

Overview

'YOU'TELUS Fixed Services (PSTN, ISDN 2, ISDN 10/20/30) are a resale of Telstra's Fixed Line Network. Fault restoration, maintenance and repair are controlled and managed by Telstra's Fault Management Team. 'YOU'TELUS has live access to Telstra Fault Reporting Systems, enabling us to immediately log faults to Telstra and with the same level of service you can expect to receive from Telstra directly.

An overview of the Fault Restoration time frames and policies for Escalation and Priority Assistance are outlined below for the various products provided through 'YOU'TELUS.

PSTN Service (Basic Telephone Service)

You can report faults on your Basic Telephone Service to 'YOU'TELUS 24 Hours a Day / 7 Days a week.

Where you report a fault with a Basic Telephone Service after 5.00pm, it will be treated as if you had reported it the following working day.

Telstra repair faults in the service (up to the boundary of their network) between **8am and 5pm on working days**.

Restoration Time Frames

Telstra will generally aim to repair a Basic Telephone Service within the following timeframes after the fault has been logged:-

- where the fault can be repaired on a Basic Telephone Service without external or internal plant work or the need to attend your premises – **within one working day**;
- where the fault is that a Basic Telephone Service has been incorrectly disconnected because of an administrative error – **within one working day**;
- where the Basic Telephone Service is in an urban area – **within one working day**;
- where the Basic Telephone Service is in a major or minor rural area – **within two working days**;
- or
- where the Basic Telephone Service is in a remote area – **within three working days**.

Where you are provided with an estimate of the number of hours needed to repair a Basic Telephone Service, the estimate only includes hours between 8:00 am and 5:00 pm on a working day.

Temporary repairs

In some cases, repairs can be carried out to a Basic Telephone Service temporarily so you can use it, until it is repaired permanently.

Faults you cause

Telstra may charge you for repairing a fault, if it is caused by something you or someone else using your Basic Telephone Service do (or do not do) wilfully, recklessly or negligently.

If you report a fault in your Basic Telephone Service and Telstra are required to come to your premises to repair it, and once at your premises it is determined on reasonable grounds that the fault is not in the Telstra network (for example, the fault may be in your equipment), you will be charged an incorrect callout charge of \$105 inc GST.

Emergency repairs

Telstra will try to repair Basic Telephone Services used to provide essential community services or emergency services as soon as practical after a fault has been logged, where:

- a) there has been a major fault outage; or

- b) there has been a natural disaster; or
- c) there are other special circumstances (such as urgent medical cases).

Priority is given to repairing major fault outages affecting a number of customers.

Call diversion

Where your Basic Telephone Service is faulty, we may offer you a call diversion service. Calls that are diverted are charged at the appropriate rate. For e.g., calls diverted to a Mobile during a fault condition, will be charged to you at the rate of calls to mobiles from your landline.

Network access

Telstra aims to ensure you can make or receive calls from your Basic Telephone Service 99% of the time over any 12-month period (indicated by the presence of a dial tone on your service).

Call clarity

Telstra aims to give you reasonable call clarity on your Basic Telephone Service by trying to ensure that at a minimum, they comply with the Australian Communications Industry Forum Industry Code for End-to-End Network Performance for the Standard Telephone Service (ACIF C519).

Call clarity can be affected by background environmental noise, technical interference from other equipment (including ADSL) and the age and quality of your equipment.

The quality of your connection can also be affected by your equipment (including ADSL) and customer cabling, the time of day, and the distance between the boundary of our network on your premises and your Basic Telephone Service.

Call connection

Telstra aims to switch 95% of calls (other than international calls) through each local exchange on the first call attempt (during the period 7am to 7pm, Monday to Friday) over any three-month period. This only applies where a dial tone was present and a valid number dialled. (A call is taken to have been switched on the first attempt when the caller receives a network response indicating that the number is ringing or busy or the call is answered.)

ISDN Service (ISDN 2, ISDN 10/20/30)

Fault reporting and repair

You can report faults on your ISDN Service to 'YOU'TELUS 24 Hours a Day / 7 Days a week.

