network to the International Service Delivery Point.

Optus Network means the Australian Optus network.

One Stop Shopping means an arrangement whereby you may request Optus to order the Far End Circuit and/or an Overseas Local Access on your behalf and as your agent.

Outage Window has the meaning given to it in clause 6.1(a).

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

Overseas Service Delivery Point means the point at which a Service is made available for connection to your equipment or third party equipment in the overseas location specified in your Application.

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.

Satlink is described in the Satlink Service Option Terms.

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 Optus International Data 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 each Australian Service Delivery Point and Overseas Service Delivery Point (if applicable).

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 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.

Single Point Fault Reporting means a reporting procedure whereby you report to Optus any circuit problems in either the Service provided by Optus or the service provided by the international carrier.

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.

SERVICE OPTION TERMS

Service Option: Lightlink

This Service Option forms part of Optus International Data Services

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

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

The Service Option Terms are separate terms applicable to each of the Optus International 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

Lightlink is a service for the transmission of data across an international private leased circuit from the Australian Service Delivery Point to the midpoint of an international connection. The international carrier provides the far end half-circuit (**Service**).

2. SUPPLY, USAGE AND FUNCTIONALITY

2.1 Service Provision

(a) Related Service Options:

None

3. SERVICE AVAILABILITY, FAULT REPORTING AND SERVICE REBATES

3.1 Australian Local Access – included in the Service.

3.2 Australian Local Access and Near End Circuit Target Availability

(a) 99.8% for single path unprotected service

(b) 99.9% for path protected services

3.3 Service rebate is provided for unavailability of Individual Service from Near End Circuit to International Service Delivery Point

Table 1: Service Rebates

Access Method	Total number of hours in the month that Fault Restoration Targets are exceeded in relevant month	Rebate of Monthly Service Charge for the relevant Australian Local Access Individual Service
All Available Access Types	0 - 3 hours	0%
	3 – 6 hours	15%
	6 hours and over	30%

4. DEFINITIONS

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

N/A

SERVICE OPTION TERMS

Service Option: Lightlink Plus

This Service Option forms part of Optus International Data Services

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

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

The Service Option Terms are separate terms applicable to each of the Optus International 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

Lightlink Plus is a service for the transmission of data across an international private leased circuit from the Australian Service Delivery Point to the International Service Delivery Point located in New Zealand ("**Service**").

2. SUPPLY, USAGE AND FUNCTIONALITY

2.1 Service Provision

(a) Related Service Options:

None

3. SERVICE AVAILABILITY, FAULT REPORTING AND SERVICE REBATES

3.1 Australian Local Access – included in the Service.

3.2 Australian Local Access and Near End Circuit Target Availability

(a) 99.9% for single path unprotected service

(b) 99.95% for path protected services

3.3 Service rebate is provided for unavailability of Individual Service from Near End Circuit to International Service Delivery Point

Table 1: Service Rebates

Access Method	Total number of hours in the month that Fault Restoration Targets are exceeded in relevant month	Rebate of Monthly Service Charge for the relevant Australian Local Access Individual Service
All Available Access Types	0 - 3 hours	0%
	3 – 6 hours	15%
	6 hours and over	30%

4. DEFINITIONS

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

N/A

SERVICE OPTION TERMS

Service Option: Satlink

This Service Option forms part of Optus International Data Services

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

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

The Service Option Terms are separate terms applicable to each of the Optus International 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

Satlink is a service for the transmission of voice, data, fax and video using satellite capacity from the Australian Service Delivery Point to the International Service Delivery Point ("**Service**").

2. SUPPLY, USAGE AND FUNCTIONALITY

2.1 Service Provision

(a) Related Service Options:

None

3. SERVICE AVAILABILITY, FAULT REPORTING AND SERVICE REBATES

3.1 Australian Local Access – included in Service

3.2 No Target Availability

3.3 No service rebates are applicable

4. DEFINITIONS

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

N/A