Exetel Partnership

2020

Smarter data, voice & communication solutions for growing Australian businesses

Agent Partnership

- Services are billed to the end customer and you have a "code" whereby you receive 7.5% ongoing commission whilst in contract for that service, 5% for SMB and Residential nbn service whilst the service is online with Exetel.
- This arrangement relieves you of any liability in terms of the contract as it is with the End Client.
- Exetel can be as much or as little involved with dealing with the end client as you wish.
- The end client is aware that this is an Exetel product
- This is a non-exclusive agreement

Agent Partnership

Indicative Pricing – Telstra Standard Fibre - Metro/CBD

Telstra Standard Fibre – Metro/CBD	
LINE SPEED MBPS	MONTHLY ACCESS CHARGE (INC GST) 36 Months
20/20	$500.00
50/50	$650.00
100/100	$775.00
200/200	$900.00
500/500	$1,325.00
1000/1000	$1,575.00

Indicative Pricing – Telstra Standard Fibre - Regional

Telstra Standard Fibre – Regional	
LINE SPEED MBPS	MONTHLY ACCESS CHARGE (INC GST) 36 Months
20/20	$750.00
50/50	$900.00
100/100	$1,025.00
200/200	$1,200.00
500/500	$1,825.00
1000/1000	$2,500.00

VISP Partnership

2020

- Services are "White Labelled" so the end client is not aware that it is an Exetel service and you can market as your own.
- Services are billed to you at a wholesale rate, which is typically 10% less on the monthly fee for corporate
- No agent commission payable on these. You can add on whichever margin you like and on sell to the customer with your other services
- This arrangement means you are responsible with being involved with implementation, any support communications, and the liabilities of the contracts. (Make sure you have proper contracts for your clients to sign to protect you from having to pay ETC's should a service be cancelled).
- Any faults must be lodged with Exetel. We will then contact the upstream provider to escalate the issue.
- This is a non exclusive agreement.

VISP Partnership

2020

Indicative Pricing – Telstra Standard Fibre - Metro/CBD

Telstra Standard Fibre – Metro/CBD	
LINE SPEED MBPS	MONTHLY ACCESS CHARGE (INC GST) 36 Months
20/20	$475.00
50/50	$575.00
100/100	$675.00
200/200	$800.00
500/500	$1,000.00
1000/1000	$1,175.00

Indicative Pricing – Telstra Standard Fibre - Regional

Telstra Standard Fibre – Regional	
LINE SPEED MBPS	MONTHLY ACCESS CHARGE (INC GST) 36 Months
20/20	$725.00
50/50	$800.00
100/100	$900.00
200/200	$1,075.00
500/500	$1,375.00
1000/1000	$1,875.00

VISP Partnership

nbn™ TC-4 Plans

Service Type	Bandwidth Mbps	Included Data	VISP Monthly Price (first twelve months	VISP Monthly charge after 12 months	VoIP call Pack*
NBN TC-4	25Mbps/5Mbps	Unlimited	$57.00	$60.00	$10.00
NBN TC-4	50Mbps/20Mbps	Unlimited	$66.50	$70.00	$10.00
NBN TC-4	100Mbps/40Mbps	Unlimited	$99.75	$105.00	$10.00

Other Fibre Providers™
OptiComm | OPENetworks | LBNCo | RedTrain

Service Type	Bandwidth Mbps	Included Data	VISP Monthly Price (first twelve months	VISP Monthly charge after 12 months	VoIP call Pack*
OTHER FIBRE	12Mbps/1Mbps	Unlimited	$56.99	$59.99	$10.00
OTHER FIBRE	50Mbps/20Mbps	Unlimited	$66.49	$69.99	$10.00
OTHER FIBRE	100Mbps/40Mbps	Unlimited	$85.49	$89.99	$10.00

Key Highlights

Choice
- Provide multiple carrier options.
  - Telstra
  - NBN Enterprise Ethernet
  - AAPT/TPG
  - Optus
  - Vocus
  - Swoop (fka. Cirrus)
  - Link One
- Particularly beneficial in difficult to services locations.

Cost
- One of Australia's lowest cost providers.

