



Standard Form of Agreement

Service Description (Fixed Wireless Ethernet)

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1 The Agreement

1.1 The Parties

1.1.1 ZettaNet Pty Ltd ABN 48 066 394 509 (hereinafter referred to as "ZettaNet", "us", "our") and the Customer (being an entity subscribing to ZettaNet for the provision of Internet services) agree that by accessing our services, you (hereinafter referred to as "The Customer", "you" and "your") accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement.

1.2 What is a Service Description?

1.2.1 The ZettaNet Service Description defines the services offered and specific terms and conditions for each of these Services. This document form part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Pricing Schedule

2 Service Description

2.1 What is Fixed Wireless Ethernet

Fixed Wireless Ethernet service provides a flexible, scalable and cost-effective point-to-point, point-to-multipoint networking solution using licensed wireless spectrum. It provides customers secure layer 2 Ethernet connectivity. The data transfer rate ranges from 2Mbps to 1Gbps.

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

2.2 Payment

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

2.3 Target Service Levels

Service Characteristics	Target
Target availability	99.95%

Latency#	less than 10 msec
Packet loss#	less than 0.1%
Jitter ²	less than 15 msec
MTU	1500 bytes
Access contention ratio	1:1

2.4 Call Response Target

4hrs

2.5 Restoration Target

2.5.1 1 Business Day

2.6 Service Level Rebates

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

Rebate as % of Monthly Service Fee:

	0%	10%	15%	20%
Service unavailable	<3 hours	3–7 hours	7-24 hours	>24 hours
Latency*	up to 10msec	10 - 25 msec	25 - 100 msec	more than 100 msec
Packet loss*	0-1%	2-5%	6-10%	>10%
Jitter*	-	-	>15ms	>20ms

*Determined as an average measured over the billing period.

2.7 Contract Term

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

2.7.2 If you decide to cancel or move your service within the contract term you will be liable for an Early Termination Fee. The formula for determining this fee is detailed in the General Terms and Conditions