

## SERVICE DESCRIPTION:

### OPTUS SERVICE MANAGEMENT

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

#### 1. SERVICE MANAGEMENT

##### 1.1 Service Management Features

The Service Management components consist of the following base service features:

- (a) Support - (Service Desk, Self Service Portal)
- (b) Incident Management, Classification & Reporting
- (c) Optus Infrastructure Maintenance & Planned Notifications
- (d) Service Requests
- (e) Service Transition
- (f) Standard Billing

##### 1.2 Support (Service Desk, Self Service Portal)

Optus Service Management Support consists of:

- (a) **Service Desk (24 x 7 x 365)** – Your users are provided with access to an Optus 13 number and email address to request assistance and report Incidents. The Service Desk operates as a single point of contact for administration support and assistance. The Service Desk tracks service level compliance, where applicable, conducts escalation management to service providers, vendors and customer nominated escalation contacts, when Major Incidents occur.
- (b) **Virtual Agent / Live Agent (24 x 7 x 365)** – response to common questions, online help, remote/ automated technical support, customer self-diagnosis and Incident or query resolution. Virtual Agent referral to the Service Desk is available during Business Hours.
- (c) **Call Management** – The Service Desk will triage and attempt to Resolve issues raised on the first call. If that is not possible, the Service Desk will escalate the ticket during Business Hours, to relevant technical specialists and relevant third-party service providers. The Service Desk logs calls within the Information Technology Service Management (ITSM) system for tracking. A unique call log record is created for reporting and correlation purposes and is visible to your Authorised Representatives via the Service Portal.
- (d) **Self Service Portal** – Your Authorised Representatives will have access to the service portal to log incidents. Authorised Representatives may reset their own passwords and submit a Service Request for the addition or removal of Authorised Representatives.
- (e) **Post Query Survey** – Optus may send to a user that logs a call, query or Incident an automated post query survey (“PQ”). The PQS is used to track user satisfaction and assists Optus to continuously improve Service Management quality.

## 1.3 Incident Management & Reporting

### (a) Incident Classification

- (i) Optus will classify Incidents based on the Impact and Urgency of the Incident using the criteria set out in the tables below:
- (ii) Impact assessment represents the effect on the customer's business. This may be the number of users affected, number of services affected, regulatory breaches, policy breaches, financial losses or risk to health and safety.
- (iii) Urgency represents the period until there is significant impact on the business.
- (iv) Impact and urgency determine the time it takes until there is significant impact on the business. Urgency and impact are used to determine how quickly the business needs to act and to find a resolution.

| Impact                 | Definition                                                                                                                                                                                                                                                                                                                                              |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Enterprise          | <p>Whole organisation (or multiple sites) is impacted by:</p> <ul style="list-style-type: none"> <li>An outage or substantial reduction in a voice or data Service</li> <li>Complete loss of a business-critical application or system</li> <li>Failure of a Service that results in less than 100% compliance with regulatory requirements.</li> </ul> |
| 2. Site/<br>Department | <p>Whole site (or multiple business units within a site) is impacted by:</p> <ul style="list-style-type: none"> <li>An outage or substantial reduction in a voice or data Service</li> <li>Partial loss or any impact to a business-critical application or system.</li> </ul>                                                                          |
| 3. Multiple Users      | <p>Whole business unit (or whole team in a business unit) are impacted by:</p> <ul style="list-style-type: none"> <li>An outage or substantial reduction in a voice or data Service</li> <li>Complete or partial loss of a non-core business application or system.</li> </ul>                                                                          |
| 4. User                | <p>One or more users (but not a whole team) are impacted by:</p> <ul style="list-style-type: none"> <li>An outage or substantial reduction in a data Service</li> <li>Complete or partial loss of a non-core application or system</li> <li>An issue related to a user request or information query.</li> </ul>                                         |

| Urgency     | Definition                                                                                                                                                                                                                 |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Critical | <p>Urgent response and immediate action needed because:</p> <ul style="list-style-type: none"> <li>The impact will increase quickly over time placing the business at risk of incurring further loss or damages</li> </ul> |

