

IP TRANSIT SERVICE SCHEDULE - Australia - (Including VOCUS INTERNET EXPRESS)

1. DEFINITIONS

Business Hours means a period of time from 9am to 5pm on a day that is not a Saturday, Sunday or a public holiday.

2. THE SERVICE

- 2.1. This Service Schedule is for the supply of IP Transit delivered across the Vocus network. This Service Schedule will apply to the first and any subsequent Service Orders executed by the Customer and Vocus.
- 2.2. The *Telecommunication Act 1979 (Act)* (NBN Anti-Cherry Picking provisions) prevents Vocus from providing certain services to small businesses with less than 15 employees. An exception applies where the small business is also a carrier or carriage service provider as defined in the Act. By agreeing to accept the service, the Customer represents and warrants to Vocus that either:
 - (a) it has more than 15 employees; or
 - (b) it is a carrier or carriage service provider, as defined in the Act.
- 2.3. If the Customer's number of employees falls to less than 15 at any time during the provision of the service, the Customer must notify Vocus in writing. In that event, if the Customer is not then a carrier or carriage service provider, Vocus will use its reasonable endeavours to transfer the service to a preferred wholesale supplier for the remainder of the term. If the customer does not accept the proposed transfer or Vocus is unable to source an appropriate wholesale supplier, the service will terminate and termination fees may be payable.

3. PREREQUISITES TO SUPPLY OF THE SERVICE

- 3.1. The Service is subject to the Standard Terms and Conditions between Vocus and the Customer. Defined terms in the Standard Terms and Conditions have the same meaning in this Service Schedule unless expressed to the contrary.

4. PROVISION OF SERVICE

- 4.1. Vocus maintains and operates the Vocus network under the Autonomous System Numbers 4826, 9889, and 18037. Vocus may add or remove Autonomous System Numbers from the Vocus network as required.
- 4.2. The Vocus international network includes peering and transit services with numerous networks to ensure redundancy, network resilience and network reachability. Vocus reserves the right to add, change or remove peering and transit services, without notice.
- 4.3. Customers may exchange route information with Vocus via the Border Gateway Protocol version 4 (BGP).
- 4.4. Vocus will supply a full global BGP routing table to the customer or a default route as specified in the Service Order.
- 4.5. The global routing table is large and constantly growing. If the customer elects to use BGP and receive a full routing table, the Customer is advised to ensure their equipment is capable of supporting the current table and its future growth.

- 4.6. Vocus will provide a standards based interface for the Customer to connect to the Vocus access device at each agreed location. The Customer may choose from the following interface types:
- Electrical Fast Ethernet as per IEEE 802.3u
 - Optical Gigabit Ethernet as per IEEE802.3z
 - Electrical Gigabit Ethernet as per IEE 802.3ab
 - Optical 10 Gigabit Ethernet as per IEEE 802.3ae
- 4.7. Additional Interfaces will be considered on a per request basis, and may incur additional charges.
- 4.8. The service will be delivered at the speed specified in the Service Order, at the location specified in the Service Order and for the Term specified in the Service Order.
- 4.9. A Service designated “Domestic” or “Domestic Only” on the Service Order will be provided with Internet routes advertised to the Vocus network by our intra-country transit providers and peers only. International routes to the Internet are not included.
- 4.10. A Service designated “International” or “International Only” on the Service Order will be provided with Internet routes advertised to the Vocus network by our international upstream transit providers and peers only. Intra country routes to the Internet are not included.
- 4.11. A Service designated as “Blended” on the Service Order will be provided with both intra-country (i.e. Domestic) and international routes from our transit providers and peers.
- 4.12. Where a service is not designated “Domestic” or “International” then it is assumed to be Blended.
- 4.13. Where the Service is delivered into a data centre, Vocus will terminate the Service in a common area or meet-me room, irrespective of any Vocus Equipment to be situated in the Customer’s colocation facility. It is the responsibility of the Customer to arrange any cross connection cabling between the location at which the Service is terminated and the Customer’s equipment.
- 4.14. Without liability to the Customer whether or not under the Service Level Agreement, Vocus reserves the right to undertake any action necessary to protect its network including undertaking protection measures against a DDoS attack.
- 4.15. The Customer must not use BGP routing protocols or otherwise that would direct Customer bound traffic to Vocus DDoS mitigation devices unless they have an active DDoS Protection Service in accordance with clause 15.

