

Frequently Asked Questions

Frame Relay (W-FR)

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-FR 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-FR pricing comprises the following elements:

Installation Charge

- Access plus Port establishment charge

W-FR Monthly Rental Charge based on:

- Access charge
- Local or Regional PVC charge

Miscellaneous Charges

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



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CONFIGURATION

How is the product configured?

TelstraClear Wholesale Frame Relay (TCL W-FR) provides high-speed data transmission for 'many-to-many' or 'single-to-many' site connectivity.

Frame Relay is a high-speed data product, which is a building block to construct Corporate Wide Area Networks (WAN). Corporations have a need to link their Local Area Networks (LANs) so their office, whether they are across the road, across the country or around the world, can behave as if they are all located in the same site.

The service is delivered over the Switched Data Network (SDN), a cell relay platform and Synchronous Digital Hierarchy (SDH) transmission. The SDN is also the platform used to host other TelstraClear switched data services such as Wholesale ATM. TelstraClear Wholesale Frame Relay provides High Availability through a fully redundant network.

You can view the W-FR fact sheet on www.telstraclearwholesale.co.nz including product diagrams.

ORDERING & PROVISIONING

How do I order the product?

W-FR 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-FR activation are generally 15 working days (offnet circuits have a lead time of 23 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-FR is available in all major centres throughout the country.





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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.

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 services are billed 1 month in advance.

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

All W-FR 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 Telstra Wholesale solutions can integrate with this product?

Frame Relay can be used with ATM, ADSL, Ethernet and TelstraClear Wholesale Internet (W-INT). Please visit the Telstraclear Wholesale website for more information on these products or talk to your Account Manager.

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-FR?

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

TCL manages and maintains the network for you, leaving you free to focus on your customers.

What marketing material is available?

Visit the Products and Services section on www.telstraclearwholesale.co.nz for a W-FR 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.

