

# Frequently Asked Questions

## TelstraClear Wholesale Ethernet (W-ETN)

### PRODUCT PREREQUISITES

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

There are no product prerequisites.

#### Are there any contractual issues?

To become a TelstraClear (TCL) Wholesale W-ETN 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.

### PRICING

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

W-ETN pricing comprises the following elements:

Installation Charge

- Access plus Port establishment charge

W-ETN Annual Rental Charge based on:

Access charge

- Metro Bandwidth charge
- VLAN

Miscellaneous Charges

- Adds, Moves and Changes (e.g. change of access speed or type)
- Internal removals



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## CONFIGURATION

### How is the product configured?

The W-ETN service is hosted from TCL's Extreme Networks Ethernet switches and is delivered at a customer's site either as a direct CAT-5 cable extension from a switch port (for host switches co-located at customer sites) or indirectly via single mode fibre optic cable and a fibre optic media converter (for host switches located at TCL POP's). A port on the host TCL switch is allocated to the customer and activated to the requested configuration.

When the customer's data is sent to this port, the data is placed into a unique TCL Wholesale VLAN (Virtual Local Area Network), which securely passes it through the W-ETN network. When the data reaches the destination port, the TCL Wholesale VLAN is removed at the W-ETN receiving port and the data is presented back to the customer.

You can view the W-ETN fact sheet on [www.telstraclearwholesale.co.nz](http://www.telstraclearwholesale.co.nz) including product diagrams.

## ORDERING & PROVISIONING

### How do I order the product?

W-ETN 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?

The provisioning process is described in the Wholesale Operations Manual, available on the [www.telstraclearwholesale.co.nz](http://www.telstraclearwholesale.co.nz) website.





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### DELIVERY

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

The lead-times for W-ETN 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-ETN 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-ETN 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-ETN 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

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

- W-ETN can be used to deliver TCL Wholesale Internet (W-INT)

### Are there product bundling opportunities?

Your TCL Wholesale Account Manager or Communications Consultant will work with you to develop appropriate product bundles for your customers.



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## MARKETING

### **How will this product help to generate revenue?**

Your Telstra Wholesale Account Manager can assist you in determining the network transport solution that best meets your business and customer needs.

### **What are the benefits of W-ETN?**

TCL Wholesale is a proven supplier of Ethernet solutions with a high level of technical expertise in the Ethernet area. These solutions are provided on a highly robust platform with extensive reach across New Zealand main centres.

You usually don't have to invest in additional equipment to connect to TWE and the interfaces are straightforward. TCL manages and maintains the network for you, leaving you free to focus on your customers.

With our VLAN management, you can offer your customers a secure solution, allowing them to focus on their core business processes knowing their critical business data transmission requirements are safe and secure.

### **What marketing material is available?**

Visit the Products and Services section on [www.telstraclearwholesale.co.nz](http://www.telstraclearwholesale.co.nz) for a W-ETN Fact Sheet and FAQ.

## 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.

