



Jet Interactive Service Schedule

Service Levels

The following Service Levels relate to performance of the Services but do not apply to the quality of the voice calls, as there are factors that may affect voice quality which are beyond Jet's control.

1. Installation targets

1.1 Service

The installation lead times are the targets that Jet uses its best endeavours to adhere to, they commence on the date set out in the Order Acceptance Notification.

Access	Installation Lead Time (no Porting required for the Service)	Installation Lead Time (Porting required for the Service)
Simple Call Plan	5 Business Days	5 Business Days
Complex Call Plan	10 Business Days	10 Business Days
Simple or Complex with Customised Voice Response (CVR)	15 Business Days	15 Business Days

Note 1: The Customer notes that in some cases Jet will not be able to deliver the ordered Service by the Installation Lead Times due to limitations imposed on Jet by Third Party Service Providers.

2. Rebates for failure to meet installation targets

Subject to the rebate exemptions listed below and in the event of an Installation Delay, you will be entitled to claim a rebate in accordance with the rates set out below.

Installation Time Frames	Installation Delay	Recurring Charge Rebate
Installation Targets as defined above or as otherwise agreed with you in writing.	Up to 5 business days	1 month's recurring charge
	6 to 10 business days	2 month's recurring charge
	11 to 20 business days	3 month's recurring charge
	>20 business days	4 month's recurring charge

The rebates are calculated based on the Monthly recurring Charge payable in respect of the affected Service only. The rebates payable are calculated on the basis of the Monthly Recurring Charge(s) payable, in respect of the affected Service only.

3. Service modification targets

You may from time to time request that Jet modify the Service. Jet will undertake such modifications in its sole discretion using all the reasonable endeavours to comply with the following Service modification targets. The timeframe in the table below starts from the time that Your modification request is received by Jet in writing (or the next business day after that time if the request is received out of business hours).

Rebates will not apply in the event that the below modification timeframes are not met.

Modification Type	Timeframe
Simple modification	5 Business Days
Complex modification	10 Business Days

Note: The modification timeframes indicated above are only relevant in situations where Jet is responsible for implementing the modification on behalf of the customer.

4. Service performance targets

The table below describes the performance targets for the Services. Failure to achieve these targets does not automatically entitle You to a rebate.

Parameter	Target
Mean Time to repair	2 hours
Availability	99.95%

5. Rebate for outages

Subject to the rebate exemptions listed below, in the event of a Service outage in any calendar month, You will be entitled to claim a rebate in accordance with the rates set out below which are based on the duration of the outage.

Accumulated Outage on a Service (in a calendar month)	Rebate (% of previous month's Recurring Charge(s))
>2 or <4 hours	5%
>4 or <6 hours	10%
>6 or <12 hours	15%
>12 hours	20%



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A Service outage is calculated from the time that Jet receives a fault or trouble call from You to the time when that Service ceases to be unavailable, except any downtime incurred as a result of or in the connection with equipment owned or controlled by You or the End User.

The rebates are calculated, based on the percentage of the preceding month's Monthly Recurring Charge relating to the affected Service only.

Without limiting the above, the actual end-to-end availability and performance of the service may be affected by equipment provided by You, including, without limitation, by the type and quality of Your equipment. All equipment used by You to connect to the Jet network must be approved by the ACMA proprietor prior to connection to the Jet network.

6. Rebate exemptions

You will not be entitled to claim any rebates:

- (a) if failure to achieve the relevant Service levels is caused directly or indirectly by, or arises from or in connection with:
 - (i) A Force Majeure Event;
 - (ii) A Planned Outage;
 - (iii) An act or omission by You, Your agents, employees, invitees or contractors;
 - (iv) Your equipment or equipment controlled by You; or
 - (v) A suspension or termination of Services pursuant to Jet's rights under the agreement
- (b) If Jet has not provided You with a written, unconditional Ready for Service Date;
- (c) An Outage occurs in respect of any component of the Service on the phone line;
- (d) In the event of an Installation Delay and/or Outages occurring in respect of any component of the Services comprising Extended Access trails or network or facility supplied by an Other Supplier (including international terrestrial or satellite links) and used to extend the reach of the Jet network to complete supply of the Services; and/or

Any rebate potentially available to You is not redeemable for cash or cumulative, such that any rebate that is not claimed in whole or part for any one month cannot be accrued or carried forward in any way (either in whole or part) for any of following or subsequent month(s).