5. BILLING

- 5.1. The Service may be billed using one of the following methods:
- a) Flat Rate, whereby the Service is billed a fixed monthly amount based on the Service speed.
 - b) Data Plan, whereby the Service is billed a fixed monthly amount based on a fixed quota and a variable amount for any usage above the fixed quota. See clause 5.3.
 - c) IP Burst, whereby the Service is billed a fixed monthly amount for usage up to a fixed speed and a variable amount for any usage above the fixed. See clause 5.4.
- 5.2. The Service may be ordered with Flat Rate billing where the Service is billed a fixed monthly fee with no additional usage charges.
- 5.3. The Service may be ordered with Data Plan billing where the usage is billed per GB, in which case the Service is charged a fixed monthly fee for a fixed amount of traffic with any excess

usage charged at the per MB or per GB rate as listed in the Service Order. Usage is calculated based on the Autonomous System Numbers as follows:

- a) Services connected to the Vocus networks AS4826 and AS18037 are billed based on the larger of the amount of downloaded or uploaded data during the billing period; or
 - b) Services connected to the Vocus network AS9889 are billed based on the total of the amount of downloaded and uploaded data during the billing period.
- 5.4. The Service may be ordered with IP Burst billing. IP Burst is a billing option whereby the Service will be billed using a 95th percentile billing method. The Customer agrees to purchase an amount of IP Transit in Mbps (referred to as the Committed Speed) at a fixed monthly fee and may transmit up to the speed of the Service (referred to as the Burst Speed). Where the measured usage of the Service (in Mbps) is above the Committed Speed, the Customer agrees to pay for usage above the Committed Speed. The fee for usage above the Committed Speed (referred to as the IP Burst Fee) is charged per Mbps and will be listed on the Service Order. The ratio of the Burst Speed to the Committed Speed shall not exceed 2:1 unless otherwise agreed by Vocus. Bandwidth above the Committed Speed is subject to availability and is not guaranteed.
- 5.5. The Service may be ordered with Aggregated Billing. Aggregated Billing is a billing option whereby two (2) or more ports may be billed as if it was a single port. For example, two (2) separate 100Mbps ports may be billed as 200Mbps. A charge for each additional port applies.
- 5.6. Aggregated Billing may be combined with IP Burst, subject to the approval of Vocus. Where the Customer orders additional ports without also increasing the amount of IP Transit (in Mbps) to match the total bandwidth supplied, the Service will be billed using Aggregated Billing with IP Burst and the IP Burst Fee will be as stated in the Service Order or, where not stated in the Service Order, will be 25% more than the per Mbps fee for the associated IP Transit.
- 5.7. Aggregated Billing and IP Burst are not available in all locations or with all Services.
- 5.8. The Service may be subject to once-off installation fees depending on the Service location, speed, equipment and availability of network infrastructure and Initial Term. Any such fee will be as specified in the Service Order.

6. THIRD PARTY SERVICES

- 6.1. Where the Service provided by Vocus includes equipment or transmission services from a third party supplier ("Supplier"), additional charges may apply for:
- a) Cabling, network construction and other work to connect the Supplier's network to the network boundary at the Customer's location;
 - b) Cabling and associated works between any network boundary point and the Customer's location;
 - c) Other items or services as charged by the Supplier from time to time.
- 6.2. Any additional charges from Suppliers related to clause 6.1 a) or 6.1 b) will be provided to the Customer for approval and any Service dependant on the Supplier's services will be placed on hold. Where the Customer approves the additional charges, within any validity period imposed by the Supplier for the additional charges, provisioning of the Service will recommence and additional charges will be billed to the Customer. Where the Customer does not approve the additional charges, the Service involving the Supplier's services will be cancelled, at which point any cancellation fees from the Supplier will be payable by the Customer including, but not limited to, any cancellation fees for work already completed, equipment provided or for any feasibility studies or site surveys.

7. SERVICE INCREMENTS

- 7.1. A minimum speed of 10Mbps applies unless otherwise agreed or offered by Vocus.
- 7.2. The service is available at speeds:
 - a) starting at 10Mbps and increasing in 5Mbps increments up to 100Mbps, then
 - b) from 100Mbps and increasing in 50Mbps increments up to 1Gbps, then
 - c) from 1Gbps and increasing in 500Mbps increments up to 10Gbps, or
 - d) at a speed as approved by Vocus, from time to time.

