

# Frequently Asked Questions

## TelstraClear Wholesale VISP (W-VISP)

### 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-VISP customer, you must sign a Customer Relationship Agreement (CRA). The W-VISP 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?

There are 3 ways to build the Internet component of this product.

1. Pre-paid, this is where defined blocks (e.g. 1Gb, 3Gb, 5Gb, etc) of Internet usage are provided by TelstraClear Wholesale and passed through to the end user with a margin applied.
2. Post-paid, this is where the Reseller defines the size and charges for the usage blocks and Telstraclear bills the reseller at the end of the month for the total amount of data capacity used.
3. Custom, this is where the Reseller purchases uncapped W-INT links (Domestic and International) and contends their users at a desired level.

For more information contact your account manager for the W-VISP ratecard.





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## CONFIGURATION

### How is the product configured?

The vISP Broadband product is offered in the following configurations:

- ADSL line speeds of 256Kbps/128Kbps, Max/128Kbps and Max/Max
- Bundled with Internet data

vISP Dial ports are provisioned across the whole country. The Internet bandwidth is included in the monthly recurring cost of the port.

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?

You can submit orders for W-VISP on a vISP Broadband application form directly to the TelstraClear Wholesale data mailbox ([wholesale\\_data@team.telstraclear.co.nz](mailto:wholesale_data@team.telstraclear.co.nz)). You can obtain application forms from your TelstraClear Wholesale Account Manager.

## DELIVERY

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

The lead-time for a W-VISP Reseller set-up is generally 25 working days.

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

The minimum term is 36 months.

## COVERAGE

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

W-VISP is available nationally in areas where ADSL is enabled.



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## OPERATIONS & MAINTENANCE

### **What are the operations and maintenance arrangements?**

With W-VISP, TelstraClear Wholesale manages the operations and maintenance at a second level basis. You do not need to be involved in the day-to-day operation of the product. However, you do need to assist your end users in the initial set up of their products and provide first level support to your end users.

## 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-VISP 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**

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

Yes. You can sell services to your end users under your own brand.

### **COMPLEMENTARY PRODUCTS**

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

W-VISP brings together TelstraClear Wholesale's W-INT, W-MegaPOP and W-UBS access products to provide you with a great entry-level solution for establishing your own branded broadband customer offering.

#### **Are there product bundling opportunities?**

TelstraClear Wholesale's W-VISP suite of Internet products offers a very complementary range of solutions that are integrated into the W-VISP platform. These products enable you to cost-effectively provide your end users with protection from email viruses and spam email as well as provide non-commercial web hosting and static IP addresses.



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## MARKETING

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

- W-VISP enables you to set up as an ISP and re-sell Broadband and Dialup services without investing in network infrastructure or large amounts of broadband capacity.
- W-VISP lets you develop your own differentiated, compelling market offer by packaging it with other value-added services.

### How does this product differ to other products? How do I choose the solution that will benefit me the most?

Virtualisation of access services is a new paradigm in the New Zealand market. It is aimed at reducing the hurdles required to become a Broadband supplier. By using TelstraClear Wholesale's W-VISP service, you are able to leverage the significant investment in geographic reach and network management made by TelstraClear.

### What marketing material is available?

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

