



Frequently Asked Questions

TelstraClear Wholesale MegaPoP (W-MegaPoP)

PRODUCT PREREQUISITES

What are the product prerequisites for this solution?

You'll need the following prerequisites in place before you can use the W-MegaPoP® services:

- TelstraClears W-FR, W-ATM or W-ETH service, which is used as transport between the W-MegaPoP network and your network

PRICING

What is the pricing structure for this product?

The Charges for the W-MegaPoP Service consist of:

- (a) initial connection of the W-MegaPoP L2 Service
- (b) Capped Ports
- (c) configuration modifications (ie. to add or remove Ports or add Regions and other configuration modifications)



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CONFIGURATION

How is the product configured?

The W-MegaPoP Layer 2 Service provides termination of dial-up PSTN/ISDN calls on TelstraClear Network Access Servers. It also provides IP connectivity using L2TP between TelstraClear's Network Access Servers and customer's LNS at their premises, via Telstra's Switched Data Network.

W-MegaPoP Layer 2 does not include authentication, authorisation or accounting of the End User session. It terminates End User calls on a W-MegaPoP Service Number.

Calls made via an ISDN line will incur ISDN data call charges. Calls made from a mobile telephone will incur the applicable mobile rate.

W-MegaPoP Service Numbers are allocated by TelstraClear.

The W-MegaPoP Service Numbers is:

A multi-Region 0873 Service Number - Providing coverage for end user calls in all sub-regions. You may elect to have up to 20 W-MegaPoP Service Numbers for a W-MegaPoP Layer 2 Service.

ORDERING & PROVISIONING

How do I order the product?

W-MegaPoP 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?

TelstraClear Wholesale Customer Service staff arrange provisioning - in consultation with the customer and the information provided on the application form.





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DELIVERY

What are the standard lead-times for this product?

The lead-time for W-MegaPoP activation is 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-MegaPoP Layer 2 has either Regional or full National coverage depending on your requirements.





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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 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-MegaPoP 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.

COMPLEMENTARY PRODUCTS

What other TelstraClear Wholesale solutions can integrate with this product?

Customers interested in W-MegaPoP Layer 2 should also consider TelstraClear Wholesale's Virtual ISP solutions, such as vISP Dial and vISP Broadband. Information on these products is available from your Account Manager or from www.telstraclearwholesale.co.nz

Are there product bundling opportunities?

Telstra Wholesale vISP Dial is a service that incorporates W-MegaPoP and TelstraClear Wholesale Internet (W-INT) as a bundled offer for Internet Service Providers who are looking for a complete dial-up Internet offering. We have designed vISP Dial for ISPs who want to offer their customers dial-up Internet access without a large investment in new equipment or network capacity. vISP Dial is ideal for small and large ISPs who wish to expand their service offering into new geographical areas, or if they want to replace all or part of their own network without buying or building a large amount of new infrastructure. More information on vISP Dial can be found on the Products section on www.telstraclearwholesale.co.nz.





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MARKETING

How will this product help to generate revenue?

W-MegaPoP enables you to provide regional or national dial-up Internet services without investing heavily in capital infrastructure. This service is also scalable, so it can grow with you as your end user subscriber base grows. W-MegaPoP allows you to focus on your core business, and assists in revenue generation by minimising capital investment.

Your cash flow will also benefit from the dynamic and flexible billing capabilities of W-MegaPoP. You have full control of the product from pricing, branding and marketing to the quality of service by controlling user to modem ratio and permanent virtual circuit (PVC) bandwidth. You also look after IP address management.

FOR FURTHER INFORMATION

Who do I talk to if I have any questions regarding this product? Where do I go if I need extra information?

You can direct all your W-MegaPoP queries to your TelstraClear Wholesale Account Manager. You can also obtain a Fact Sheet on W-MegaPoP from www.telstraclearwholesale.co.nz