8. IP ADDRESSES SUPPLIED BY VOCUS

- 8.1. Customers may elect to use Vocus supplied IP addresses.
- 8.2. Addresses supplied are of type IPv4 and/or IPv6.
- 8.3. A single four (4) IPv4 subnet will be provided at no charge. Fees apply for any additional IPv4 addresses.
- 8.4. Any IP addresses allocated to the Customer by Vocus remain the property of Vocus and may not be transferred.
- 8.5. The Customer's right to use the Vocus supplied IP addresses ceases upon termination of the agreement for supply of the Service, cancellation of the Service or where Vocus ceases to provide the Service to the Customer.
- 8.6. Vocus reserves the right to change any Vocus supplied IP addresses allocated to the Customer on at least 7 days notice or immediately if an urgent change is required in order to maintain Vocus network availability or stability or to correct a fault. Vocus will work with the Customer in order to minimize any disruption to the Service during the change.
- 8.7. Once the Customer cancels the Service to which the IP Addresses are attached, the IP Addresses may be allocated to the Services of other Vocus customers, unless the Customer requests their reallocation to an active Service and where such request for reallocation occurs prior to the aforementioned Service cancellation and is technically feasible. Additional fees apply for allocations of more than four (4) contiguous IP addresses. Depending on the size of the address allocation, additional information may be required from the Customer in order for Vocus to fulfill the request.
- 8.8. Requests for more than 256 IP addresses are not generally available from Vocus and should be referred to APNIC (Asia Pacific Network Information Centre) or the relevant regional Internet registry.

9. VOCUS INTERNET EXPRESS

- 9.1. Vocus Internet Express (VIE) is an IP Transit Service with the following limitations:
 - a) VIE is only available at the symmetrical speeds of 10Mbps, 40Mbps, 100Mbps or 250Mbps, unless otherwise offered by Vocus, from time to time;
 - b) 100Mbps and 250Mbps services are only available to eligible customers in limited Vocus on-net and near-net buildings;
 - c) 10Mbps and 40Mbps services are only available to eligible customers in limited Vocus on-net buildings;
 - d) Customer must supply their own router;
 - e) BGP routing is not available;
 - f) VIE may not be used in a redundant port arrangement; and
 - g) VIE is only available with Flat Rate billing. Data Plan billing, IP Burst and Aggregated Billing are not available.

- 9.2. VIE may not be used by Internet, hosting or other service providers as part of their own products or services or used to aggregate Internet traffic for more than one (1) End User.
- 9.3. A VIE service may be re-sold “as-is” to an End User.
- 9.4. VIE may not be sold for provision into a data centre, except where agreed to in writing by Vocus.
- 9.5. Where the Customer is in violation of clauses 9.2 or 9.4, Vocus may suspend or cancel a service on two (2) days written notice.

10. TERMINATION FOR EXCESS INSTALLATION COSTS

- 10.1. Vocus may terminate any Service Order if Vocus in its absolute discretion determines that the cost of building the Services agreed to be provided are uneconomic, or otherwise materially different from the cost anticipated prior to the Service Order being signed. If Vocus terminates this Service Order under this clause, Vocus may not charge You for any unexpired part of any Initial Term specified in the Service Order. This clause supersedes clause 5 of the Standard Terms and Conditions.

11. FAULT REPORTING, RESPONSE AND RESTORATION TIMES

- 11.1. Before reporting a fault to Vocus, the Customer must take all reasonable steps to ensure that the fault is not a fault in any Customer equipment or within the customer’s administrative domain.
- 11.2. Customers who rely on Vocus supplied Customer Premise Equipment (**CPE**) must specifically ensure that the Vocus CPE is receiving power and cooling as required to be operational.
- 11.3. As soon as the Customer has confirmed the fault is related to the Service supplied by Vocus, that fault must be reported to Vocus by means of the B2B interface, email or telephone call and a trouble ticket opened.
- 11.4. Vocus will respond to faults as per the following table:

Fault Level (Priority)	Target Response to Faults Logged via Email	Target Response to Faults Logged via Phone
P1 Fault (Service Down)	-	30 mins
P2 Fault (Service Significantly Impaired)	12 hours	4 hours
P3 Fault (Minor Issue)	24 hours	24 hours

- 11.5. Vocus will use its best efforts to restore a Service within the times as per the following table:

Site Location	Vocus Target Restoration Time	
	Business Hours	Outside Business Hours
Brisbane, Melbourne, Perth, Sydney	4 hours	8 hours
Adelaide, Canberra	8 hours	12 hours

Site Location	Vocus Target Restoration Time	
	Business Hours	Outside Business Hours
Other Points of Presence	8 hours	12 hours

- 11.6. Vocus does not guarantee that a Service will be restored within the times specified above however will use all reasonable efforts to restore a Service within the times specified.
- 11.7. The Vocus Target Restoration Time commences:
- After the fault has been notified to Vocus and Vocus has opened a trouble ticket; and
 - Once the fault has been categorised by Vocus as a P1 Fault.
- 11.8. The Vocus Target Restoration Time does not apply where:
- The fault is not a P1 Fault;
 - The Site Location is outside the metropolitan area of the listed city;
 - The Service is provided using a third party transmission service. The Target Restoration Time for a service delivered in whole or in part using a third party transmission service is the Vocus Target Restoration Time plus any target or estimated restoration time of the third party service;
 - Vocus is prevented access to the Service, including any Vocus Equipment;
 - Vocus diagnoses the fault as not with the Service; or
 - The fault is due to a Force Majeure Event.

12. SERVICE LEVELS AGREEMENT AND REBATES

- 12.1. Vocus provides the IP Transit Service with the following Service Levels:

Service Availability (%)	99.95%
Service Failure min/PCM	22 mins

- 12.2. Service Availability is defined as the period in which the Vocus network is performing at or better than the following figures. Measurements are taken between the router delivering the service to the Customer and the Vocus core router located in the Vocus San Jose POP.

Latency (RTT)	< 235ms
Packet Loss	< 0.5%

- 12.3. Should in any given month the IP Transit Service not perform to the above Service Level, Vocus will provide the customer with a Service Level rebate.
- 12.4. The Customer must report the fault in accordance with clause 6. The following rebates will be provided in respect of valid claims:

Sum of all Outage time in a month	<22 min.	22 min. to < 1 hour.	1 hour to < 2 hours	2 hours to < 4 hours	>4 hours
% of monthly charge rebated	0%	5%	10%	15%	20%

- 12.5. A rebate is not payable in any form other than a credit to the Customer's account and in any month is capped at 20% of the monthly service charge for the affected Service.
- 12.6. A Service Level rebate claim must be submitted in writing within five Business Days from the date on which the fault was restored. Vocus will not be required to consider any claims submitted after five Business Days.

- 12.7. Once a claim is received, Vocus will review the event and calculate the rebate (if applicable) and credit it to the Customer's account.
- 12.8. The Customer will not be entitled to claim a rebate to the extent caused directly or indirectly by:
- (a) the act or omission of the Customer;
 - (b) failure of the Customer's equipment;
 - (c) failure of services supplied by the Customer to the Vocus CPE;
 - (d) Supplier Failure;
 - (e) Scheduled Maintenance;
 - (f) suspension by Vocus of the service in accordance with the Standard Terms and Conditions;
 - (g) Force Majeure.
- 12.9. Service Claims must be submitted via email to src@vocus.com.au.

13. SCHEDULED MAINTENANCE

- 13.1. Vocus requires from time to time the ability to perform maintenance on the network. Vocus must give notice via email to the technical and administrative contact listed on the IP Transit Service Order as follows:

Category	Notice Period	Duration	Period
Consultative	As Agreed by Parties	As Agreed by Parties	As Agreed by Parties
Planned Major	10 Business Days	< 60 mins	1am – 5am (AEST)
Planned Minor	5 Business Days	< 15 mins	1am – 5am (AEST)
Unplanned Minor	24 Hours	< 5 min	1am – 5am (AEST)
Emergency	as long as reasonably practicable	as short as reasonably practicable	-

14. ROUTE ANNOUNCEMENT, REGISTRATION AND FILTERING

- 14.1. The Customer must announce all prefixes for which the customer wants to receive IP Traffic by way of Border Gateway Protocol Version 4 (BGP).
- 14.2. Vocus will in all cases filter prefixes and AS Numbers it receives from the Customer.
- 14.3. The Customer must register all routes and downstream AS Numbers from which it wishes to receive traffic from Vocus with the Vocus NOC. Vocus will update its own filters and advise its upstream providers and peers within 48 hours.
- 14.4. Vocus may be required to update filters with some of its transit providers. Vocus makes no guarantee that those providers will update their filters within the timeframe listed above.
- 14.5. By requesting the registration of a prefix or AS number, the Customer warrants that it is the owner or leaseholder of those resources, or is authorised by the owner or leaseholder to use that resource.

