TID Lite Q&A – Telstra Internal Only

1. What is TID Lite?

Telstra Internet Direct Lite Package includes:

- A high performance business-grade contended Internet service connected via our points of presence around Australia; and

- A dedicated Telstra fibre single uplink access service to connect your site to our point of presence

2. Who is TID Lite Available to?

TID Lite will be available to customers by Telstra's invitation only. TID Lite will allow a transition from TID Premium Package to TID Lite only if a customer has finished their full term with TID Premium Package and all requirements for TID Lite have been met.

3. Where will the service be available?

- TID Lite will be available in LIT buildings only. A LIT building is where existing Telstra Ethernet MAN infrastructure is available, utilising the common network access handoff. TID Lite is not available where any network extension or upgrade is required to deliver TID Lite to your site or your requested service delivery point.

- TID Lite service will be provided to, and terminated on a shared Telstra Network Termination Unit (NTU) at the main Building MDF or OFDF Comms Room only (Network Boundary Point). TID Lite will not be offered if there are no available ports on the NTU. Provision, if needed, of an Ethernet extension (Copper, Fibre or otherwise) from the Telstra NTU to the customers relevant equipment or comms room is the responsibility of the customer. Upon request, Telstra can quote on that work or else the customer can source that work from other qualified third parties.

- We may determine at our discretion whether your site is eligible for TID Lite. We may reject or cancel your order for TID Lite if we assess that insufficient existing infrastructure is available at your site to qualify for TID Lite. This may be confirmed after an on-site visit.

The table below specifies the business rules for TID Lite:

	Customer wants connectivity to be via the Main Building MDF/OFDF	Customer wants NTU to be placed on their specific subaddress
Customer's sub address already has fibre connectivity	TID Lite can be offered	TID Lite can be offered
Customer's sub address does not have fibre connectivity		TID Lite cannot be offered

4. What are the bandwidths available for TID Lite?

100Mbps, 200Mbps, 400Mbps and 1Gbps with Single Uplink in Zones 1 & 2 only.

5. What charges can I expect to see for my TID Lite Service?

A TID Lite service will incur a recurring combined monthly fee for the TID port and carriage which cannot be further discounted. The once off installation fee will be waived for a 36 month contract.

Relocations

1. If you request to relocate a TID Lite service to another site, your relocation site must be eligible for TID Lite in accordance with these TID Lite Product Terms. If we accept your request, you may choose one of these options:
    a. You continue your relocated TID Lite service for the remainder of your existing minimum term and you pay the TID Lite relocation fee set out in the TID Lite price list for the relocation; or
    b. You recontract your relocated TID Lite service for a further 36 months and we will waive the connection fee and relocation fee.

2. If your requested relocation site is not eligible for TID Lite, you may request to transition to a TID Premium Package service for your new site. If we accept your request, you will need to recontract on the TID Premium Package service for a further 36 months and we will waive the connection fee and relocation fee for the relocation. You may still need to pay network extension charges.

3. If you relocate your TID Lite service under the terms in 1 or 2, we will not charge an early termination fee for the relocation.

Early Termination Charges

4. You must take each TID Lite service for a minimum term of 36 months.

5. Your minimum term starts when we first supply the TID Lite service to you. Your monthly charges for the service start from the date your minimum term begins.

6. If you terminate a TID Lite service before it's provisioned, we may charge you 65% of the standard connection charge set out in the TID Lite price list, even if we had waived the connection charge for that service.

7. An early termination fee also applies if:
    a. you terminate a TID Lite service before the end of its applicable minimum term, except where the termination is due to our material breach; or
    b. we terminate a TID Lite service before the end of its applicable minimum term due to your material breach.

8. The early termination fee is 65% of A × B where:
    A is the monthly charges payable for the terminated TID Lite service.
    B is the number of months (or part of a month) from the date of termination until the end of the applicable minimum term.

6. What Reporting Functionality will I get?

TID Lite will have the same level of reporting available to as TID Premium customers via Custdata. These include:

- Account Management including Password Management
- Service Usage Reports
- Network Performance Reports
- DNS

7. Will TID Lite support BGP?

TID Lite will support Static IP and BGP Routing

8. Will TID Lite support Additional IP Addresses?

- Yes, for IPv4, one subnet up to /29
- Yes, for IPv6, one /48 prefix

9. Will TID Lite support Dual Stack?

Yes both IPv4 and IPv6 will be supported

10. What will be the Network availability for TID Lite?

TID Lite has a target of 99.90% end to end

### 11. What will be the Service Assurance Levels for TID Lite?
The service assurance targets for TID Lite is End of Next business day (EONBD): 8am-5pm Monday to Friday, 8 hour response time with EONBD restore. As TID Lite is offered in Zones 1 & 2 only, Rural & Remote sites are excluded.

12. How can I position this solution against our Competitors?
TID Lite is offered via Telstra's TID core with wide points of presence nationally. Customers will also have the added benefit of access to reporting tools.

13. What factors affect the speed of TID Lite?

- Your selected access bandwidth is the maximum data throughput rate limit for your TID Lite service.

- TID Lite is a contended service. This means that throughput may vary depending on the number of end users connected at the same time and the associated line transmission rates of those end users. Customers may not always get their purchased bandwidth as this is dependent on the traffic load in the Telstra network. No major service degradation is expected during normal daily peak periods.

- Your service throughput will also depend on a variety of other factors including:
    - The transmission protocol uses some of the access bandwidth to manage the data transmission;
    - The average payload size: the smaller the payload size, the lower the effective throughput due to higher ratio of transmission overhead;
    - The capability and settings of equipment and systems used by the sender and the recipient of the data transfer including router configuration
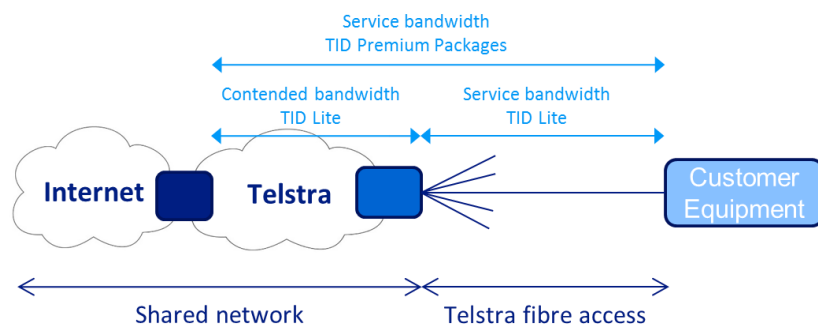
14. How is this service different to TID Premium Package from a functionality perspective?

The table below shows the differences between TID Premium Package and TID Lite and as an example 100M Single Uplink has been chosen as a reference point:

Internet Positioning	TID Premium Package	TID Lite
Access Bandwidth (maximum capacity)	100M	100M
Network Availability	99.95%	99.90%
Service Assurance	Business Plus 24 x 7. Restoration within 12 hours; and up to 2 hours with Enhanced SLA	End of Next Business (EONBD) day 8am – 5pm Monday to Friday. Restoration is (EONBD)
Fixed price usage allowance	Unlimited	Unlimited
Fixed price comparison (monthly fee)	$849 ex GST	$595 ex GST
Zones	1, 2, 3 & 4 *	1 & 2
Redundancy	Yes (Single Uplink and Fully Redundant options available)	No (Single Uplink option only)

* TID Premium Package offered in Zones 1 to 4 for Single Uplink and Zones 1 & 2 for Fully Redundant. Promo rates apply to Zones 1, 2 & 3 only