OUR CUSTOMER TERMS
ENTERPRISE IMPACT MANAGEMENT ON DEMAND

CONTENTS

OUR CUSTOMER TERMS
PROFESSIONAL SERVICES

Certain words are used with the specific meanings set out under clause 8 and in the General Terms of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm.

1   ABOUT THIS PART

1.1   This is the Enterprise Impact Management On Demand section of Our Customer Terms.

1.2   The General Terms of Our Customer Terms at https://www.telstra.com.au/customer-terms/business-government apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

1.3   The Professional Services section of Our Customer Terms at https://www.telstra.com.au/customer-terms/business-government also apply.

2   SERVICE SUMMARY

2.1   Enterprise Impact Management (EIM) On Demand is an on demand Professional Service designed to support customers during the assessment, planning, remediation and post-incident review phases of an Incident.

3   SERVICE FEATURES AND DELIVERABLES

3.1   EIM On Demand includes the following:

Service feature	Description
Impact Appraisal	We work with you to understand the full impact the Incident is having on your business
Resolution Plan	We develop a plan with you, using extensive knowledge of our products, focused on specific objectives, to minimise the Incident's impact on you and help to minimize the time taken to restore your Impacted Services.
Implementation of Resolution Plan	Our EIM On Demand team works within Telstra to prioritise the allocation of our resources to address your Incident in accordance with the Resolution Plan.
Track and Monitor	We track and monitor progression of the Resolution Plan objectives against the timelines documented in the Resolution Plan.
Jeopardy Management	Our EIM On Demand team will monitor any applicable service level agreements for your Impacted

	Services and when they are at risk of not being met by us, will pro-actively engage with the responsible teams within Telstra to address the risk.
Executive Communications	At intervals agreed with you, we will provide you with a concise update on your Incident, the progression of the Resolution Plan and our next actions.
Technical Liaison	Our EIM On Demand team will facilitate direct communication between the responsible teams within Telstra and your internal stakeholders to support the progression of resolutions to, or work-arounds for, your Incident.
Restoration confirmation	We will confirm with you when the Incident has been resolved.
Post-Incident Review	Following the resolution of your Incident, we can provide you with a documented outage summary of your Incident. This includes: - our summary of the Incident; - a timeline of events; - the results of our root cause analysis of the Incident, and - where possible, our recommendations on how to avoid or minimise the impact of any future recurrence of the Incident.

4   SERVICE LIMITATIONS

4.1   EIM On Demand is not available to consumer, Small Business or Wholesale customers.

4.2   In order to apply for EIM On Demand you must:

(a)   be:

(i)   a corporate customer (as defined in the General Terms for Corporate Customers section of Our Customer Terms); or

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(ii)   a government customer; and

(b)   have at least one Service with us.

4.3   EIM On Demand does not alter or amend any service level agreements or targets that apply to your Impacted Services and we do not promise, guarantee or warrant that your Impacted Services will be restored or an Incident resolved sooner than we have already committed to under any service level agreements or target.

4.4   EIM On Demand may not be available, or may only be partially available, for Incidents that are caused by, or contributed to by, a Telstra-Wide Issue. Depending on the nature and scope of a Telstra-Wide Issue, we may determine, at our discretion, which (if any) EIM On Demand service features remain available for consumption during a Telstra-Wide Issue.

5   PLAN BUNDLES AND FEES

Fees

5.1   EIM On Demand may be purchased in pre-paid blocks of Professional Service hours.

(a)   EIM Services hours are consumed in 15-minute blocks when you engage us to provide the Service, including the production of any Deliverables.

(b)   Professional Services hours expire if not consumed within 12 months

5.2   The charges set out below apply to each block of hours purchased:

Package/Block Size	Hours	Price (excl. GST)
Extra Small	10 hours	$3,000.00
Small	20 Hours	$5,800.00
Medium	40 Hours	$11,400.00
Large	60 Hours	$16,500.00
Extra Large	80 Hours	$20,000.00

6   ENGAGEMENT PROCESS

6.1   In the event of an Incident, if you wish to use your EIM On Demand service:

(a)   you must contact us via the EIM On Demand customer support contact details notified to you in writing from time to time; or

(b)   accept a transfer to our EIM On Demand customer support team from another team within Telstra.

6.2   We will respond to you to confirm the engagement and commence provision of the EIM On Demand service.

6.3   We will let you know if your Incident has been caused or contributed to by a Telstra-Wide Issue and which (if any) EIM On Demand service features remain available for consumption during a Telstra-Wide Issue.

7   ACCEPTANCE AND DEFECTS

Acceptance of Deliverable

7.1   There is no acceptance testing for EIM On Demand Deliverables unless agreed otherwise by you and us.

8   SPECIAL MEANINGS

Impacted Service means a Service you acquire from us which is materially impacted by an Incident.

Incident means an incident which has interrupted some or all of your Services and which is not a Telstra-Wide Issue.

Telstra-Wide Issue means an outage or disruption on our network or services which we have determined, acting reasonably, is causing interruption to a large portion of our customers and/or services.