| Urgency          | Definition                                                                                                                                                                                                                                                           |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <li>No workaround is available and those affected are unable to do any work</li> <li>Business critical and time sensitive work cannot be completed</li> <li>The user(s) is/are designated as VIP(s).</li> </ul>                   |
| <b>2. High</b>   | Quick response or action needed because: <ul style="list-style-type: none"> <li>The impact is expected to gradually increase over time</li> <li>No workaround is available but those affected are able to do other work.</li> </ul>                                  |
| <b>3. Medium</b> | Response can be scheduled because: <ul style="list-style-type: none"> <li>Action can be completed within relevant Service Level Target, if any, by next available resource</li> <li>Workaround is available and those affected are able to continue work.</li> </ul> |
| <b>4. Low</b>    | Response can be scheduled for a later time because: <ul style="list-style-type: none"> <li>Action is not time critical and can be completed when resources are available</li> <li>Workaround is available, and it does not affect normal work.</li> </ul>            |

|          |                    | Impact        |               |                |         |
|----------|--------------------|---------------|---------------|----------------|---------|
| Priority |                    | 1. Enterprise | 2. Site/Dept. | 3. Multi-Users | 4. User |
| Urgency  | <b>1. Critical</b> | P1            | P1            | P2             | P2      |
|          | <b>2. High</b>     | P1            | P2            | P2             | P3      |
|          | <b>3. Medium</b>   | P2            | P3            | P3             | P4      |
|          | <b>4. Low</b>      | P3            | P3            | P4             | P4      |

## (b) Incident Management

Optus will, during Business Hours:

- (i) log Incidents and monitor the Service for any Incident alarms;
- (ii) determine and classify each incident including Incident Priority, based on an assessment of the defined Impact and Urgency;
- (iii) respond to and attempt to Resolve Incidents in accordance with the relevant Service Level Target, by telephone, SMS or email;
- (iv) diagnose, troubleshoot and attempt to Resolve and Incident;
- (v) escalate Incidents to next level technical resolvers;
- (vi) update the status of Incidents on the Optus service management platform;
- (vii) maintain a record of Incidents, actions and issues, for reporting purposes; and

- (viii) manage communication throughout the Incident lifecycle and advise the user that logged the Incident that it has been Resolved prior to closing the case.
- (ix) Where Optus determines that an Incident is attributable to a Service Exclusion, Optus will notify you that the Incident is outside the scope of the Service. Where this occurs, Optus is not responsible for the Incident. Where requested by you to attempt to Resolve the Service Exclusion Incident, Optus reserves the right to charge you on a time and materials basis.

## (c) **Incident Reporting**

- (i) As soon as you become aware of any Incident in the Service, you must report that Incident to Optus by either logging an incident on the Self Service Portal or 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.
- (ii) Before reporting an Incident to Optus, you must take all reasonable steps to ensure that the Incident is not attributable to a Service Exclusion. If Optus determines that the Incident is attributable to a Service Exclusion, Optus may charge you for reasonable costs incurred in the investigation of the Incident (including any professional or other services as required).
- (iii) If you require Optus to respond to and Resolve Incidents, your Authorised Representative must report the Incident to Optus via the Service Desk or Self Service Portal. All Priority 1 and Priority 2 Incidents must be reported via telephone to the Service Desk.
- (iv) The resolution targets set out in the relevant Product Specific Service Terms, if any, are measured from the time that the Incident is either:
  - (A) notified by you or your end user, to Optus pursuant to clause 6.3(c)(i) above; or
  - (B) when Optus becomes aware of the Incident,
 

during the applicable coverage hours, relevant to the relevant Service. For example, a Metro SD Fibre, priority one (P1) Incident, for standard service management, reported on Tuesday at 3pm and Restored at 3pm on Wednesday the next business day, has a Resolution Time of 10 hours (ie where the coverage hours are Business Hours of 8am to 6pm Monday to Friday).
- (v) For the avoidance of doubt an Incident on the Self Service Portal does not mean there is an Incident on the Optus equipment (and vice versa).

## 1.4 **Optus Maintenance & Planned Notifications**

- (a) Optus performs necessary maintenance activities in respect of your Optus Services during Maintenance Windows, this includes, preventative maintenance, temporary work arounds and permanent fixes.
- (b) Optus may implement software upgrades to the Optus Network or Optus Equipment consistent with manufacturer software, firmware and hardware version updates and / or, as new features are introduced.
- (c) Maintenance activities related to Optus Network and Optus Equipment are generally scheduled and completed after hours, with the exception of emergency maintenance. Maintenance activities applicable to the Self Service Portal are typically non-service

impacting however the Self Service Portal may unavailable during the upgrade and update releases.

