



Customer Service Plan

for



Table of Contents

1	INTRODUCTION	4
1.1	PURPOSE	4
2	DOCUMENT OWNERSHIP	4
2.1	DOCUMENT DISTRIBUTION	4
2.2	DOCUMENT REVIEW	4
3	VERIZON BUSINESS SERVICES FOR NSW.NET	5
3.1	ROLES AND RESPONSIBILITIES INTERNAL STRUCTURE	5
3.1.1	<i>Service Manager</i>	5
3.1.2	<i>Account Manager</i>	5
3.1.3	<i>Technical Consultant</i>	5
4	FAULT MANAGEMENT	6
4.1	INTRODUCTION	6
4.2	APCCC FAULT REPORTING HOTLINES	6
5	REPORTING TROUBLE TICKETS	7
5.1	OVERVIEW	7
5.2	INITIAL DATA GATHERING	7
5.3	TROUBLE TICKET PRIORITIES DATA, VOICE AND IP	8
5.4	PRIORITY/SEVERITY LEVELS	8
5.5	COMMUNICATION	9
5.5.1	<i>For Priority 1 Faults</i>	9
5.5.2	<i>For Priority 2 Faults</i>	9
5.5.3	<i>For Priority 3 Faults</i>	9
5.6	MEAN TIME TO REPAIR TARGETS FOR NON-IP SERVICES	9
5.7	DEDICATED IP SERVICE LEVEL AGREEMENT	10
5.8	SERVICE RESOLUTION FLOWCHART	10
5.9	ESCALATION GUIDELINES	11
6	SCHEDULED MAINTENANCE	12
6.1	PLANNED MAINTENANCE (NON-IP SERVICES ONLY)	12
6.2	UNEXPECTED MAINTENANCE (NON-IP SERVICES ONLY)	12
6.3	IP PRODUCT SCHEDULED MAINTENANCE	12
7	PERFORMANCE MANAGEMENT AND REPORTING	13
7.1	RFO / POST MORTEM REPORTS	13
7.2	NON-STANDARD REPORTS	13
7.2.1	<i>Monthly Fault Management Performance Report</i>	13
8	SERVICE LEVEL MANAGEMENT	13
8.1	INTRODUCTION	13
8.2	MEETING STRUCTURE	13
8.3	DISTRIBUTION LIST MONTHLY REPORTS	14
APPENDIX A		15
	CIRCUIT INVENTORY	15
	APPENDIX A CONT'D	16
	OzEPRO DSL SERVICES	16
	APPENDIX A CONT'D	17
	NETWORK TOPOLOGY (DRAWING)	17

Distribution and Version Management

The ownership of this document is placed at Verizon Business. All changes will be coordinated by the Asia Pacific Service Manager. Updates of this document will be done as required.

Version	Date	Section	Distributed to	Comments
1.0	27/05/05	All	All	Document creation
1.1	30/01/06	All	All	Company name changed to Verizon Business

Version Log

1 Introduction

1.1 Purpose

The purpose of this document is to outline support information for NSW.net in Asia Pacific region, their interfaces within Verizon Business and performance criteria. Additionally, it is designed to provide a framework for assessing Verizon Business' performance against customer defined objectives. The processes described in this document are subject to change as per the operating policies of Verizon Business.

For complete information about Verizon Business Asia Pacific and its products & services, please refer to our website <http://asia.verizonbusiness.com/>. This website also provides information on service level agreements, various monitoring & reporting tools that will enable Verizon Business customers to fully understand and manage the products and services provided by Verizon Business.

This document does NOT constitute a contractual obligation between the customer and Verizon Business.

2 Document Ownership

Verizon Business Customer Service Asia Pacific / Service Manager, Dominic Gordon-Smith and Verizon Business Account Manager, John Strati have overall ownership of this document.

2.1 Document Distribution

The Customer Service Plan is controlled by Verizon Business Customer Service Asia Pacific in conjunction with the Verizon Business Account Team, who will authorize all additions and amendments. It is the responsibility of both parties to manage a controlled distribution of this document.

2.2 Document Review

The Verizon Business Customer Service Asia Pacific / Service Manager, Dominic Gordon-Smith, and the Customer Representative, Joyce Azzopardi, will review this document during the agreed regular Service Review Meetings (refer to 8.2 *Meeting Structure*)

3 Verizon Business Services for NSW.net

3.1 Roles and Responsibilities internal structure

3.1.1 Service Manager

Contact Information: Dominic Gordon-Smith
02 9434 5703
dominic.gordon-smith@au.verizonbusiness.com

- Develops customized customer service plan to meet customer's business strategy
- Formulate customer support procedures within Verizon Business organization.
- Incident management and review life cycle support with customer regularly
- Works with technical and operational resources to optimize customer's network capabilities
- Ensures Verizon Business's compliance with Service Level Agreements
- Conducts service performance review meetings.
- Reporting compilation, develops improvement plan for critical service issues where necessary

3.1.2 Account Manager

Contact Information: John Strati
02 9434 5820
john.strati@au.verizonbusiness.com

Account Manager serves as the single, worldwide customer point of contact, providing coordinated account management that allows for an unparalleled focus on the distinctive needs of the multinational customer in the global marketplace.

