



# **Standard Form of Agreement**

Service Description (Business Internet)

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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 Business Internet

2.1.1 Business Internet 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 Business Internet can be ordered bundled with internet transit or as a standalone service to interconnect customer premises.

2.1.3 Business Internet does preserve 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.

2.2.3 This service does not provide jitter or latency guarantees.

## 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 Business Internet service is required in advance. You may choose to pay for the service monthly, quarterly or yearly.

## 2.5 Target Service Level

99.95%

## 2.6 Call Response Target

4hrs

2.7 **Restoration Time Guarantee**

2.7.1 Not provided by default. Optional, please see your account manager.

2.8 **Service Level Rebates**

2.8.1 A service level rebate for Business Internet 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	15% of the Monthly Service Charge

2.9 **Contract Term**

2.9.1 The contract term for Business Internet is specified in your individual service contract. Where this is not stated the minimum contract term is 36 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