

# Fact Sheet

## Data Products

### Wholesale Business DSL

## Australia's widest on-net coverage of Business DSL services

Wholesale Business DSL is a Telstra Wholesale broadband service designed to provide customers with a fast, dedicated end-to-end network access service, supported by extensive network coverage. Customers can use Wholesale Business DSL in conjunction with their own infrastructure to enable the provision of other carriage services such as IP VPNs and Internet access services.

From 27 May 2010, Wholesale Business DSL has been upgraded to deliver speeds of up to 10Mbps where available.

Customer benefits	Product features
Flexible	Offers flexible configuration and bandwidth choices to meet diverse customer and end-user business needs.
Cost effective	Customers can leverage Telstra's existing infrastructure and save on the capital costs of building new infrastructure.
Extensive coverage	Wholesale Business DSL is available in over 2000 enabled exchanges throughout capital cities as well as many metro regional and country areas in Australia.
Consistent end-user experience	Telstra's superior coverage enables wholesale customers to provide a consistent experience to their end-users in terms of features and bandwidth.
Security and peace of mind	Security and peace of mind knowing that Telstra Wholesale's Global Operations Centre monitors services around the clock for any disruption

Wholesale Business DSL - Head End Configuration



Wholesale Business DSL - Point-to-Point Configuration



Table 1 : Product attributes

Product attributes		Description
Coverage	Coverage	National - 2008 Exchange Service Areas
Performance	Access bandwidth	256kbps - 10Mbps
	Availability target	99.80%
Flexibility	PVC Burst Ratio Options	1:1 1:2 1:4 Please refer to table 2 for a breakdown of access speeds and burst ratio options
	Aggregation hand-Off options	ATM Ethernet over ATM (EATM) Telstra Wholesale Internet
	End-user interfaces	10/100BaseTX Each end-user access will be configured in Bridged or Bridged Routed Encapsulation mode (BRE). BRE will only support bandwidths upto 4Mbps
	Service topologies	Point-to-Multipoint (Aggregated Access) Point-to-Point
Pricing	Standard charges	1. Installation charge per end-user access; 2. Monthly rental charge per end-user access based on the end-user access speed and charging zone; 3. Monthly rental charge per PVC based on the PVC's SIR and whether the PVC is an inter- or intra-state PVC. For individual services in a point-to-point configuration, a customer will only be billed for one PVC charge per pair of individual services
	Other charges	Additional charges applicable for following instances: <ul style="list-style-type: none"> <li>relocation of an individual service</li> <li>end-user access speed change</li> <li>NTU configuration change</li> <li>burst ratio change</li> <li>enhanced SLAs</li> <li>service qualification charges</li> <li>early termination fee</li> </ul>
Ease of Use	Ordering	Simple and convenient 24 x7 self service online ordering capability via TW's LinxOnline™ Ordering (LOLO)
	Lead time to connect	<u>Metro</u> (15 Clear Business Days) <u>Regional</u> (17 Clear Business Days)
Support and Restoration	Helpdesk hours	24x7
	Call response time	2 hours
	Service assurance target	12 hour restoration during business hours (Metro) +1 business day (Regional) +2 business days (Remote)
	Additional service assurance options	Business Plus - 1 hour response, 12 hour restoration 24 hours, 7 days a week Express 8 - 1 hour response, 8 hour restoration 24 hours, 7 days a week
Telstra Wholesale Internal	Prerequisites	For aggregated services, a customer must have a Wholesale Ethernet over ATM (WEATM), Wholesale ATM (WATM), or a Telstra Wholesale ATM (TWI) service already installed prior to ordering a Wholesale Business DSL service.  [Provision of Wholesale Business DSL is subject to a service qualification process to determine if requested service parameters are available to a specific end-user site].

**Table 2 : Business DSL Access and PVC burst ratio options**

WBUSINESS DSL Access	PVC Burst ratio (SIR)		
	1:1	2:1	4:1
256kbit/s	256k	128k	64k
512kbit/s	512k	256k	128k
1024kbit/s	1024k	512k	256k
1536kbit/s	1536k	768k	512k
2048kbit/s	2048k	1024k	512k
3072kbit/s	3072k	1536k	768k
4096kbit/s	4096k	2048k	1024k
5120kbit/s	5120k	2560k	1280k
6144kbit/s	6144k	3072k	1536k
8192kbit/s	8192k	4096k	2048k
10240kbit/s	10240k	5120k	2560k

### Billing and payment

Billing and payment terms are set out in the Telstra Wholesale Customer Relationship agreement.

Wholesale Business DSL service charges are billed monthly, except charges for enhanced service assurance levels which are billed annually in advance.

Customers are issued with a bill each month detailing all charges: the end-user access, PVC and other charges.

### Operations and maintenance

Maintenance is provided by Telstra under the Wholesale Business DSL Service Schedule up to an individual service's head end, and up to the Telstra Network Termination Unit located at an end-user's premises. Maintenance of equipment and cabling belonging to customers or their end users is not included.

### Related products

Other Telstra Wholesale products customers might consider when purchasing Wholesale Business Grade DSL include:

- Telstra Wholesale Ethernet over ATM
- Telstra Wholesale ATM
- Telstra Wholesale Internet.

### More information

A Telstra Wholesale AccountManager can provide further details, or please visit our website at [www.telstrawholesale.com](http://www.telstrawholesale.com).