Fault Restoration and Repair work times are detailed as follows:

- For ISDN 2 and ISDN 2 Enhanced – **between 7am and 9pm Monday to Saturday (including Public Holidays)**
- For ISDN 10/20/30 – **24 hours a day, seven days a week**

The monthly service charge includes maintenance up to Telstra's network boundary and maintenance of the NT1 only. Maintenance of any cabling on your premises (i.e. cabling on your side of Telstra's network boundary) or any equipment owned or used by you is not included.

Telstra and 'YOU'TELUS will not accept any liability for any faults found to be caused by your equipment or cabling.

Target response and repair times

If there is a fault in your service Telstra will aim to respond to you within the following times of you telling 'YOU'TELUS about the fault (excluding time outside the applicable coverage period above).

You receive a response from us when:

- The fault has been identified, or
- that work has begun to identify the fault, or
- arrange with you a time for a technician to attend your premises if the fault cannot be rectified remotely.

Fault response timeframes	Response time
ISDN 2 or ISDN 2 Enhanced	2 hours
ISDN 10/20/30	1 hour

If there is a fault in your service, repairs to restore your service to full working order (or temporary working order so that you can use the service until further work can be completed) will occur within the following times of you telling 'YOU'TELUS about the fault (excluding time outside the applicable coverage period above):

Fault repair timeframes	Location of service	Repair time
ISDN 2, ISDN 2 Enhanced, ISDN 10/20/30	Urban Area	12 hours

	Rural Area	36 hours
	Remote Area	60 hours

- An urban centre has a population of 30,000 or greater and includes locations up to 30 km by road from one of Telstra’s complex service control centres in capital cities and major regional and provincial centres.
- A rural area is a location over 30 km but less than 65 km by road from one of Telstra’s complex service control centres in capital cities and major regional and provincial centres.
- A remote area is a location 65 km and over by road from one of Telstra’s complex service control centres in capital cities and major regional and provincial centres.

Emergency repairs

Priority is given to repairing major fault outages affecting a number of customers. If such cases arise, Telstra may not meet their targets for repairing your service.

Faults caused by interference or you

Telstra can charge you to repair the following faults:

- a) faults caused by interference to the service by anyone other than us;
- b) faults caused by your negligence; and
- c) faults caused due to your wilful damage.

Call diversion

Where your Basic Telephone Service is faulty, we may offer you a call diversion service. Calls that are diverted are charged at the appropriate rate. For e.g., calls diverted to a Mobile during a fault condition, will be charged to you at the rate of calls to mobiles from your landline.

Performance specifications

These performance specifications are indicative of the minimum level of service Telstra reasonably aim to achieve for their ISDN services.

Connection accessibility

Telstra aims to provide and maintain the network at a level that ensures that at least 490 out of every 500 times you try to connect a call, you will be switched successfully on your first try.



Telstra aims to provide 99.7% service availability (i.e., no more than 1,578 minutes of unavailable time in a year). This includes short disruptions to the performance of the service (more than ten consecutive errored seconds).

Escalation

An escalation request may be initiated for the restoration of your fault, when the repair/response time meets the criteria below, and the issue cannot be resolved during the initial fault inquiry.

The criteria are:

- Urgent Medical
- Missed Appointments / Commitments
- Missed Response / Restoration Targets
- End User indicates that a service is still faulty, although the fault has been closed.

Telstra will not accept escalation outstanding of these criteria.

Priority Assistance

Priority Assistance is a service Telstra provides, which is designed to help residential customers, or people living at their home, who have a diagnosed life-threatening medical condition and whose life may be at risk without access to a fully-operational telephone service. If there is ever a fault on the nominated telephone service of a Priority Customer and their residence does not have any other working standard telephone service (whether supplied by Telstra or another provider), or they need to connect their first standard telephone service, it will be attended to with the highest level of service practicably available at that time.

Unfortunately at this time 'YOU'TELUS does not offer Priority Assistance. 'YOU'TELUS therefore recommends those customers in need of priority assistance takes this into consideration before proceeding with an application.