- 14.6. Should Vocus receive a complaint about the Customer's use of an Internet resource (such as IP block or AS number) Vocus will resolve all such complaints in favour of the organisation listed in the APNIC (or relevant regional Internet registry) WHOIS database. In the event of a dispute, the onus is on the Customer to prove ownership of the resource. Should the Customer be unable to do this, any decision taken by Vocus to not permit a prefix announcement will not be considered a breach of any SLA or covenant of this agreement.
- 14.7. Vocus will not supply public AS numbers to the Customer. The customer should contact APNIC for allocation of such resources.

15. DDOS PROTECTION

- 15.1. If ordered by the Customer with their IP Transit Service as specified in the respective Service Order or if offered by Vocus while Vocus is providing the Customer with IP Transit Services but not Internet Express (see clause 15.3 below) (**Internet Service**), Vocus must provide the Customer with a distributed denial-of-service (**DDoS**) protection service to assist in attacks that attempt to make a Vocus and/or Customer network unavailable to its intended users in accordance with this clause 15 (**DDoS Protection Service**).
- 15.2. This DDoS Protection Service provides protection against DDoS events that, in the sole opinion of Vocus, require mitigation using traffic scrubbing, filtering, black holing or other action in order to protect the Vocus network and/or the Customer's network. The DDoS Protection Service is comprised of the following products:
- (a) **DDoS Detect** – Vocus provides DDoS and traffic reporting and DDoS event alerts. Upon receiving an alert, the Customer may elect for Vocus DDoS protection. Charges are calculated upon Vocus providing protection against each DDoS event for a maximum period of 24 hours at a charge to be notified to the Customer at the time of request. Any such request for mitigation must be made by telephone to the Vocus NOC or via other mechanisms provided by Vocus. At the end of any 24 hour period, Vocus may cease providing Vocus DDoS protection in relation to the requested DDoS event unless notified by the Customer to continue for a further 24 hour period. The Customer will be charged at the applicable rate for each 24 hour period over which Vocus provides the DDoS protection and applies per Internet Service protected. The Customer accepts the charges as notified at the time of the request or as set by Vocus from time to time and these charges will be invoiced in arrears; and
 - (b) **DDoS Protect** – Vocus provides on-net DDoS protection to automatically mitigate DDoS events detected by the Vocus DDoS detection system at all times. The Customer may use BGP routing protocols or otherwise that would direct Customer bound traffic to Vocus DDoS mitigation devices for the duration of the attack only. The Customer may also contact the Vocus NOC to request Vocus DDoS protection if not detected by the Vocus DDoS detection system. Charges are calculated as a fixed service and are based on the total bandwidth of the Internet Service. Where the Internet Service includes IP Burst, the DDoS Protection Service Charge is based on the total Burst Speed.
- 15.3. If the Customer has not ordered a DDoS Protection Service, the Customer may request mitigation of a DDoS attack that is affecting the Customer's Internet Service by contacting the Vocus NOC. Vocus may offer DDoS protection only on the Customer's first request in accordance with the DDoS Detect service, after which the Customer must order a DDoS Protection Service to be able to request future DDoS protection.
- 15.4. The DDoS Protection Service provides volumetric DDoS protection, not protection against application level attacks. DDoS protection is not available if in the sole opinion of Vocus:
- (a) the traffic is not categorised as volumetric DDoS traffic, or
 - (b) the work required to identify, profile and mitigate the traffic is substantial, in which case Vocus may charge a fee for service as agreed by the Customer.

