

Frequently Asked Questions

TelstraClear Wholesale ATM (W-ATM)

PRODUCT PREREQUISITES

What are the product prerequisites for this solution?

It is only available if you are a TelstraClear Wholesale customer.

Are there any contractual issues?

The appropriate TelstraClear Wholesale contract must be signed by you and TelstraClear Wholesale before services can be ordered.

CONFIGURATION

How is the product configured?

Wholesale W-ATM is a public switched data service, which is provided via permanent virtual circuits (PVCs) or permanent virtual paths (PVPs). The product enables a cost effective interconnection of multiple sites and consists of a port connection per endpoint (2Mbit/s, 155Mbit/s or 622Mbit/s for UNI), and:

- a) A Permanent Virtual Circuit (PVC) that connects two endpoints, or
- b) A Permanent Virtual Path (PVP) between two endpoints, associated with a number of PVCs, or
- c) An Aggregating Virtual Circuit (AGVC) used for aggregation of ADSL traffic, or
- d) Frame Relay to W-ATM inter-working PVCs up to 16 Mbit/s (VBR-NRT only)

Multiple PVCs can be allocated to an Access and are available as:

- VBR-NRT (Variable Bit Rate - Non Real Time) service class (ie. Statistical Bit Rate SBR.1, as per ITU I.371) - optimised for data applications.
- VBR-RT (Variable Bit Rate - Real Time) service class - intended for variable bit rate video carriage.
- CBR (Constant Bit Rate) service class (ie. Deterministic Bit Rate, as per ITU I.371) - intended for voice, circuit emulation and constant bit rate video carriage.

What burst rate is used on VBR PVCs?

The VBR PVC/PVPs are characterised by Sustained Information Rate (SIR), Peak Information Rate (PIR) and Maximum Burst Size (MBS) parameters. PIR will be defaulted to correspond to the lower of either the Interface speed or twice the SIR.

For CBR PVC/PVPs, MBS shall not apply, and PIR will be equal to SIR.



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How does the inter-working of Frame Relay operate with W-ATM?

W-ATM VBR-NRT PVCs can also inter-work with Frame Relay sites. The inter-working PVCs are based on throughput rates specified by the SIR nominated by you and are available between 8 Kbit/s and 16Mbit/s. When W-ATM is inter-working with Frame Relay, the PIR will normally be set at the Frame Relay line Interface rate.

The other W-ATM PVCs (VBR-RT and CBR) do not inter-work with Frame Relay.

Can a PVC be established between a TelstraClear W-ATM and a Wholesale W-ATM?

Yes.

Can additional redundancy be provided?

Yes, via backup PVCs and Automatic Protection Switching (APS) with Business Continuity options.

PRICING

What is the pricing structure for this product?

The charges for the W-ATM Service are:

- (a) Installation
- (b) Access Bandwidth
- (c) PVC/PVP
- (d) Backup PVC/PVP (if applicable)
- (e) Miscellaneous
- (f) Early Cancellation (of an Order)
- (g) Early Termination (of a Service)
- (h) Enhanced service assurance (if applicable)
- (i) Additional works.

ORDERING & PROVISIONING

How do I order the product?

W-ATM is ordered through the Customer Zone on the www.telstraclearwholesale.co.nz website.

If you are a new customer, you can obtain general information at <http://www.telstraclearwholesale.co.nz> and make a business enquiry online that includes an application for a logon and password for the Customer Zone Section of the site.

How is this product provisioned or activated?

The provisioning process is described in the Wholesale Operations Manual, available on the www.telstraclearwholesale.co.nz website.





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DELIVERY

What are the standard lead-times for this product?

The lead-times for W-ATM activation are generally 15 working days. Please refer to the Wholesale Operations Manual for the complete list of standard lead times for service provision, or your Account Manager for any non standard orders.

What is the minimum term for this product?

The minimum term is 12 months. On occasions where special commercial terms are required for off-net locations then a longer minimum term may be required.

COVERAGE

What is the product coverage? What geographical issues do I need to consider regarding this product?

W-ATM is currently a metro based service and only available where TCL has relevant network capacity.





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OPERATIONS & MAINTENANCE

What are the operations and maintenance arrangements?

Please refer to Wholesale Operations Manual.

SERVICE ASSURANCE

What is the Service Assurance process?

The service assurance process is to contact the TCL SELECT helpdesk via 0508 SELECT (0508 735328). The full service assurance process is detailed in the Wholesale Operations Manual.

What is the standard Service Assurance? Are there Service Level Agreements (SLAs)?

- W-ATM target SLA is at least 99.9% with a response target time of 1 hour and repair target time of 4 hours for priority 1 faults.

Are there any enhanced Service Assurance options?

The SELECT Helpdesk is TCL's premium helpdesk service and is used to support all Wholesale customers on a 7x24 basis.

Note: Additional charges do not apply.



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BILLING & PAYMENT

What are the payment arrangements?

All recurring charges are billed 1 month in advance and non-recurring charges are billed in arrears.

How will I be billed for the product? How will the charges appear on my bill?

All W-ATM charges are included on your standard TCL Wholesale Data Services bill. Each service details the unique circuit ID, bandwidth and access port speed.

Charges are then allocated to the components that will appear on your monthly bill, summarised by service type.

Is this product re-billable/re-sellable?

Yes

COMPLEMENTARY PRODUCTS

How will this product evolve or develop in the future to keep pace with my business needs?

Wholesale W-ATM is a great solution for customers looking to grow their business. Its scalability allows you the option to order Access increments in the range of 2 to 155 Mbit/s. PVC/PVPs can then be easily upgraded in small increments to suit the Access.

Are there product bundling opportunities?

You can gain leverage of your Wholesale ATM by bundling with products such as W-INT, W-MegaPoP, W-DSL-L2L and W-FR.



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MARKETING

How will this product help to generate revenue?

Wholesale W-ATM provides you with access to infrastructure to support revenue generating products such as W-DSL-L2I, W-INT and W-MegaPoP.

FOR FURTHER INFORMATION

Who do I talk to if I have any questions regarding this product?

Your first point of contact is your Account Manager or Communications Consultant. Please refer to the Wholesale Operations Manual for contact points and information for account communication.

Term	Description
Access Bandwidth	Access line speed of an interface, expressed in Mbit/s.
Backup PVC/PVP	Backup circuit, which allows continued service operation in case of a failure or outage occurring in respect of the primary PVC/PVP
Business Continuity	Diversity or back-up on an W-ATM service using Bellcore GR253 Sonet APS (auto protection switching) technology
PIR	Peak information rate is the maximum speed at which data can be introduced into the W-ATM network by a Customer on a given PVC/PVP.
PVC	Permanent Virtual Circuit is a permanent logical association existing between two dedicated customer communicating data terminals for the exchange of data cells.
PVP	Permanent Virtual Path is a permanent logical association existing between two dedicated customer communicating data terminals for the exchange of data cells.
SIR	Sustained information rate is the maximum average speed over time that data can be transmitted over a given PVC/PVP

