

Frequently Asked Questions

TelstraClear Local Service (W-Local)

PRODUCT PREREQUISITES

What are the product prerequisites for this solution?

You will need to ensure that appropriate ordering and billing arrangements are in place prior to reselling services. There may be specific service prerequisites for some Resale services. You can discuss this in detail with your TelstraClear Wholesale Account Manager.

Are there any contractual issues?

You will need to ensure that appropriate contractual arrangements are in place to order and access Resale services. You will also need to be familiar with products and services listed in Our Customer Terms that are available for Resale via TelstraClear Wholesale.

CONFIGURATION

How is the product configured? What is the service definition? How is it configured for me and how is it configured for my customers/end users?

There are a variety of products and services available for Resale as listed in Our Customer Terms. Their individual configuration and service definitions are available in Our Customer Terms.

PRICING

What is the pricing structure for this product?

Your TelstraClear Wholesale Account Manager will discuss pricing options for Resale products with you.

BILLING AND PAYMENT

What are the payment arrangements?

All recurring charges are billed 1 month in advance and non-recurring charges are billed in arrears.

Is this product re-billable/re-sellable?

Yes



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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 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 website. As there are a variety of products available for Resale, the timing and processes for provisioning and activating these products will vary.

DELIVERY

What are the standard lead-times for this product?

As there are a variety of products available for Resale, the lead times for these products will vary. Details about provisioning and activation of products and services available for Resale are set out in the Wholesale Operations Manual.

COVERAGE

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

W-Local 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) 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 AND MARKETING

Are there any product bundling opportunities? How will this product help me generate revenue?

As a service provider, there are vast opportunities to bundle products and services to meet your customers' needs and enhance your service offering. Please talk to your Account Manager.

What marketing material is available?

Assistance is available for training as well as further information on products. Please contact your TelstraClear Wholesale Account Manager to discuss your individual needs.

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.