- (d) Optus will typically manage issues with the Optus Network or Optus Equipment remotely or on Optus sites. Customer requested on-site or field support, is considered as a project, subject to an agreed scope of work as a separate engagement and at additional charge on a time & material basis.
- (e) Optus will provide 18 calendar days prior notice of any planned outage, downtime or system event that may impact Services, with the exception of emergency maintenance

## 1.5 Service Requests

- (a) Service Requests may not be included in the charges for the Service. Any additional charges payable for fulfilment of a Service Request are dependent upon the type of Service Request and will be set out in the relevant Standard Pricing Table or as otherwise advised by Optus in writing.
- (b) Where Optus considers that a Service Request may affect Optus' ability to deliver the Service or meet a Service Level Target, if any, Optus may reject the Service Request or fulfil the Service Request subject to certain conditions.
- (c) Service Requests must be made through the Self Service Portal or the Optus Service Desk by your Authorised Representatives. Your Service Requests may be updated and can be tracked via the Self Service Portal
- (d) During Business Hours, Optus will
  - (i) review the Service Request and determine whether the Service Request is a Standard Service Request or Non-Standard Service Request;
  - (ii) advise you whether the Service Request is accepted (without the requirement for further information) and any impact that the Service Request may have on the Service; and
  - (iii) respond to and fulfil accepted Service Requests in accordance with the process, pricing and timeframes set out in this Service Description.
- (e) A user request for access to, or information about, standard services that is not deemed by the Service Desk to be an Incident or a Change, is registered as a Service Request.
- (f) The types of Service Request interactions include:
  - (i) general enquiries and how-to queries;
  - (ii) user account administration and user access requests;
  - (iii) relocations or upgrades to user equipment;
  - (iv) ordering standard items from a Service Catalogue; and
  - (v) configuring or enabling standard features of a product or service.

## 1.6 Service Transition

### (a) Transition In

- (i) Each party must perform the activities allocated to it to transition In-Scope Services:

| Item | Obligation                                                                                                                                                                                                                                                                                                                                                                                                                                    | Optus | Customer |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|
| A    | Appoint a transition representative to act as the point of contact and manage project responsibilities in relation to Service transition.                                                                                                                                                                                                                                                                                                     | ✓     | ✓        |
| B    | Attend a combined one-hour project kick off and information gathering workshop via teleconference.                                                                                                                                                                                                                                                                                                                                            | ✓     | ✓        |
| C    | Develop and finalise the transition dates, outlining the activities required to transition the Service.                                                                                                                                                                                                                                                                                                                                       | ✓     | ✓        |
| D    | Provide required information in a timely manner in the required format and approve documentation within 2 Business Days.                                                                                                                                                                                                                                                                                                                      |       | ✓        |
| E    | Perform any transition obligations in accordance with the specified sequence and timeframes.                                                                                                                                                                                                                                                                                                                                                  | ✓     | ✓        |
| F    | Manage internal change management procedures as required to transition and use the Service.                                                                                                                                                                                                                                                                                                                                                   |       | ✓        |
| G    | Update the pre-configured design document to include the customer information applicable to the Service.                                                                                                                                                                                                                                                                                                                                      | ✓     |          |
| H    | Provide Optus Personnel with access to Premises, make available all appropriate resources and conduct any required site inductions in a timely manner.                                                                                                                                                                                                                                                                                        |       | ✓        |
| I    | Perform all activities required to transition the Service, including installing and configuring any Products provided by Optus and required for the Service, performing pre-deployment validations required to provide the Service and any other obligations set out in the design document, during Business Hours. Activities that require an outage to existing services may be performed outside Business Hours (unless otherwise agreed). | ✓     |          |
| J    | Perform the System Acceptance Test and advise when the Service is operational.                                                                                                                                                                                                                                                                                                                                                                | ✓     |          |
| K    | Perform the User Acceptance Test and confirm acceptance of the Service within 2 Business Days of the Service becoming                                                                                                                                                                                                                                                                                                                         |       | ✓        |
| L    | Decommission old equipment that was in place prior to the transition of the Service.                                                                                                                                                                                                                                                                                                                                                          |       | ✓        |
| M    | Dispose of any on-site waste packaging resulting from the installation of any Product related to the Service                                                                                                                                                                                                                                                                                                                                  |       | ✓        |
| N    | Provide a Welcome Pack for commencement of the Service                                                                                                                                                                                                                                                                                                                                                                                        | ✓     |          |
| O    | Provide Optus Personnel with access to any Premises for the purpose of maintaining or retrieving any Products associated with the Service during and at the end of the Committed Term                                                                                                                                                                                                                                                         |       | ✓        |

|   |                                                                                                                                                  |   |  |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------|---|--|
| P | Collect and regain possession of any Products associated with the Service during and at the end of the Committed Term (unless advised otherwise) | ✓ |  |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------|---|--|

