

## **Ace Communications Group Pty Ltd**

**ABN: 11 100 728 158**

### **Fault Response, Repair Times and Service Speed Rating**

This document outlines the fault lodgement response and repair times and also the minimum requirements placed on service speed rating for Ace ADSL One and Ace ADSL 2+.

#### **ADSL One Fault Lodgement Response and Repair Times**

For a fault, Ace Communications will use reasonable endeavours to meet the target response times and repair times set in the following table:

<b>Location of Fault</b>	<b>Target Response Time</b>	<b>Target Repair Time</b>
Within an Urban Area	8 Business Hours	1 Clear Business Day
Within a Rural Area	8 Business Hours	2 Clear Business Days
Within a Remote Area	8 Business Hours	3 Clear Business Days

If a fault is received between 5:00pm on a Business Day and 9:00am on the following Business Day, the fault is then deemed to have been received at 9:01am on the second Business Day.

#### **Example calculation of response and repair times for a fault report**

If a fault report in an Urban Area is received on Friday at 2:00pm then (assuming Friday and Monday are not public Holidays): a) the target response time will be Monday at 2:00pm being 8 hours (business hours) after receipt of the fault report; and b) the target repair time will be Monday at 5.00pm being 1 clear Business Day after receipt of the fault report.

#### **ADSL 2+ Fault Lodgement Response and Repair Times**

All ADSL 2+ faults and repair times are treated on a 'best effort' basis.

### **Service Speed Rating**

All ADSL services are provided as an Internet Grade 'best effort' service where speed limits are implemented as per the individual service. Internet Grade services are allowed to connect at the best possible downstream speed on their line with line speed set at the maximum downstream rate (based on the chosen ADSL plan).

The following table details the minimum requirements in relation to the Internet Grade services for which any speed obtained greater than or equal to the acceptable speed listed is not considered a fault and cannot be reported as a speed related fault.

<b>ADSL Line Transmission Rate</b>	<b>Acceptable Downstream Speed*</b>	<b>Acceptable Upstream Speed*</b>
8000/384 kbps	110 (880 kbps)	17 (138 kbps)
ADSL 2+	110 (880 kbps)	17 (138 kbps)

\* Kilobytes per second (kilobits per second in brackets)

Speed tests must be completed using the online speed test at <http://speedtest.acecommunications.com.au>. The speed tester is provided as a guide and is not a definitive indicator of your service speed. We will require at least three speed tests be completed (preferably at least one hour apart) before we can lodge a fault with our wholesale provider. At least one of these tests should be completed during the off peak hours of midnight to 4am, to determine whether slow speeds are the result of contention or individual line factors.

Please note the above specifications are governed by our wholesale providers to which Ace Communications are bound for the speed fault lodgement process.