



TEBA Customer Information Pack

July 2007

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TEBA Customer Information Pack

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TEBA: Customer Information

The majority of operational information required by customers in relation to the TEBA product can be found on the Telstra Wholesale website:

<http://www.telstrawholesale.com.au/products/facilities/teba.htm>

On this site customers can obtain:

- i) an indicative list of exchanges where TEBA has already been established;
- ii) a list of contractors approved to undertake TEBA work in Telstra's exchanges;
- iii) a flowchart illustrating the high level TEBA ordering process;
- iv) TEBA order forms (PSR, D&CP and JCI order forms);
- v) a copy of this TEBA Customer Information Pack (which includes a description of the TEBA ordering and provisioning process);
- vi) a copy of checklists that Telstra uses to assess TEBA applications;
- vii) access to a range of Telstra technical documents that are used as standards for the type of work most commonly undertaken by customers in a TEBA area;
- viii) a description of the process for accessing Telstra's exchanges and ordering electronic swipe cards and exchange keys (including relevant order forms).

For all other enquiries relating to the TEBA ordering and provisioning process, customers with existing TEBA agreements should contact Telstra Wholesale via the usual mailbox where TEBA orders are submitted: TEBA.Delivery@team.telstra.com

For customers who have not signed a TEBA contract, or for customers who have commercial enquiries, please contact your relevant Telstra Wholesale account manager.

General TEBA Product Rules

- Telstra will not accept incomplete TEBA applications.
- TEBA D&CPs must contain detailed design information relating to all construction activities/work to be undertaken by customers (including the installation of customer's equipment, racks, cabling and any common infrastructure work).
- The customer must have a current TEBA FAA/CRA agreement with Telstra.
- Customers must provide accurate Forecasting data to Telstra every six months, providing data relating to order volumes and power utilisation.
- Telstra is to provide sufficient resources to cater for forecasted order volumes.
- Orders are to be processed on a non-discriminatory basis.
- Telstra and customers are required to satisfy the TEBA provisioning timeframes.
- Telstra and customers are to use all reasonable endeavours to prioritise and assign resources to TEBA orders that are delaying other parties from accessing the exchange.
- Customer is required to ensure its staff, contractors and subcontractors comply with the relevant Telstra Technical Standards. Telstra is obliged to provide copies of its Technical Standards to customers on customer request.
- Telstra and Customers will nominate:
 - a single point of contact for lodging TEBA orders and for referring order management issues between the parties; and
 - a single technical point of contact for managing technical issues between the parties (this person is also responsible for informing staff, contractors and subcontractors of technical standards).
- The customer is to nominate a single point of contact in each region for customer's staff, contractors and subcontractors as a first point for clarification for technical questions/issues.
- Customers are responsible for providing forecasting/planning information to their contractor organisations and equipment suppliers to ensure they have sufficient resources and equipment to cater for the customer's project requirements.
- Customers are responsible for the Health and Safety of its staff, contractors and subcontractors working in Telstra facilities.
- Customers are required to engage a contractor approved by Telstra to prepare the TEBA D&CP and undertake the construction activities. Customers are not required to engage a Telstra approved contractor to install the equipment within their TEBA rack or any cabling/jumpering within their TEBA rack.

TEBA Communications Plan

- Customer and Telstra are to have a single point of contact where:
 - i) TEBA order applications/responses are to be submitted; and
 - ii) general TEBA order management enquiries are to be directed.

Telstra's single Point of Contact for the above is TW:

Email: TEBA.Delivery@team.telstra.com

- Customer and Telstra are to have two escalation level contacts for unresolved order management issues.

Telstra's 2 escalation contacts for unresolved order management issues are (escalations should be directed to the Level 1 escalation contact in the first instance):

Level 1: Grant Semmens, Ph: 03 9632 8969;

Level 2: Luc Hermans, Ph: 03 9632 8900.

- For each TEBA order, Customer and Telstra are to nominate a single point of contact for technical enquiries/allocations in relation to each specific TEBA order.

The name and contact number of Telstra's nominated technical point of contact is provided for each specific order in the TEBA PSR response.