- 15.5. Scrubbing of DDoS traffic as an action to mitigate a DDoS attack is limited to the current capacity of the on-net scrubbing system within the Vocus network. At any given time the current capacity will depend on the source of the attack traffic, the ingress route and type of traffic destined for the host under attack, the volume of concurrent traffic being scrubbed and other factors. Where a DDoS attack is larger than the scrubbing capacity of the Vocus mitigation system, Vocus may black hole traffic or use other methods at its disposal to mitigate the attack.
- 15.6. Vocus will in its sole discretion decide the method of mitigation to be used against a DDoS attack including, but not limited to, scrubbing, filtering and black holing of traffic.
- 15.7. A Customer who orders DDoS Protection Service is entitled to access online systems via a single user ID as provided by Vocus which includes information regarding DDoS events. The Customer may request access for additional users (fees apply).
- 15.8. Each order for DDoS Protection Services applies only to one Internet Service (a single connection or an aggregated billing group of internet connections) provided by Vocus under a Service Order. All IP addresses associated with that internet service will be monitored. The Customer may request monitoring of additional IP addresses or a subset of a larger range of IP addresses already being monitored (fees apply).
- 15.9. For the DDoS Protection Service, Vocus is not liable or otherwise excludes all liability in negligence or otherwise (whether under this agreement, any other Vocus agreement or under any Service Level Agreement) in connection with, or in relation to:
 - (a) any traffic being rerouted away from the Customer or any delays or other changes to traffic caused by routing, filtering or cleaning of the Customer's traffic;
 - (b) DDoS events not detected or protected by Vocus; or
 - (c) any traffic to, or from the Customer's Service that may be delayed, dropped or otherwise affected.

15.10. Service Level Agreement – DDoS Protection Service

- (a) Installation lead time: 5 days where the Internet Service is already provisioned or within the standard lead time of the Internet Service where the DDoS Protection Service is ordered simultaneously with the Internet Service.
- (b) Vocus will use its best efforts to respond to a DDoS event within the following times and provide help desk and DDoS Protection Service availability as follows:

Service	Description	Target
Help Desk Response – any IP Transit Customer	Vocus response to a phone call requesting DDoS assistance from a customer without any Vocus DDoS services	1 hour
Help Desk Response – DDoS Detect Customer	Vocus response to a phone call requesting DDoS assistance	30 mins
Help Desk Response – DDoS Protect Customer	Vocus response to a phone call requesting DDoS assistance	15 mins
Vocus Help Desk Availability	Availability of the Help Desk in relation to DDoS services	24x7
Vocus DDoS Detect and DDoS Protect availability	Availability of the Vocus TDS and TPS for identification and scrubbing of volumetric DDoS traffic.	99.95%

- (c) The following Service Level Rebates are only available in relation to DDoS Protect. If DDoS Protect is not available or is unable to mitigate a DDoS attack, the Customer is

entitled to claim a service level rebate to the extent applicable below as the Customer's sole remedy for any breaches under this clause 15 (to avoid doubt the service level rebate for DDoS Detect Customer is NIL):

Duration of Unavailability	Service level rebate
Less than 22 minutes	NIL
22 minutes to < 3 hour	10%
3 hours to < 6 hours	20%
6 hours to < 12 hours	50%
12 hours or more	100%

- (d) The **Duration of Unavailability** is the total period in a month where the respective Internet Service that is protected by DDoS Protect is wholly or substantially unavailable to the extent that it is unable to be used as intended and, in Vocus' opinion, the unavailability is due to the effect of a volumetric DDoS attack.
- (e) Any rebate for unavailability of the Internet Service due to DDoS attack under DDoS Protect is in addition to any service level rebates claimed for faults in relation to the IP Transit Service and only applies to the monthly recurring fees associated with DDoS Protect and is limited to 100% of the Charges for DDoS Protect.
- (f) The DDoS Protect service is not considered unavailable for the purposes of whether the Customer is entitled to a service level rebate in the following circumstances:
- i. The reasonable time taken for the Vocus DDoS detection system to identify the DDoS attack and commence mitigation;
 - ii. The Customer is unable to access the Vocus portal providing access to mitigation features;
 - iii. The Customer has not lodged a fault with the Vocus Help Desk in accordance with standard procedures;
 - iv. The traffic affecting the Customer's Service is not considered by Vocus to be volumetric DDoS traffic;
 - v. The traffic affecting the Customer's Service is not identified as DDoS traffic by the Vocus DDoS detection or mitigation infrastructure due to the specific nature of the traffic involved (e.g. a specific attack is not normally identified by the Vocus DDoS infrastructure).
- (g) The Customer will not be entitled to claim a rebate to the extent caused directly or indirectly by:
- i. Force Majeure;
 - ii. scheduled maintenance; and
 - iii. suspension by Vocus of the service in accordance with the Standard Terms and Conditions.