Diversity of Services
- Data
- VoIP
- Cloud
- Colocation
- MPLS/Firewall

Nationwide Coverage
- Leveraging Tier 1 carrier infrastructure across Australia.

Telstra Wholesale Partnership
- Telstra's second largest wholesale partner.
- Access to market leading pricing across all zones.
- More leverage for support and escalations.

VoIP

Exetel Banter

- $22.00 per user/per month
- Licence
- Softphone (Desktop + Smart Phone App)
- PABX setup and maintenance
- Unlimited National calls as well as Landline calls to NZ, UK, USA, France, Singapore and Hong Kong
- 24 month contract per user
- Yealink T46S/W60P provided for an additional $7.99 if required ($29.99 per user/per month total)

USC

- $40.00 per channel (used for Inbound and Outbound)
- Minimum 5 channels
- Up to 100 DID numbers
- All national calls included:
    - Australian Local / National Numbers
    - Australian Mobile Numbers
    - 13 / 1300 Numbers

Yealink T46S
$275.00 to Purchase Outright

Yealink W60P
$230.00 to Purchase Outright

Small Business NBN

Indicative Pricing

Business NBN	
LINE SPEED MBPS	MONTHLY ACCESS CHARGE (INC GST)
25/5	$75.00
50/20	$85.00
100/40	$105.00

SMB NBN Features

- Dedicated Account Manager, no residential NBN call queues.
- Prioritized provisioning and technical support.

Critical Information Summary

- NBN25
http://www.exetel.com.au/files/cis/160309/nbn/CIS_Business_NBN_25.pdf
- NBN50
http://www.exetel.com.au/files/cis/160309/nbn/CIS_Business_NBN_50.pdf
- NBN100
http://www.exetel.com.au/files/cis/160309/nbn/CIS_Business_NBN_100.pdf

Residential Products

nbn™

Award-winning plans and low monthly fees

Home wireless

A great alternative to Basic nbn™. Speeds up to 12Mbps

Fibre

Fast internet for apartments and new estates

Mobile phone

No lock-in, SIM only plans. More data for your dollars

Mobile broadband

Huge data plans for broadband on the go

To check out our latest Residential offer click here: https://www.exetel.com.au/

Exetel Business Products

NETWORKING

MPLS
Exetel deploys a multi-office/multi-state/ multi-country WAN specific to customer requirements using a range of technology to connect to a fully managed private network.

Hosted Firewalls
Exetel can provide a fully managed Firewall within one of our data facilities for extra security.

ETHERNET

Fibre
Up to 10Gbps connectivity using a range of providers to provide scalable connectivity across Australia.

Copper
Up to 80Mbps connectivity for smaller businesses or redundancy.

Wireless
Up to 10Gbps of connectivity via an antenna fixed to the roof of your business. Great for remote locations, or as a redundancy service.

NBN
Using the NBN network for speeds up to 40Mbps/40Mbps with 1:1 contention and business grade SLA's

VOICE

SIP Trunking
Various call plans designed with every businesses requirements in mind.

Hosted PABX
Remove the hardware maintenance with our feature rich PABX managed in the cloud.

13/1300/1800
Our Inbound Services allow your organisation to provide your customers a low cost alternative when they contact you. Whether you wish to provide the call at the cost of a local call, or offer a toll free service, we can help.

CLOUD

Co-Location
Secure your data within one of our data centres through half or full rack spaces.

AWS/Azure Connect
We have partnered with Megaport, Amazon and Equinix to provide you with direct access to Amazon's Virtual Private Cloud (VPC) Service, as well as Microsoft's Azure Cloud service, Google's Cloud Platform, and IBM's Softlayer.

IP Transit
If you are located in one of our 14 data centres already and need Internet connectivity, you can arrange a cross-connect to our rack for fast, reliable and competitive connectivity to the Internet.

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Data Highlights

So you'll never be restricted to a single network footprint or access method in any location.

Utilising technology across major suppliers such as Telstra, Optus and AAPT/TPG, we ensure availability and diverse network technology at affordable pricing.

