



# **Standard Form of Agreement**

Service Description (CityEthernet)

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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 forms 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 CityEthernet

2.1.1 CityEthernet is an Ethernet Virtual Private Line (EVPL) which consists of a single Provider Ethernet Virtual Circuit (EVC), traditionally referred to as a VLAN, between the service provider's aggregation port and the end user port at the customer premises (known in MEF terms as User Network Interfaces or UNI).

2.1.2 CityEthernet can be ordered bundled with internet transit or as a service to interconnect customer premises.

2.1.3 The bandwidth ordered over the EVC is set as the Committed Information Rate (CIR) which provides your business with the ability to deliver Quality of Service (QoS) dependent applications like voice and video to your end users. CityEthernet preserves Customer Edge VLAN (CE-VLAN) and Customer Edge Class of Service (CE-VLAN CoS) IDs.

2.1.4 Services are available in a range of speeds from 10 Mbps up to 1 Gbps.

## 2.2 Speeds

2.2.1 Connectivity between the customer and ZettaNet is delivered as a best effort service.

2.2.2 ZettaNet is unable to guarantee speeds to resources outside of our network to the Internet.

## 2.3 Data

2.3.1 Traffic is unlimited and based upon our acceptable use policy.

## 2.4 Payment

2.4.1 Payment for the CityEthernet service is required in advance. You may choose to pay for the service monthly, quarterly or yearly.

## 2.5 Target Service Level

99.99%

## 2.6 Call Response Target

4hrs

2.7 **Restoration Target**

2.7.1 1 Business Day

2.8 **Service Level Rebates**

2.8.1 A service level rebate for CityEthernet is available where availability is less than 99.7% of the calendar month. The following service rebates are applicable where the Service is unavailable as per the General Terms and Conditions.

<b>Service Unavailability</b>	<b>Service Rebate</b>
Up to 2 hours per calendar month.	No Rebate Available
More than 2 hours but less than 5 hours during a calendar month.	5% of the Monthly Service Charge
More than 5 hours but less than 10 hours during a calendar month.	10% of the Monthly Service Charge
More than 10 hours during a calendar month	20% of the Monthly Service Charge

2.9 **Contract Term**

2.9.1 The contract term for CityEthernet is specified in your individual service contract. Where this is not stated the minimum contract term is 24 months.

2.9.2 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