exetel™ Get things done.

Low Prices on High Speed DSL

Call us now on 1300 393 835

9 reasons to choose Exetel

Join the thousands of Australian businesses that save on data with Exetel

Enjoy a guaranteed level of up-time

Get your service installed and activated within 30 days

Low priced plans with big allowances

Market-leading Service Agreement. 4 hour re-activation target

Australia wide coverage

Tailor your DSL plan. Higher speeds available.

Choose between a 12, 24 or 36 month contract

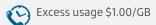24/7 support and a dedicated Account Manager
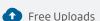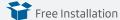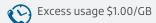
Better plans. Lower prices.

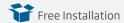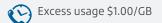| 1Mbps	2Mbps	3Mbps	4Mbps
100GB Download	**200GB Download**	**200GB Download**	**500GB Download**
Free Uploads	Free Uploads	Free Uploads	Free Uploads
Free Installation	Free Installation	Free Installation	Free Installation
24/7 Support $100/mth	24/7 Support $100/mth	24/7 Support $100/mth	24/7 Support $100/mth
Excess usage $1.00/GB	Excess usage $1.00/GB	Excess usage $1.00/GB	Excess usage $1.00/GB
$300/mth	$425/mth	$500/mth	$575/mth

Better features with every plan.

National Infrastructure.
Cheaper Prices.

Exetel delivers high-speed communication and internet services with the reliability you demand at a better price than any other provider.

To connect to Exetel's Midband Ethernet service you'll need a router port that can connect to an Ethernet cable run from a Network Termination Unit (NTU) installed into a mutually agreed point in your premises. Exetel provides the NTU including an RJ45 cable to plug into your router.

Connecting is easy.
All you need is a phone line.

To connect to Exetel's high-speed SHDSL services you will need a DSL modem or DSL router.

We will configure your DSL modem or router, physically connect it to the DSL line and test the circuit to ensure that it operates to specification. All you need to do is to plug in an Ethernet cable from the Exetel provided router to your router to activate your service.

The modems/routers we provide remain Exetel's property and if you discontinue the service both the DSL line and the modem/router are de-commissioned.

The router/modem provided may not be used for any purpose other than terminating the SHDSL line and for the physical connection of the customer's network via its own router. Specifically you must not make any changes to the router's IOS or to its configuration.

The telephone line required for a high speed SHDSL service is a standard PSTN service that does not go through a PABX or a Commander or other Key Station system. This line cannot be used for other telephone services such as fax or voice; it must be dedicated to the SHDSL service. The line required to connect to the business grade SHDSL service is provided by Exetel within the quoted price and does not affect other telephone lines and services.

Quick Installation.
Better Planning.

It takes just 30 business days from the date your application is submitted with Exetel to the date your service is installed and activated.

Within 7 days of your application being received you will be given a planned installation date. The actual date will be confirmed within 21 days.

Better Service Agreement.
Greater Peace Of Mind.

Many providers don't offer a service level guarantee and can leave their business clients waiting longer than 36 hours to resolve a fault.

With an Exetel Service Level Agreement, when a problem occurs the fault is defined and resolved within the timeframe set by your agreement. Our SLA and pricing vary so you can choose the level of cover that is right for your business depending on your operational reliance on the internet.

Our target fault response time is 1 hour. Our target restoration time is 4 hours.

Your Service Level Agreement

Service Type	Definition	Service Level Guaranteed
Service Availability	The availability of the connection between the customer router/modem and the Exetel network.	Exetel will ensure that service availability is no less than 99.95%
Response Time To Acknowledge Service Fault	The time it takes Exetel to acknowledge a problem exists.	Exetel will ensure that any email or phone call received advising Exetel of a "line out" problem will be acknowledged and logged within 60 minutes
Time To Restore A Line Out Service	The time it takes Exetel to re-activate the service.	Exetel will guarantee that it will re-activate a line that has dropped out within 4 hours of the problem being logged.

Credit For Outage. Your Guarantee.

Exetel will provide you with a designated service up time per calendar month basis. In the event that we do not deliver the service covered under the SLA at the level(s) guaranteed then a schedule of rebates of the monthly access fee will apply.

SLA Credit

0%	10%	15%	20%
< 4 hours	4-6 hours	6-12 hours	> 12 hours

Restoration time

Frequently Asked Questions

1. Can I use a voice service on the same line as an SHDSL service?
No. SHDSL (Symmetrical High-speed Digital Subscriber Line) requires a dedicated PSTN (Public Switched Telephone Number) line with no peripherals attached. A voice service cannot run over the line dedicated for an SHDSL service. Therefore with every SHDSL connection a new line is installed. There are some circumstances if you have a free PSTN line available that the service can be installed on this line, however there are no cost advantages for doing so.

