

Networking Tasmania II



Customer Order Form Connection Services

Explanatory Notes:

Customers should refer to:

- the BBW Telecom NT II Price List, available at www.bbwtelecom.net.au or by emailing nettass@bbwtelecom.net.au, for details of available Services and Pricing, and
- the General Service Level Agreement (GSLA) and the Network Connection Services and Network Extension Services SLAs, available at www.bbwtelecom.net.au or by emailing nettass@bbwtelecom.net.au, for details of their own and the Contractor's obligations, and for the meaning of terms used above.

In some cases, particularly where Orders are for multiple Services, Customers may prefer to include details in an attached list.

Please ring your BBW Telecom Customer Care Centre at 1 300 659 642 with any queries about the Services available, progress of the Order etc.

Please ring TMD (Peter Langford on 6233 7620) for assistance in understanding your or BBW Telecom's obligations or for assistance in filling item 9 (Liquidated Damages) above.

Instructions on completing the form are included throughout in italics.

This Order is placed under the Head Agreement dated the 21st day of March 2007 between the Crown in Right of Tasmania and Broadband Wireless Pty Ltd (trading as BBW Telecom) and includes Parts A and B

Note that this Order does not have contractual effect until agreed to by BBW Telecom as the Contractor under the Head Agreement.

Part A – General Details **(See Explanatory Notes at the end of this form)**

Customer name <i>(eg Department of Administration, Tas Govt. For Nominee Purchasers put [Name] acting on behalf of the Crown.)</i>	
Customer address <i>(address for service of notices)</i>	

Networking Tasmania II



Customer Order Form Connection Services

Customer authorised representative <i>(Contact details for the delegated person signing at the foot of the form. Include position, address, telephone and facsimile numbers.)</i>	
Description of work required <i>(NT II Service type requested, including bandwidth and any other work.)</i>	

Part B – Order Details

Component	Requirement
1. Site <i>(Include address and location within the address eg room number)</i>	
3. Existing Service ID <i>(Refer your current account if the service replaces an existing BBW Telecom service. Otherwise put NA.)</i>	
4. On-site contact <i>(Name and contact details of a person at the site.)</i>	
5. Telephone number of a service connected at the site	As at (4) above

Networking Tasmania II



Customer Order Form Connection Services

<p><i>(For a DSL service to be installed on an existing telephone line, the telephone number of the existing service. For all other services, the number of the nearest connected and attended telephone.)</i></p>	<p>.....</p>
<p>6. Site readiness</p> <p><i>(Tick one. Refer to the NT II Site Specification provided by BBW Telecom at www.bbwtelecom.net.au or contact the BBW Customer Care Centre at 1 300 659 642)</i></p>	<p style="text-align: center;">Site meets relevant requirements of NT II Site Specification</p> <p style="text-align: center;">Site visit or other assessment required.</p>
<p>7. Billing information</p> <p><i>(If no existing account exists, write New Account and include billing address. Otherwise state account number of existing BBW Telecom account.</i></p> <p><i>Include any additional information relating to billing, such as any particular requirements for aggregated or consolidated invoicing.)</i></p>	
<p>8. Authorised billing contact</p> <p><i>(Name and telephone number for the person who is authorised to receive invoices and deal with any invoicing issues.)</i></p>	
<p>9. Options:</p> <p><i>(Service Support Periods other than</i></p>	<p style="text-align: center;"><u>Service Support Period</u> Level 1 (Mon-Sat, 8am-6pm)</p>