Four Main Reasons

WHY PEOPLE CHOOSE US

Flexible technology options & competitive pricing

1:1 contention ratio, with guaranteed uptime at all times

Simplicity every step of the way

Dedicated account manager

Provisioning and Installation

To ensure we deliver your service as fast as possible please ensure the address is 100% accurate and your comms room is ready for install, to avoid delays and withdrawal fees.

Our aim is to get your service installed along the following timeframes (Note: this can vary depending on your site requirements, and you will be informed by Corporate Provisioning each step along the way).

If a fibre build or additional fibre lead-in work is required, this work can take from 60-120 working days (depending on the scope of the work required).

COPPER AND WIRELESS SERVICES	FIBRE	DATA CENTRE
30-40 Business Days	60-90 Business Days	5 Business Days (after cross connect completed)

The following steps will be followed to ensure your service is installed as fast as possible:

1. Order submitted to provisioning.
   i. Exetel corporate provisioning team run checks, availability, exchange capacity and process the order.

2. Exetel corporate provisioning confirms order submitted
   i. ETA (Estimated Time of Activation) provided within 5-10 business days

3. Onsite visits confirm installation requirements
   i. this is where majority of the work takes place
   ii. You will be notified along the way of any potential costs and have the ability to cancel the order at no penalty should there be any unforeseen costs to get the service to your office

4. Service installed
   i. From MDF (Main Distribution Frame) to IDF (Intermediate Distribution Frame) to comms room

5. Installation completed

6. Test the service
   i. In conjunction with your site contact and at an agreed (usually after working hours) time, plug the Exetel circuit in to your site router/switch and unplug your current provider's circuit. In conjunction with your site contact you/we go through an agreed implementation check to ensure that the new circuit is delivering exactly what you expect of it – if there is any problem at all your current supplier's circuit is immediately re-connected while our Project manager determines where any problem might
   ii. be and then recommences the implementation check testing.

7. Service Activated

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Support

Exetel is committed to ensuring our customers always receive the best possible service which can be demonstrated by the following features included with all Exetel services.

✉ Get in touch

24 x 7 email support
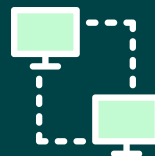corporatesupport@exetel.com.au

☎ 1300 393 835

8:30am to 9pm
Monday to Friday

**8:30am to 9pm
Monday-Friday**
(1300 190 525)
(24x7 support incur
$150 per instance, or
ongoing $50 per month)

Dedicated Account Manager
and contact numbers for
support and assistance.

Exetel monitoring centre
with alarm triggering SMS
to customer's nominated
mobile (24x7x365) and to
the Exetel duty engineer.
Following up within 20mins
advising of restoration plan.

**Uptime reliability
of 99.95%**

Note: ADSL and NBN Services do not have an SLA attached to the service. Exetel will endeavour to restore services as quickly as possible.

Service Level Agreement

Exetel offers 24x7x365 Service Level Assurance (SLA)

Service Credits

Service Levels are measured on a calendar monthly basis. (43,200 minutes). The Credit per Outage will be a percentage set out in the table below of the recurring monthly charges that are payable by the customer for the calendar month in which the line outage occurred.

Target Fault Response Time	1 hour
Target Restoration Time	4 hours
Target Availability, Single Circuit	99.95%

SLA Credit	0%	10%	20%	30%
	<4 hours	4-6 hours	6-12 hours	>12 hours
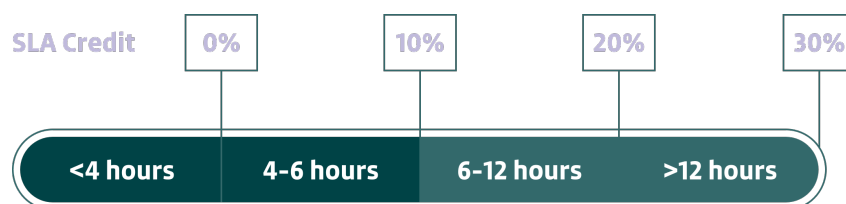
Restoration time

Note:

1. SLA's are not applicable during planned maintenance windows
2. SLA's are not applicable for customer premises equipment hardware failure and faults caused by customer network faults

Terms and Conditions

For more information please see here for our Data Terms