2. How long does it take to provision a service?
SHDSL provisioning is 30 working days.

3. I have an ADSL modem/router. Can I use this for SHDSL?
No. SHDSL uses a different spectrum. A Cisco 878 router is supplied with every service.

4. I have an existing SHDSL service. Can I churn to Exetel?
Yes. An SHDSL migration or churn can be done if you currently use SHDSL through a provider that resells either Powertel or Optus. Provisioning time is quicker at 5-10 working days. However, the churn ONLY takes place when your previous service is cancelled by the previous provider. You should check with your provider if there are any contractual exit clauses.

5. What is the SHDSL provisioning process?
- Once the order is received by Exetel, the order is submitted by Exetel to either Optus or Powertel. They pass on the company address and order details to Telstra for Name/Address matching and qualification of service (SQ).
- Telstra performs the "cutover". The ULL (Unconditional Local Loop) is prepared and SHDSL enabled from the exchange to the MDF (Main Distribution Frame).
- The wholesale provider (either Optus or Powertel) then performs the install. They check line from MDF to "socket" at the customer's premises. A technician will also install the router with the service. They will check with the technicians at base that the service is working at layer 2 level.
- Completion advices are issued to Exetel. All services are ordered with the end-customer (and Exetel) management of the router. These logins and passwords are issued at completion.
- Any additional IP's requested are implemented.

You are kept informed at all stages of the SHDSL provisioning process via email.

6. Do I need to be in attendance at cutover and install of service?
Correct site contact details supplied on the order form are very important. You should be very specific and make sure the site contact is available at the crucial times of cutover and install. At cutover, if the MDF is not easily accessible, Telstra will call the you in order to gain access. If they cannot contact you, then they will simply move on to the next job and you will be charged for this missed cutover.

If you know of any particular or difficult circumstances with the location of the MDF, these details should be detailed in an email to Exetel or please call us on 02 8030 1050 to discuss any problem that may prevent simple installation of the new line.

7. Where is SHDSL Available?
Exetel are able to provision services Australia-wide where it is available. Pre-qualification checks are done according to a PSTN line supplied. Full qualification including line speed is only done by Exetel's submission of the order with one of their wholesalers. If a required line speed is not available customers are informed of the alternative (slower) speed and asked if they would like to progress with the order. In some cases Telstra may reject the order because there is no spare copper to run the dedicated line. In this case, and only as a last resort in order to get an SHDSL service, the customer may be asked if they wish to sacrifice an existing PSTN line.

8. If I choose not to go ahead, are there any cancellation charges?
Yes, charges depend at what phase of the ordering process we are up to.

- Within 2 business days of order - $55
- Within 5 business days of order - $165
- Within 15 business days of order - $275
- Within 20 business days but before completion of order - $1,100

These are charges stipulated by our wholesaler. Exetel does not place any surcharge or gains for profit, but they will be passed on to the customer.

9. Does Exetel bundle Voice with SHDSL?
Yes. Your company can utilize Exetel's Voice service with SHDSL.

We have a corporate voice plan. We offer a discount on your SHDSL service when using us for voice as well. The discount equates to 10% of the (ex-GST) charges of your monthly call spend credited from your monthly SHDSL access fee. Your minimum monthly voice spend must be $500.

10. What is the Contention Ratio?
There is no contention. All services are provisioned on the basis of enough capacity to meet peak demand.

11. What is the International Bandwidth?
Currently, Exetel has 5.35Gbps with Optus and 1.15Gbps with Verizon.

Optus IP Traffic 5.35Gig	Verizon IP Traffic 1.15Gig
NSW Optus IP (2.85Gbps)	NSW Verizon IP (700Mbps)
VIC Optus IP (900Mbps)	VIC Verizon IP (400Mbps)
QLD Optus IP (850Mbps)	
WA Optus IP (350Mbps)	
ACT Optus IP (200Mbps)	
SA Optus IP (200Mbps)	

12. How are links between Perth/AdelaideMelbourne/Sydney/Brisbane configured?
The Sydney-Melbourne/Brisbane/Adelaide/Perth links are ATM Permanent Virtual Paths via the Optus national ATM MultiNet. They are used to connect Exetel's POP in PowerTel (Sydney) to the XYZed Points of Interconnect (POI's) in the other states. Exetel has its own POPs in MEL and QLD which terminates all metro Ethernet and SHDSL services in each of these states locally.

13. Our domain is hosted by another provider. What do we need to do to switch to Exetel?
Exetel offer email, domain name and web hosting, but you don't need to switch if you are happy with the hosting you have. If you do want Exetel to provide hosting, you can send an email to hosting@exetel.com.au and we will contact you to discuss the details.