- Customer and Telstra are to have three escalation level contacts for technical clarification/standards or unresolved technical issues. The customer's contacts are also responsible for disseminating technical information to internal staff, contractors and subcontractors. Staff, Contractors and subcontractors are also to use these contacts within their own organisation as the first point of call when they require clarification of technical standards.

Telstra's 3 escalation level contacts for technical clarification/standards or unresolved technical issues are (escalations should be directed to the Level 1 escalation contact in the first instance):

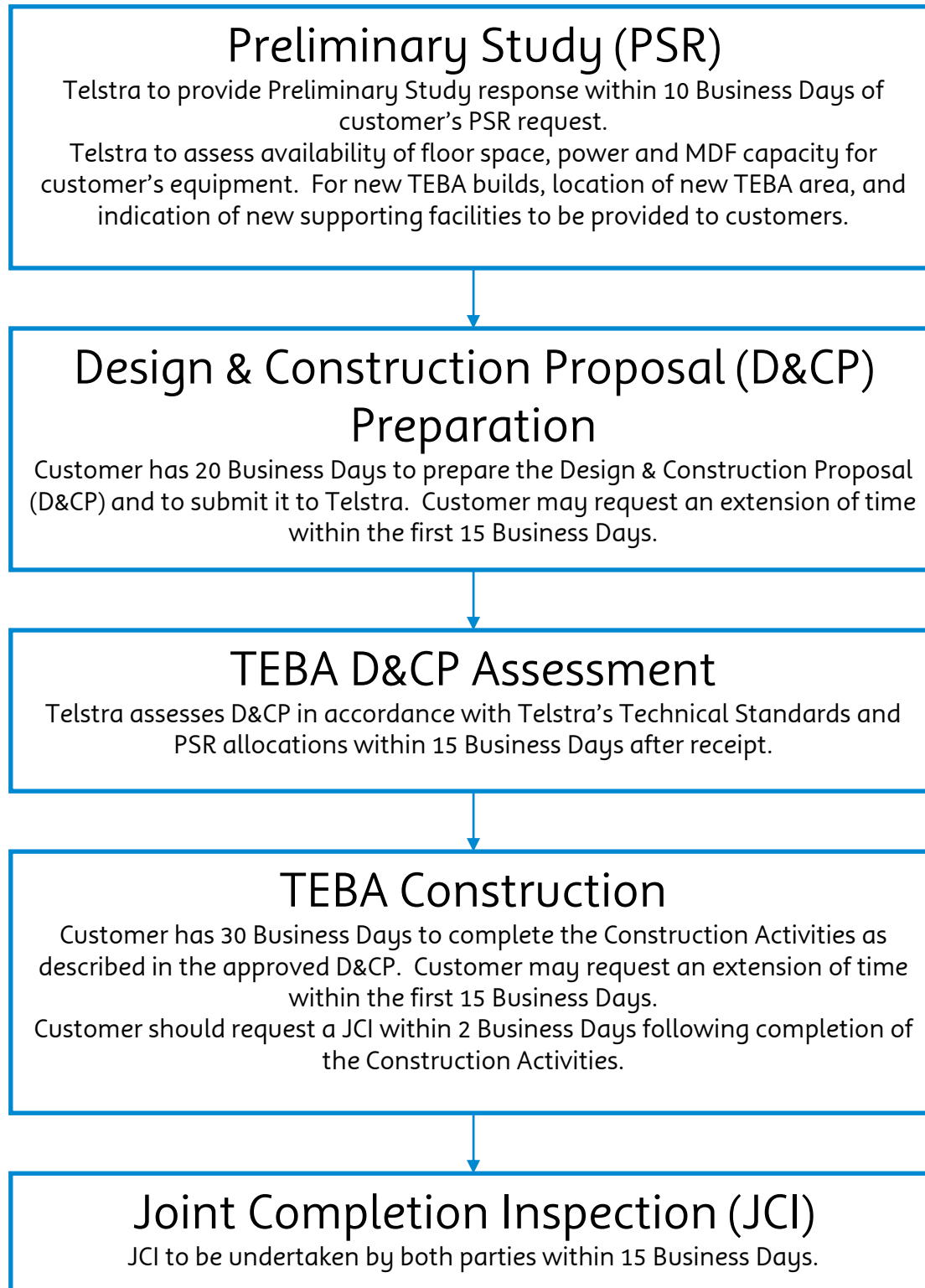
Level 1: Contact the relevant nominated Telstra technical contact as provided in the PSR response.