(b) Service Transition Out

- (i) Following expiration or termination of the Service, Optus will for a period of 90 days from the date of cancellation, provide the following transition-out services:
  - (A) coordinate the transfer of services from Optus to you or to your replacement provider;
  - (B) provide operational documentation used by Optus to transition the Service, including a list of all services under management by Optus and any outstanding issues or incidents. This does not include any designs, procedures, tools, methodologies or any other document or information relating to the Service or professional services, if any, in which Optus owns the intellectual property rights or which otherwise form the basis of service delivery for other clients;
  - (C) continue to provide the Service up to an agreed cancellation date in accordance with the terms of your contract for the relevant Optus Service; and
  - (D) migrate any work in progress related to the Service to your nominated representative, including a list and the status of that work in progress.

## 1.7 Standard Billing

- (a) Optus will provide you with a monthly bill outlining service and usage charges for Optus products as per your contract.
- (b) Your standard monthly bill is also available to view and/or download from your My Business Portal .
- (c) Billing enquiries may be logged in your My Business Portal or can be directed to the Optus Service Desk for review and resolution.

## 1.8 Service Implementation

- (a) Optus may vary the Service or any term of this Service Description if reasonably required to do so for technical, operational or commercial reasons.
- (b) Statement of Work – Your statement of work will:
  - (i) Define your In-Scope Services;
  - (ii) identify the optional service feature(s), if any, applicable to your In-Scope Services and the relevant service feature charges;
  - (iii) describe the functions to be performed by the Optus Personnel applicable to:
    - (A) management of your In-Scope Services; and
    - (B) the level of customisation requested by you; and

- (iv) set out the service specific responsibilities of Optus and the customer, applicable to the Services. I
- (v) where relevant;
  - (A) identify the Third Party Service Providers and the url location of Third Party Usage Terms, where available; and
  - (B) the third Party Product bill of materials.

## 2. ADDITIONAL SCOPE

Any request by you to vary the scope of the Service, including for upgrades to the Service to take advantage of new features or functionality or to increase to the number of end points or devices supported by the Service, will be subject to a separate quotation.

## 3. SERVICE REBATES

- 3.1 Service Rebates are not available for Optus Service Management, unless expressly stated otherwise in the relevant product specific terms or in your Application.

## 4. CUSTOMER OBLIGATIONS

You must comply with the following obligations:

### 4.1 Customer Resources

- (a) You must nominate at least two (2) authorised operational users ("**Authorised Representatives**") unless specified otherwise in your statement or work.
- (b) Each Authorised Representative will have access to your Self Service Portal and are authorised by you to provide information and request and accept moves, adds or changes to your Service.
- (c) Your Authorised Representative will have access to Optus Personnel to request a new Authorised Representative or to request a username / password reset.
- (d) You must ensure that your Authorised Representatives manage new user login set up and the removal of terminated users.
- (e) Optus is not required to respond to requests from anyone other than the authorised operational contacts and will not be liable for any Loss arising from non-compliance with any requests made by persons who are not authorised operational contacts.
- (f) You may change your Authorised Representatives by giving notice to Optus providing all relevant contact details, required by Optus. You must ensure you notify Optus to remove terminated Authorised Representatives.
- (g) You must ensure that your users and end users are aware of the scope of the Services and the related procedures defined by Optus' documentation or notified by Optus.

