

IPVPN Service Policy

This document applies to the Telstra IPVPN Service (the **Service**), and sets out our policies in relation to IP addresses, routing protocols and CoS (the **Policy**). This Policy may be amended by us from time to time on 30 days notice to you, which we may give by email. Terms used in this Policy have the meaning given to them in the agreement under which we supply the Service to you or in the IPVPN Service Schedule.

IP ADDRESSES POLICY

When we provide IP addresses to you

- 1.1 If we provide IP addresses to you, we grant to you a non-exclusive, non-transferable revocable licence to use each IP Address (**Licensed IP Addresses**) in your equipment for the sole purpose of enabling your equipment to access our PoP. We may charge you for Licensed IP Addresses. Any charges for Licensed IP Addresses will be set out in an Order.
- 1.2 You may only use the Licensed IP Addresses for the intended purpose stated by you at the time we agree to supply the Licensed IP Addresses to you, or in the case of the addresses specified below for the purpose specified below:
 - (a) the Port IP Address – as the gateway IP address for that IPVPN Port; and
 - (b) the Equipment Address – as the IP address for your Equipment that will use the IPVPN Port.
- 1.3 We may suspend or terminate your licence to use the Licensed IP Addresses if you use such Licensed IP Addresses for any purpose other than those set out in clause 1.2 above.
- 1.4 Your licence to use the Licensed IP Addresses terminates immediately upon the earlier of: (a) termination or expiration of the agreement under which we supply the Service to you; or (b) cancellation or termination of the relevant Service.
- 1.5 We may change a Licensed IP Address: (a) on 15 days written notice to you; or (b) immediately, if the change is needed because of software issues or a service difficulty requiring urgent changes in order to protect the functionality of the network services.

When you provide your own IP addresses

- 1.6 Where you provide your own IP addresses:
 - (a) we may, as a condition of providing the Service, require you to provide us with IP addresses from within a certain block agreed between the parties (**Your Supplied IP Addresses**); and
 - (b) you grant us a non-exclusive, non-transferable, revocable licence to use Your Supplied IP Addresses for the purpose of providing the Services to you.
- 1.7 Your Supplied IP Addresses terminate immediately upon the earlier of (a) termination or expiration of the agreement under which we supply the Service to you; or (b) cancellation of the relevant Service.
- 1.8 If you use Your Supplied IP Addresses for your Service, you must use Your Supplied IP Addresses for all interfaces associated with the use of that Service (including the Port IP Address and Your Equipment IP Address).
- 1.9 You must give us at least 15 days' prior written notice of any change in Your Supplied IP Addresses.

ROUTING PROTOCOLS POLICY

- 1.10 You must ensure that the required routing protocols are implemented and operated between your Equipment and our Network. We may change our routing protocols, on five days' written notice to you, except in relation to the parameters of the CoS.
- 1.11 For all BGP configuration requirements such as routing and IP prefixes, you must notify us in advance so that we can verify and validate any solution configuration requirements. We will discuss your requirements with you and any subsequent changes which may be required.

COS POLICY

- 1.12 You must mark each IP packet to be sent across a Service by inserting an IP Prec/DSCP value in the TOS header of each IP packet, which corresponds to a subscribed CoS according to IP Prec marking to CoS mapping guidelines that we provide to you from time to time. If an unmarked IP packet or an IP packet with an IP Prec/DSCP marking that does not correspond to a subscribed CoS is delivered to a Port, we may:
 - (a) handle the IP packet as if it had been assigned to the lowest subscribed CoS or the Low Priority Data CoS; or
 - (b) discard the IP packet
- 1.13 Where at any time the relative proportion or volume of IP packets with a particular CoS presented to a Port exceeds the subscribed CoS as specified in the Order (**Excess Packet**), we may, at our sole discretion:
 - (a) if an Excess Packet is designated with the Voice CoS, either decline to accept or subsequently deliver the Excess Packet;
 - (b) if an Excess Packet is designated with a CoS other than the Voice CoS, handle that Excess Packet in accordance with the lowest subscribed CoS or the Low Priority Data CoS, or decline to accept or subsequently deliver the Excess Packet;
 - (c) accept and deliver some or all of the Excess Packets in accordance with the selected CoS, in which case we will have no responsibility for the performance or quality of service in relation to those Excess Packets or the impact on other IP packets handled by the Port at the same time; or
 - (d) otherwise handle the Excess Packet in a manner that is in accordance with our Port ingress and egress CoS queuing policies, of which we advise you from time to time.