Level 2:

- **VIC/TAS:** TBA
- **NSW/ACT:** TBA
- **QLD:** TBA
- **SA/NT/WA:** TBA

Level 3: Angelo Ciaglia, Ph: 02 9397 3279

TEBA Ordering and Provisioning Flowchart



TEBA Ordering & Provisioning Description

Customers should use the TEBA application forms on the TEBA website. Failure to use these forms, particularly for the TEBA D&CP, may result in delays in the processing of the TEBA order, and may increase the likelihood of order rejection.

Orders are categorised into 3 classifications:

CAT 1: Any order which only requires the installation of additional tie cables from the customer's existing TEBA equipment to the exchange MDF or DDF. Orders which require the installation of additional power feeds, racks or any other equipment do not fall within this category.

CAT 2: Any TEBA order which is not a CAT 1 order and does not involve the installation of common/shared infrastructure or facilities, and the customer will not be claiming a TEBA credit. A common example of this type of order is the installation of a rack in an existing TEBA area to house DSLAM equipment.

CAT 3: Any order which involves the installation of common/shared infrastructure or facilities in the exchange and where the customer will be claiming a TEBA credit.

TEBA Preliminary Study (PSR) Stage:

Submit a TEBA Preliminary Study Request (PSR) to the mailbox listed on the form. Ensure all fields are completed (insert n/a where appropriate).

At the PSR stage, customers will only know if the order is a CAT 1 order or not. If the order is not a CAT 1 order, Telstra will indicate in the PSR response whether the order is a CAT 2 or CAT 3 order.

Telstra will assess the PSR order and provide a response within 10 Business Days (BD's) to the following based on available Telstra records:

- Does a TEBA area currently exist at the requested site?
- Can the existing TEBA area satisfy the customer's Preliminary Study requirements? If so, provide an indicative rack allocation.
- If there is no TEBA area established at the site, is there available floor space for a new TEBA area to be established by the customer?
- Indicative MDF/DDF availability/allocations. Provide DDF location and Node Code details.
- Indicative Power availability and/or requirement for customer to arrange a Power viability audit.
- Confirm CAT number for the order.
- Provide a Telstra Technical Point of contact, whom the customer/customer's contractor can liaise with to clarify allocations or specific technical details relating to the TEBA order.
- Provide an extract of the CADlink floor plan on request.

TEBA D&CP Preparation Stage:

Following receipt of the PSR response from Telstra, the customer has 20 BD's to prepare a TEBA Design & Construction Proposal (D&CP). Where the customer requires additional time to prepare the D&CP, a request for an extension of time needs to be submitted within 15 BD's of receiving the PSR response from Telstra.

If the customer decides not to proceed with its TEBA application, it should inform Telstra at the earliest possible time in order to minimise any delay to third parties who may be in a queue at that site.

A TEBA D&CP is a detailed design describing all of the construction activities/works/processes to be undertaken by the customer's contractor in Telstra's exchange as part of the TEBA order. The TEBA D&CP order form provides a framework for identifying and capturing the elements that are most commonly required in a D&CP.

Once the customer decides to proceed with preparing a D&CP, the customer should contact Telstra's Technical Point of Contact (provided in PSR response) to obtain a Node Code for its TEBA rack (if it does not already have a Node Code for its TEBA racks at the site). The same Node Code can be used for all of the customer's racks within the same TEBA area (where the customer's racks are located in separate TEBA areas within a building, different Node Codes are required if the TEBA areas are located on separate floors).

The customer is required to confirm the indicative allocations provided in the PSR response and liaise with Telstra's Technical Point of Contact (provided in PSR response) to clarify any discrepancies or specific technical issues relating to the order. It's best to do this when the customer's contractor is on site via a phone call to the Telstra Technical point of Contact (please provide at least 2 BD's advance notice of when contractor will be on site to ensure Telstra' Technical Point of Contact is available at the time the customer's contractor plans to be on site).