### 4.2 Sites

Where Optus requires access to your Premises, you will:

- (a) ensure your Premise environment is fit for purpose, including power, space, cooling, physical structures, cabling and any other network, systems or infrastructure needed for the Service;
- (b) ensure that your Premises are ready and available for Optus (or its Personnel) to perform its obligations under the Agreement (either on-site or remote);
- (c) ensure that each Site is at all relevant times ready and available, including all necessary access, permissions, cabling and security, and of appropriate standard for the equipment and for Optus or its representatives to provide any necessary services (either onsite or remotely);
- (d) ensure Optus Personnel have full and safe access to your relevant Premises, hardware and software required for the purpose of providing the Services;
- (e) where and to the extent that Optus Personnel are required to deploy to and/or work within your site, you must comply with the WHS Laws;
- (f) provide suitable and adequate working space around the relevant hardware and software for the use of our Personnel, including adequate light, heat and ventilation, electric outlets and telephone facilities in accordance with applicable Work Health & Safety (WH&S) guidelines for safe working environments.

#### 4.3 Service Exclusions

You acknowledge that in addition to the Service Exclusions,

- (a) we are not responsible for a failure to meet a service level where:
  - (i) the failure is caused because you did not backup your data or the data becomes corrupt as part of a backup;
  - (ii) you fail to comply with a request from us to maintain sufficient capacity for your workloads;
  - (iii) the failure relates to your operation of an application that is not In Scope on a service platform, as part of an Optus product family service, which is not version "n-1" or later; or
  - (iv) you fail to maintain the required level of product support and maintenance for product or services that are not In-Scope.
- (b) where the failure relates to the failure to implement equipment refreshes and install upgrades to software as and when required in respect of the equipment or systems utilised or accessed by the In-Scope Service(s), which are necessary to meet the vendor support conditions and In-Scope Service capacity requirements for the relevant equipment, system or solution;
- (c) in the event of any incident or alarm being raised, the failure relates to non-compliance with all reasonable requests made by Optus including, if requested, resetting or rebooting your equipment; and
- (d) If you fail to meet, or delay in meeting, any of your obligations under the Agreement (including by providing any information that is incorrect or incomplete), and that failure

or delay impacts on Optus' ability to provide the Service, or causes Optus to incur additional cost or perform services outside the scope of the Agreement, then Optus:

- (i) will be relieved of its obligations in respect of Service Level Targets to the extent caused by your failure to meet your obligations.
- (ii) may increase the Service charges or charge you for additional services provided on a time and materials basis (plus any applicable travel and expenses);
- (iii) may amend the project timelines or due date for performance; and
- (iv) may exercise any other rights available to it under the Agreement

## 5. GLOBAL ACCESS AND RESOURCING

You acknowledge and agree that:

- (a) The Optus Network used to provide the Service is located within Australia. However, data traffic is facilitated by a network access link which may have global reach. How you choose to deploy and configure your network connectivity options may mean that your data is visible externally and/or can be accessed from outside of Australia.
- (b) Optus utilises global resources (non-permanent residents used locally and/or personnel in locations worldwide) in providing the Service to you, including service desk services and escalation of technical support issues where required. In using the Service, you and your Personnel consent to disclosure of information relating to you and your use of the Service to the relevant third parties at locations outside of Australia.
- (c) You are solely responsible for ensuring your collection, use, disclosure and any other handling of data that occurs in relation to your use of the Service (including its storage) and the information provided to individuals about how their data is handled in compliance with the relevant laws;

## 6. PRIVACY AND SECURITY

- (a) Optus may access your environment, either via direct access onsite or through remote access from any network.
- (b) You are responsible for providing any security or privacy measures for your computer networks and any data stored on those networks or accessed through the Service. Optus will incur no liability to you in relation to any Loss suffered or incurred by you because of your failure to provide security or privacy measures
- (c) You are solely responsible for ensuring your collection, use, disclosure, storage and any other handling of data that occurs in relation to your use of the Service, and the information provided to individuals about how their data is handled, complies with all laws.
- (d) If you collect Personal Information and use the Service to store records of Personal Information, you are responsible for compliance with the Privacy Act 1988 (Cth)

including the Australian Privacy Principles and any other laws applicable to handling such Personal Information.

- (e) Optus is not responsible for contacting any individual in relation to collection, use, disclosure or any other handling of the individual's Personal Information as part of the Service.
- (f) Optus will refer to you any matter raised by a third party relating to Personal Information in connection with your use of the Service and you must handle all referred matters at your cost.

## 7. DEFINITIONS

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

**Authorised Representative** means your nominated Personnel who are authorised to access the Self Service Portal, submit Service Requests and make and request changes to your Optus Services, including the defined scope of your In-Scope Services.

**Business Hours** means the hours between of 08:00 and 18:00, Monday to Friday AEST/AEDT excluding national public holidays in Australia.