Networking Tasmania II



Customer Order Form Connection Services

<p><i>Level 1, 2 or 3 should be discussed with BBW Telecom. Charges may apply.</i></p> <p><i>Service Availability, Service Downtime and Resolution Time metrics, as detailed in the GSLA, are listed below. For more detail refer to the GSLA and to the relevant Specific Services SLA.</i></p> <p>GSLA Performance Metrics</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Level 1</th> <th>Level 2</th> <th>Level 3</th> </tr> </thead> <tbody> <tr> <td>Availability</td> <td>99.5%</td> <td>99.8%</td> <td>99.95%</td> </tr> <tr> <td>Resolution</td> <td>6hrs</td> <td>4hrs</td> <td>2hrs</td> </tr> <tr> <td>Downtime</td> <td>8hrs</td> <td>6hrs</td> <td>3hrs</td> </tr> </tbody> </table> <p><i>Additional Services and/or Special Requirements – use this section to specify requirements such as extra Ethernet ports, IP addressing requirements, etc.</i></p> <p><i>For details of what is available please refer to the Price List at www.bbwtelecom.net.au or call BBW Telecom Customer Care Centre at 1-300-659-642.</i></p>		Level 1	Level 2	Level 3	Availability	99.5%	99.8%	99.95%	Resolution	6hrs	4hrs	2hrs	Downtime	8hrs	6hrs	3hrs	<p>Level 2 (7 days, 7am-9pm)</p> <p>Level 3 (7 days, 24hours per day)</p> <p>Other (specify requirements below)</p> <p>.....</p> <p><u>Service Availability, Service Downtime & Resolution Time</u></p> <p>Level 1</p> <p>Level 2</p> <p>Level 3</p> <p><u>Quality of Service</u></p> <p>Yes</p> <p>No</p> <p><u>Additional Services and/or special requirements</u> (please list here or attach information)</p>
	Level 1	Level 2	Level 3														
Availability	99.5%	99.8%	99.95%														
Resolution	6hrs	4hrs	2hrs														
Downtime	8hrs	6hrs	3hrs														
<p>10. Liquidated damages</p> <p><i>(If used, to include a genuine pre-estimate of the likely loss (if any) if the Service is not commissioned by the</i></p>	<p>Liquidated damages apply</p> <p>\$per day</p>																

Networking Tasmania II



Customer Order Form Connection Services

<p><i>Due Date. Particularly relevant when Ordering 10 or more Services, complex Services, or a new type of Service. These Orders are managed on a project basis.</i></p> <p><i>Note - any liquidated damages will need to be negotiated and agreed with BBW Telecom.</i></p> <p><i>Include method of calculation of liquidated damages where applicable.)</i></p>	
<p>11. Due Date</p> <p><i>[Tick one.</i></p> <p><i>The relevant Service Level Agreement indicates the normal or default commissioning times as the number of days within which BBW Telecom must commission the service. The time starts only when BBW Telecom has received all the information it requires to action the Order.)</i></p> <p><i>BBW Telecom may be able to “Fast Track” the order (i.e. provide the Service earlier than the default commissioning time) where exceptional business requirements exist. Additional charge apply as detailed in the Price List.</i></p> <p><i>A Project Implementation and Payment Plan needs to be agreed when Ordering 10 or more Services, complex Services, or a new type of Service. A Project Implementation and Payment Plan may also be requested where the Customer considers Project Management will be required for other reasons (charges</i></p>	<p style="text-align: center;">As per the normal Service Connection time</p> <p style="text-align: center;">Fast Track required (see note left)</p> <p>Required by:</p> <p style="text-align: center;">..... (include date)</p> <p>Reason for Fast Track request:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p style="text-align: center;">As specified in the</p>

Networking Tasmania II



Customer Order Form Connection Services

<p>may apply).]</p>	<p style="text-align: center;">Project Implementation and Payment Plan</p> <p style="text-align: right;">..... (include date)</p>
<p>12. Price</p> <p><i>(Include all applicable fees, such as install fees or other one offs like cabling costs, fee for services, monthly charges, adds moves and changes fees etcetera.)</i></p>	<p>Recurrent : \$</p> <p style="text-align: center;">.....</p> <p>One-off : \$</p>
<p>13. Duration of contract (term)</p> <p><i>(Tick one.</i></p> <p><i>Ongoing means until the date specified in the Agreement on which all contracts will terminate.</i></p> <p><i>A special price may apply for a fixed-term service. All contracts terminate on the date specified in the Agreement.)</i></p>	<p style="text-align: center;">Ongoing</p> <p style="text-align: center;">Fixed term to</p>
<p>14. Other requirements</p> <p><i>(Include any other requirements, such as:</i></p> <ul style="list-style-type: none"> <i>- any information which must be kept confidential</i> <i>- any additional functions of the Customer-level Committee</i> <i>- any Customer Supplied items</i> <i>- any particular Service performance requirements (i.e. metrics or features in addition to those specified in the SLAs)</i> <i>- any additional insurances required</i> 	

Networking Tasmania II



Customer Order Form Connection Services

<p>together with the insurance type, amount and term</p> <p>- any agreed increases to the liability cap</p> <p>- any additional secrecy and security requirements.</p> <p><i>Note that any additional conditions which are in conflict with the terms and conditions of the Agreement, including the SLAs must be agreed in writing by TMD as the Contract Authority).</i></p>	
<p>15. Date of Order and Signature <i>(Signatory must hold the appropriate delegation.)</i></p>	<p><u>Authorised Customer representative:</u> .(Signature).....</p> <p><u>Date:</u>...../...../.....</p> <p><u>Authorised BBW Telecom representative:</u> .(Signature).....</p> <p><u>Date:</u>...../...../.....</p>