At times a joint site visit may be required, especially when preparing D&CPs for the establishment of new TEBA areas.

Customers should engage a Telstra Approved TEBA Contractor to prepare the TEBA D&CP. If the scope of the D&CP includes a power viability audit, the installation of new power systems, or connection of a new DC Distribution Panel to the exchange DC power infrastructure, the customer is required to engage a contractor approved by Telstra to undertake such work in Telstra's exchanges.

TEBA D&CP Assessment Stage:

In the D&CP Assessment stage, Telstra assesses whether the contents of the D&CP:

- i) comply with Telstra's technical standards;
- ii) address the full scope of works to be undertaken in the construction phase; and
- iii) are consistent with the PSR response and any subsequent discussions between the customer/customer's contractor and Telstra's Technical Point of Contact.

The outcome of the D&CP assessment can be one of the following:

- i) Approved;
- ii) Conditionally Approved, subject to certain conditions; or
- iii) Rejected.

Where an order is:

- i) Approved – the customer may proceed to commence the construction activities;
- ii) Conditionally Approved - the customer may proceed to commence the construction activities subject to certain conditions being satisfied; and
- iii) Rejected – the customer must resubmit an amended D&CP for assessment if the customer wishes to proceed with the TEBA application at the site.

The D&CP assessment needs to be completed by Telstra within 15 Business Days.

Annual charges commence from the date a TEBA D&CP order is approved or conditionally approved.

TEBA Construction:

The customer is required to engage an Approved Contractor to undertake the construction activities associated with a TEBA order.

Construction Activities must be undertaken in accordance with the relevant Telstra Technical Standards, available from Telstra on customer request.

If the scope of construction activities includes the installation of MDF Tie Cables (Interconnection Cables), once the TEBA D&CP Order is approved/conditionally approved and the MDF block allocations have been confirmed, the customer should submit the first notification in accordance with the document “ULL & Spectrum Sharing: Internal Interconnection Cables” to obtain details required for the Interconnection Cable designation and MDF block labelling.

Following the approval, or conditional approval, of a TEBA D&CP order the customer has 30 Business Days to complete the constructions activities. Where the customer requires additional time to complete the construction activities, a request for an extension of time needs to be submitted within 15 BD's of receiving the D&CP assessment response from Telstra.

Once the Interconnection Cables (where applicable) have been installed and MDF labelling completed, the customer can submit the second notification in accordance with the document “ULL & Spectrum Sharing: Internal Interconnection Cables” to unblock the tie cable pairs in Telstra's databases.

Within 2 Business Days (BD's) of completing the construction activities, the customer is required to submit a Joint Completion Inspection (JCI) request.

Where the construction activities involve the establishment of a new TEBA area in the exchange, the power feeds to the customer equipment are not be turned on until the JCI has been successfully completed.

TEBA Joint Completion Inspection (JCI):

As stated above, the customer is required to submit a Joint Completion Inspection (JCI) request within 2 Business Days (BD's) of completing the construction activities. In order to avoid unnecessary rescheduling and delays, the JCI request should not be submitted until all of the construction activities have been completed.

The customer should provide a contact to arrange the JCI inspection on the JCI request form. A sample JCI inspection checklist is available on the TEBA webpage which customers can use to pre-check their construction work.

It is preferable that any claim for reimbursement of common cost activities undertaken by the customer be submitted at the same time as the JCI request.

Generally within 5 Business Days of submitting the JCI request, a Telstra representative will contact the customer to arrange an agreed date for the JCI inspection. The inspection needs to occur within 15 Business Days of the original JCI request submission date (or as otherwise agreed by the parties in writing).

The JCI inspection assesses whether:

- i) the completed construction work complies with Telstra's technical standards;
- ii) the full scope of works approved in the TEBA D&CP has been completed; and
- iii) the construction work has been undertaken in accordance with the approved D&CP and any conditions which D&CP approval was subject to.

The Telstra representative who attends the inspection on site will make a recommendation of the JCI assessment to the Telstra planner. The formal response to the JCI assessment will be sent to the customer via Telstra Wholesale. The outcome of the TEBA JCI assessment can be one of the following:

- i) Approved;
- ii) Conditionally Approved, subject to certain conditions; or
- iii) Rejected.