**Change** means any addition, modification or removal of anything that could impact the Service that will incur a cost and may be subject to quotation by Optus. A change is also referred to as a moves, adds or change ("MAC").

**Device** means a device that is identified as being within in scope to be managed by Optus as specified in the relevant Statement of Work.

**Impact** means a measure of the affect of an Incident as determined by reference to the relevant tables set out in these Family Terms.

**Incident** means an unexpected event which is not part of the standard operation of the relevant Service and causes disruption or degradation to that Service.

**In-Scope Service** means the relevant Product, service or Device to be managed by Optus as a managed service, as specified in the statement of work.

**Maintenance** means maintenance conducted on the Service, Optus Equipment or the Optus Network (including upgrades to maintain Products used by Optus to provide the Service, at vendor supported versions), including the maintenance activities referred to in this Service Description.

**Maintenance Window** means the period of time that is regularly scheduled or designated in advance by Optus, or otherwise agreed with the customer, during which maintenance will be performed. The default maintenance window occurs between 2am and 6am Australian Eastern Standard Time (AEST).

**Major Incident** means a Priority 1 or Priority 2 Incident

**MAC** means a moves, add or change. A MAC is also referred to as a Change

**Metro** means:

- (a) an area with a population centre of greater than 10,000 people; and
- (b) 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; and
- (viii) Hobart – 5kms,

**Non-Standard Service Request** means any Service Request that is not specified in the Service Catalogue or requires a request fulfilment workflow.

**Priority** means the classification of an Incident which is calculated by the Service Desk based on the Impact and Urgency of an Incident.

**Resolution Time** is measured from the creation the relevant date/time stamp log to the time relevant service or restoration is achieved minus any time taken by third parties to investigate and Resolve issues that are not related to the relevant Optus Service. Additional work may be required after service restoration in order to provide a final corrective resolution. The Resolution Time is calculated as the time expended, during applicable coverage hours. For example a standard service management a priority one (Metro P1) Incident, notified on Tuesday at 5pm and Restored at 12pm on Wednesday, has a Resolution Time of 5 Hours (ie: where the coverage hours are Business Hours of 8am to 6pm Monday to Friday).

**Response Time** means the time taken for you to receive a notification from Optus, acknowledging receipt of a report by your Personnel of an Incident or notifying you of an Incident proactively identified by Optus during applicable coverage hours, calculated from the time that the Incident is either reported by you to Optus or when Optus separately becomes aware of the Incident.

**Resolve, Restore** means implementing a solution to return assets and services to a working state by implementing an acceptable workaround to restore service until a permanent solution is identified or implementation of a permanent solution.

**Self Service Portal** means the Optus MyBusiness Portal, unless specified otherwise in the relevant Service Terms Terms.

**Service Catalogue** means a non-exhaustive catalogue of available Optus Services.

**Service Description** means the Service Family Terms and Service Terms Terms applicable to the Service.

**Service Desk** means the single point of contact within Optus which enables your users and Authorised Representatives to register and check the status of Service Requests and Incidents.

**Service Exclusion** means where the In-Scope Service is affected by:

- (a) Maintenance;
- (b) an Excluded Event;
- (c) a Force Majeure Event;
- (d) insufficient bandwidth of the Access Connection used to connect to the Service;
- (e) any Carriage Service provided by Optus under another agreement or by a third party service provider; or
- (f) an Incident raised prior to the Service Start Date.

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

**Service Level Target** means the relevant product specific service level, if any, set out in the relevant product specific Service Terms.

**Service Terms** mean the terms applicable to the relevant product specific Service.

**Service Rebates** mean service rebates, refunds, credits or other monetary exchange or consideration.

**Service Request** means any enquiry made to the Service Desk or request for modification, addition or change to the Service. There are two types of Service Requests, Standard Service Requests and Non-Standard Service Requests.

**Site(s)** means your nominated site location(s) for the delivery, installation and or provisioning of the Service and associated Products.

**Standard Service Request** means any Service Request that is listed in the Service Catalogue but excludes any request that requires a fulfilment workflow.

**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 associated statement of work.

**Welcome Pack** means the relevant operational process, escalation points and related contact details provided to you by Optus at the commencement of the Service.

**Third Party Product** means hardware, software or service which are available for purchase or license from us that are manufactured, developed or made available by other companies and for use in conjunction with other Optus services.