

Megalink Service Qualification

The Structural Separation Undertaking (SSU) is a set of commitments Telstra has made to the ACCC that requires Telstra to provide transparency and equivalence in relation to the supply by Telstra of wholesale regulated services and equivalent retail services on Telstra's Copper Network.

The Network Services Business Unit (NSBU) has principal control over and responsibility for:

- service activation and provisioning; and
- fault detection, handling and rectification,

for regulated services provided to wholesale customers and equivalent services provided to retail customers. NSBU staff and contractors must therefore understand and comply with the commitments made in the SSU.

The NSBU utilises equivalent systems, processes and procedures for service qualification of both wholesale Domestic Transmission Capacity Services and retail Megalink 2 Mbps (Megalink) services. This ensures that the service activation and provisioning of these services can occur in an equivalent manner regardless of whether a ticket of work was received from a retail or wholesale customer.

Service Qualification – Megalink 2 Mbps services

This document describes the end-to-end view of processes and systems used in the service qualification of Megalink services. The Megalink service is a high speed bit rate digital transmission service which can be used to support data, voice, facsimile, image applications and access to the internet.

SQ Request Received

Before placing an order for a Megalink service, the customer may request that Telstra undertake either an Indicative feasibility study or a Finalised feasibility study for that service. An Indicative feasibility study is an analysis carried out by Telstra based on information available in Telstra's systems, such as infrastructure availability. A Finalised feasibility study includes an analysis carried out by Telstra based on information available in Telstra's systems, and may include a site visit which will determine if sufficient capacity is available within the Telstra network.

If the customer places an order for a service without requesting a feasibility study, and if no feasibility study is undertaken, Telstra may be unable to confirm whether there is sufficient capacity in Telstra's network to provide the service and whether the necessary infrastructure is in place to enable the service to be provisioned. Telstra may at its discretion undertake a feasibility study for that service. However, if no feasibility study is undertaken and if it is subsequently confirmed that there is

insufficient capacity to provision the service, Telstra may cancel that order without liability to the customer for such cancellation.

When submitting a request for a feasibility study, the customer must do so in the format, and include the information, specified by Telstra from time to time.

SQ Request Assessment

A Finalised feasibility study is recommended to be requested for a service:

- of 30 Mbps and above;
- where diversity has been requested;
- where one or both transmission points are not in a capital city; or
- that require an Maximum Transmission Unit (MTU) greater than 1600 bytes,

if the Customer requires:

- confirmation that there is sufficient capacity in Telstra's network, and the necessary infrastructure is in place, to enable the service, to be provisioned; and/or
- the service to be delivered in a shorter timeframe than specified in the standard provisioning time.

If the above criteria do not apply to a service request, and a Finalised feasibility study is not appropriate, an Indicative feasibility study may be requested.

The results of the Indicative/Finalised feasibility study will remain valid for a period of 20 Business Days from provision of the results to the requestor (Feasibility Validity Period).

SQ Result

A positive feasibility study result is not a guarantee that there will be available capacity in Telstra's network for the relevant service if ordered, although a Finalised feasibility study will provide more certainty. The customer acknowledges that a positive result from a feasibility study does not conclusively demonstrate or guarantee that an order for a service can be successfully provisioned, and Telstra has no liability if the order cannot be provisioned. Availability of capacity is only confirmed after the customer has placed an order.

Where the result of a feasibility study for a service is positive and the customer submits an order for the service:

- within the Feasibility Validity Period, Telstra will not charge the customer for that feasibility study; or
- outside the Feasibility Validity Period, Telstra will charge the customer the applicable charges for that feasibility study.

Where the result of a feasibility study for a service is positive, but additional infrastructure is required to be installed, the customer may elect not to proceed with the order for that service by giving notice to Telstra, in which case there will be no charge for that feasibility study. If additional infrastructure is required to provision a service, Telstra will cease provisioning the order until the customer provides confirmation to proceed.

The customer may elect go ahead with their request or cancel the request.

Where the result of a feasibility study for a service is negative, Telstra is under no obligation to fulfil the order, or accept an order, for the service.

An Indicative feasibility study will usually take up to seven business days, and a Finalised feasibility study will take up to twelve business days, from the date that Telstra acknowledges receipt of the customer's request for the relevant feasibility study - or otherwise advises the customer that a feasibility study is required.

Upon receipt of a request for variation of an order or a change to an existing service, Telstra will consult with the customer and determine whether or not the variation requires a new Indicative or Finalised feasibility study to be undertaken.