Where a JCI assessment is:

- i) Approved – the TEBA application process is completed;
- ii) Conditionally Approved - the customer must address the particular matters as specified in the JCI assessment and provide evidence that they have been addressed; or
- iii) Rejected – the customer must address the issues identified in the JCI inspection, and resubmit a JCI request for a subsequent JCI inspection.

Following completion of the JCI, there is a 12 month Defects Liability Period where the customer may be required to address any issues with the construction work identified during this period.

TEBA Credits

How are they calculated?

Telstra provides a credit for the cost of supporting infrastructure and facilities that are installed by customers as part of their TEBA order which are likely to be used to support the operation of third party customer equipment in TEBA areas.

Common infrastructure/facilities which are eligible for TEBA credits include power systems, cable trays, overhead superstructure, air-conditioning plant and ducts, fire detection systems, electronic swipe card (EACS) readers, floor re-instatement, MDF extensions and building renovations.

The credit is applied to the customer's TEBA account and is used to offset TEBA rental and once-off charges from all of their TEBA installations. A TEBA credit is not redeemable as cash.

The TEBA credit is based on the proportion of infrastructure which is not utilised by the customer (this is generally calculated based on the number of new TEBA rack positions created by the customer in comparison to the number of new rack positions utilised by the customer).

The following is an example of how the credit figure is calculated (figures are for illustrative purposes only):

- Total cost of establishing a new TEBA area incurred by "first-in" customer, for a TEBA area supporting 5 racks: \$70,000;
- Number of TEBA racks installed by the first-in customer for their own equipment: 1 rack.

$$\begin{aligned}\text{Credit for first-in customer} &= \$70,000 \times ((5 - 1 \text{ Racks})/5 \text{ Racks}) \\ &= \$70,000 \times (4/5) \\ &= \$56,000\end{aligned}$$

$$\begin{aligned}\text{Total Credit provided to first-in customer} &= \$56,000 \\ \text{Net cost to first-in carrier} &= \$14,000\end{aligned}$$

How do I apply for a TEBA credit?

The customer should include an indicative breakdown of the common costs in its TEBA D&CP order.

A final breakdown of common costs should be submitted by the customer to Telstra at or after the TEBA Joint Completion Inspection (it is preferable that the final common cost figures are provided at the same time as the TEBA JCI request).

The common cost claim needs to include:

- i) a breakdown of the construction activities undertaken by the customer and the cost associated with each activity; and
- ii) the number of new rack positions created in the TEBA order, and the number of new rack positions utilised by the customer as part of the TEBA order.

The common cost claim cannot be approved until the TEBA JCI has been successfully completed. Once approved, Telstra and the Customer need to sign a letter formalising the final TEBA credit amount, and the Customer needs to provide Telstra with a tax invoice for the credit amount. Telstra will then make arrangements to apply the credit to the customer's TEBA account. Customers will be informed of this process in response to a TEBA credit application.

TEBA credit claims should be submitted to the usual mailbox where TEBA orders are submitted (it is preferable that the final common cost figures are provided at the same time as the TEBA JCI request): TEBA.Delivery@team.telstra.com

Site Establishment Contribution Fees

How are they calculated?

Site Establishment Contribution Fees (SEFs) are calculated by determining the total cost of the infrastructure and facilities that support the applicable TEBA area, and dividing this total cost by the number of racks that can be catered for in the established TEBA area.

As the cost of establishing a TEBA area varies significantly from site to site, the Site Establishment Contribution Fee can vary significantly from site to site. For sites with an established TEBA area, Telstra will endeavour to provide an estimate of the Site Establishment Contribution Fee in the TEBA Preliminary Study response.

To illustrate how the Site Establishment Contribution Fee (SEF) is calculated, using the figures in the TEBA credit example above, the SEF would equate to the following: (note: this example is for illustrative purposes only, and is not an estimate of the actual SEF that will be incurred at each site)

\$56,000 (cost incurred by Telstra for the remaining 4 rack positions), divided by the 4 remaining available rack positions = \$14,000 per rack SEF.