

# OneStream Internet ADSL Service Level Agreement

## 1. Introduction

This document describes the Commander Australia Limited (ACN 082 384 343) (“Commander”) Service Level Agreement (“SLA”) for the OneStream Internet ADSL Data & Internet Service (“Service”) if you signed the Standard Customer Agreement (“SFOA”) AFTER 1 July 2006.

## 2. Coverage

Service coverage may only be available in selected metropolitan and regional areas and is subject to availability, geographical & technical capability and lack of capacity & faults in other telecommunications networks to which the OneStream Internet ADSL Service is connected.

Please see [www.commander.com](http://www.commander.com) or call **132 777** for information indicating the estimated current availability of the Service coverage.

## 3. Access

ADSL line speeds supported are:

End User access speeds (maximum downstream/maximum upstream):

### Asymmetric Speeds

- Up to 512k/128kbps (ADSL1)
- Up to 8M/384kbps (ADSL1)
- Up to 24M/1Mbps (ADSL2+)

### Symmetric Speeds

- Up to 512k/512kbps (ADSL1)

The speeds indicated are the maximum transmission rates possible and are not guaranteed. Actual speeds will be subject to network configuration, dimensioning, overhead, line quality, customer premises interference, distance from the exchange, exchange type, method of data transmission, hardware and software configuration and other technical parameters.

ADSL filters (necessary to separate the data and voice) and End User premises wiring and CPE configuration are not supplied by Commander under the standard product offering.

End User Accesses will be configured as follows:

### ADSL1 Services (one of 2 modes)

- Point to Point Protocol over Ethernet (PPPoE)
- Point to Point Protocol over ATM (PPPoA)

### ADSL2+ Services

- Point to Point Protocol over ATM (PPPoA)

## 4. Quality of Service

OneStream Internet ADSL has been engineered as a ‘best effort’ service is ideal for those applications that don’t require guaranteed bandwidth and are delay variation tolerant (e.g. Internet surfing). Commander recommends the Service be used only for non-mission critical application.

## **5. Support**

### **5.1 Commander Technical Support**

#### **5.1.1 Contacting the Technical Support Help Desk**

To escalate a call to Commander technical support, the phone number to call is **132 777**.

#### **5.1.2 Coverage**

Fault Support hours are 8AM - 8PM (AEST), Monday – Friday excluding public holidays. If the fault is logged after 8PM, the customer will be asked to call back next business day.

#### **5.1.3 Response Time**

The Target Response Time for all faults is 4 Hours during the coverage period.