14. Does Exetel allow L2TP/IPSEC VPN's over your network?

Yes. Exetel provides an IP connection from each site to the Exetel central router. There are no restrictions or blocks on what IP traffic or protocols you run over the link. You can configure IPSEC between your own devices and create tunnels or other VPN connections however you want, using, but independently of the link Exetel provides.

15. Does Exetel have a managed service available?

The links and network are managed 24/7. You have the option of the Exetel monitoring system monitoring your SHDSL connection. If you want this service Exetel monitor the public IP address of your router and one service within your network (such as port 80 on a web server for example). The system can also optionally send you an email notice of missed responses.

Note: Control of the CPE,will not be supplied to end customers. If you want NAT and/or DHCP configured, or a basic change like the LAN ip address changed, Exetel will do this for you as a once off configuration change once the circuit has been installed. Please email businesssupport@exetel.com.au with the exact configuration you want, the minimum information you need to include is:

Company Name: _____

SHDSL Line Number: _____

Router LAN IP Address: _____

NAT?: Y/N

DHCP?: Y/N

Addresses to exclude:_____

From DHCP: _____

There is no charge for the above once off configuration.

16. What is the billing period and due date?

Billing is debited from the nominated account on the 1st of the month or nearest business day. It covers the calendar month in advance. The invoice for monthly access fees is emailed approximately 7 days after the debit, to ensure that all payments have cleared. An installation invoice will be emailed and funds debited on the date the service is completed. At the same time, there is a pro-rata charge for service covering the period the date the service was connected to the end of the calendar month. An invoice, reflecting the fact that payment has been successfully processed, is emailed approximately 7 days later. Excess (if any) download charges are debited on the 1st of each month. This is billed in arrears (previous month).

17. What are the charges for withdrawing a pending SHDSL application?

Please go to the Terms & Conditions page of the Exetel website and refer to Exetel Corporate SHDSL 'Application Withdrawal' clause 6.

18. What are the charges for cancelling an SHDSL service prior to the committed contract term?

Please go to the Terms & Conditions page of the Exetel website and refer to Exetel Corporate SHDSL 'Minimum Term' clause 1

19. Can I transfer my SHDSL service if I move?

This depends upon whether the premises that you are moving into fall into an Optus or Powertel enabled exchange. Please contact Exetel before you move to confirm whether you will be able to continue using your SHDSL service. Assuming that your new site is within Optus/Powertel coverage area, a full service order on 24 month is needed to avoid cancellation charges. Service activation lead-time of 20 working days with standard relocation fee of $350 applies.

20. What will be the cost of speed upgrade/downgrade?

There is a once off $350 speed upgrade fee for services within the same technology type (e.g. ADSL or SHDSL). If speed change is requested and using different technology type (say from SHDSL to ADSL) the full install fee will apply since this constitutes a new service rather than an upgrade.

21. Why MPLS is not necessary for 99% of Australian businesses?

In almost every case where MPLS is offered, it is a con by the service provider to 'upsell' you something that you neither need or want, nor indeed is even really MPLS in the true sense anyway, and almost certainly don't understand. If you have a very large national or international network, with hundreds of sites and an annual IT budget in the millions of dollars, like WalMart, Ford or NASA, then MPLS could well be for you.

If not, then the bottom line is, if you, the customer want true MPLS, you will first need to hire or engage a Network Engineer who is expert in BGP. If you don't have one of those, then the reality of MPLS to you is that it is going to be nothing more than a (much) more expensive way of having a normal VPN.

Some facts about MPLS and the Exetel network you may be interested in are:

- Many carriers, Exetel included, use MPLS within various parts of their network. Depending on the circuit type(s) you order, MPLS will almost certainly be used for part or all of the transit of your data - as is the case with all networks, and the Internet, in general.

- 'MPLS' is one method of creating a tunnel for IP traffic within another IP network. In terms of performance, latency and every other aspect of the performance the end user will see, it is no better or worse than any other method of tunneling data

- For the interconnection of very large networks with other very large networks, MPLS can make the management of the network more cost effective. For small networks and VPNs, other tunneling methods are often more efficient and cost effective to manage.

- There is no restriction for an end user to run MPLS across the Exetel network, should they wish to do so.

ⓘ Additional Information.

* All prices include GST. Pricing is subject to location and infrastructure used.

The service comes standard with support from 8:30am-9:00pm Monday-Friday (excluding public holidays). 24/7 support is available for $100.00/mth.

Speeds up to 1,000Mbps/1,000Mbps can be quoted on request.

If the service is moved to another address or cancelled before the end of the initial contract period then the remaining monthly charges are charged.