

# Frequently Asked Questions

## TelstraClear Data Access Radial (W-DAR)

### PRODUCT PREREQUISITES

#### What are the product prerequisites for this solution?

There are no product prerequisites.

#### Are there any contractual issues?

To become a TelstraClear Wholesale W-DAR customer, you must sign a Customer Relationship Agreement (CRA). Each service has a minimum period of 12 months. For general information on contracts, please speak to your TCL Wholesale account manager.

### CONFIGURATION

#### How is the product configured?

You can use DAR to connect your end-customers to your existing backbone network. When purchasing Data Access Radial, you will receive two network-terminating units (NTU):

#### A-end

The A-end is an NTU that is terminated at your POP (Point of Presence). DAR supports two types of A-ends: Time Division Multiplex (TDM) or Universal Multiplexer (UNIMUX).

TDM access is a basic 2Mbps interface supporting G.703/G.704 aggregation.

UNIMUX, which has its own Network Management System (UNMS), provides greater flexibility by supporting various interfaces towards your network interface (i.e. n X 64kbps, X.21/V.35, LS interface X.21).

#### B-end

Interface	Connector	Data Rate
X.21	DB15	1.2k-48k, Nx64k
X.21bis	DB25 or V.24	1.2k-19.2k
X.21bis	V.35	48k, Nx64k
G.703 balanced	120Ohm RJ45	Nx64k
G.703 unbalanced	2 x 75 Ohm Coaxial	Nx64k

The B-end is terminated at your end customers' premises. It is possible to configure multiple B-ends terminating on the same A-end. B-end Network Terminating Units support a number of interfaces (X.21, X.21bis, G.703, G.704).



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## PRICING

### **What is the pricing structure for this product?**

#### **Basic charges**

For A-end Node Access and B-end Node Access, there is an install charge and a monthly rental charge.

B-end charges are based on three components: access speed, Radial distance between TelstraClear switches serving the DAR services, and geographic zone (metropolitan or regional). The price includes the NTU, access and transmission.

A complete list of current tariffs is available from your Account Manager.

## BILLING AND PAYMENT

### **What are the payment arrangements?**

Billing and payment will be on the terms set out in the Access Agreement between you and TelstraClear.

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

Billing and payment will be on the terms set out in the Access Agreement between you and TelstraClear.

### **Is this product re-billable/re-sellable?**

Yes. You can purchase TelstraClear Wholesale DAR and resell as a wholesale product.



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## ORDERING & PROVISIONING

### How do I order the product?

W-Local is ordered through the Customer Zone on the [www.telstraclearwholesale.co.nz](http://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?

Details about provisioning and activation of products and services available for Resale are set out in the Wholesale Operations Manual, available on the [www.telstraclearwholesale.co.nz](http://www.telstraclearwholesale.co.nz) website.

Data Access Radial is provisioned end to end (including Network Terminating Units), reducing potential internetworking issues.

## DELIVERY

### What are the standard lead-times for this product?

Minimum standard provisioning times for basic DAR services is 15 business days. Refer to Access agreement for complete details.

A complete list of current provisioning targets is available in the Wholesale Operations Manual.

### What is the minimum term for this product?

Each DAR service must remain activated for a minimum term of 12 months.

## COVERAGE

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

W-DAR is available in all major cities 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) and Service Level Guarantees (SLGs)?**

The Service Level Agreements (SLAs) and Service Level Guarantees (SLGs) for Resale products will be specific to each individual product and defined in Our Customer Terms.



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## COMPLEMENTARY PRODUCTS

### What other Telstra Wholesale solutions can integrate with this product?

Complementary products include TelstraClear Wholesale Transmission

## 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 Customer Support Consultant. Please refer to the Wholesale Operations Manual for contact points and information for account communication.

## GLOSSARY OF TERMS

Term	Description
A-end	The TelstraClear Wholesale customer/service provider's point of connection/node access point.
B-end	The end customer's point of connection/node access point.
Contention Ratio	The number of network nodes attempting to transmit a message across the same wire at the same time. The contention protocol defines what happens when this occurs.
DAR	Data Access Radial
NTU	Network Terminating Unit
TDM	Time Division Multiplex