- Serves as the primary account management interface to NSW.net
- Responsible to achieve the agreed Marketing & Sales Plan for NSW.net
- Accountable for all interaction between NSW.net and Verizon Business

3.1.3 Technical Consultant

Contact Information: *A consultant is nominated from the team as and when required*

- Provides pre-sale technical input on network design in an effort to best match NSW.net's requirements to Verizon Business capabilities.
- Maintains an understanding of NSW.net's network and business applications and continually strives to develop the network to support present and future requirements.

4 Fault Management

4.1 Introduction

The Asia Pacific Customer Contact Centre (APCCC) is based in Singapore. The center is the Customer's 24 x 7 single point of contact from any Asia Pacific country for trouble management/repair of all Verizon Business services. APCCC serves as a focal point of contact for all issues raised by the customer. It provides a 'one stop shop' for the customers global telecommunications needs.

Customers get a country-specific Freephone number (see list below for each WorldCentre) to call the APCCC team. The calling party language and country are directly identified.

4.2 APCCC fault reporting hotlines

OPCO or Enterprise Generic DDD

Country	Toll Free No.
Australia	1300-368-811
China	10-800-120-0429
Hong Kong	852-2110-8888
India	000-800-650-1185
Indonesia	001-803-852-4383
Japan	0120-61-0071
Korea	00798-852-136-666
Malaysia	1800-808-000
New Zealand	800-698-863
Philippines	1800-1114-0950
Singapore	800-852-3333
Taiwan	0080-1-855-432
Thailand	001-800-852-4382
Direct Inward Dialling to Singapore	65-6248-6772

5 Reporting Trouble Tickets

5.1 Overview

The APCCC will compile all available data in order to determine possible cause of the event and to create a resolution plan. This information is obtained from a number of sources including network monitoring and diagnostic tools as well as information provided by the customer when applicable. Once compiled, the APCCC in question will either resolve the issue or refer the ticket to the appropriate organization for further diagnostics and repair. In either case, whether the APCCC resolves the issue directly or refers the ticket to another organization, the APCCC maintains ownership of the ticket from opening until closure. This insures that:

- Customers are kept current on ticket status and resolution time frames.
- Resolutions occur in a timely manner and are reported to the customer.
- Escalations both technical and administrative are performed according to established procedures (refer to Tables 1 and 2 ; Chapter 5.9 *Escalation Guidelines*)

5.2 Initial Data Gathering

In order to ensure the trouble shooting is carried out in a more efficient manner, the below information from customers should be ready at any time during the fault reporting.

- Customer Name
- Verizon Business Circuit ID (data / voice)/ Account no (IP)
- PVC ID / DLCI / VPI-VCI /
- A-end Location / Originating no. (voice)
- B-end Location / Destination no. (voice)
- Description of trouble / trace route record
- Time and duration of event
- Contact person, name and number
- Access hours
- Customer ticket number (if applicable)

5.3 Trouble Ticket Priorities Data, Voice and IP

Tickets are assigned a priority level upon creation. This priority level indicates the extent of the event and the effect it has on the customer’s service. The priority level is used to determine the resources allocated for resolving the ticket, time frames for resolution and escalation matrix. There are five priority levels for all service issues:

Table 1

Ticket Type	Priority	Description
Outage	1	Loss of service that cannot be circumvented.
Degraded	2	Service is partially interrupted or impaired and cannot be circumvented
Degraded	3	Voice service has reported a single isolated quality incident and service can be circumvented. Verizon Business has been able to provide an alternative to the customer such that they may continue to conduct business normally
Request Assistance	4	Co-location, technical assistance, testing or request for assistance
Reason For Outage	5	Investigation of problem for review after resolution
Turn-up	5	Track process of new installation and hand over to service.(Grey area between Installation and Delivered service)

5.4 Priority/Severity Levels

Tickets are assigned a priority level upon creation. This priority level indicates the extent of the event and the effect it has on the customer’s service. This priority level is used to determine the resources allocated for resolving the ticket, time frames for resolution and the escalation matrix. Verizon Business uses five priority levels for service issues.

Priority 1: This is the highest priority level. A priority 1 incident means that the customer experiences a loss of service that cannot be circumvented. The customer cannot perform business functions:

- Any dedicated access location with a down hard outage – out of service.
- Experiences latency or dropped data when not exceeding the contracted bandwidth. Customer is ready to release the circuit for testing.

All dedicated IP trouble tickets are assigned a **Priority 1 if the link is down or circuit is dead.**

Priority 2: A priority 2 is assigned when switched voice, data or IP service is partially interrupted or impaired and cannot be circumvented:

Priority 3: A priority 3 is assigned when voice service has reported a single isolated quality incident and service can be circumvented. Verizon Business has been able to provide an alternative to the customer such that they may continue to conduct business normally.

Priority 4: A priority 4 incident has no direct impact on service. Priority 4 incident records are normally used for information purposes, to track upgrades, to track Verizon Business, customer planned or demand maintenance.

Priority 5: A priority 5 incident has no direct impact on service. Priority 5 incident records are normally used to initiate a chronic service inquiry process. A chronic service Inquiry will be generated on any single service location where an incident has been reported three times within the most recent 30-day period. The chronic service inquiry is a method for Asia Pacific Customer Services to review site or circuit specific issues that may require additional focus or attention.

5.5 Communication

Communications between the APCCC and the customer during service restoration are as follows:

5.5.1 For Priority 1 Faults

After initial diagnostics, the APCCC will immediately update the customer. If projected resolution process and time are unavailable upon first contact; they will be supplied to the customer as soon as the information becomes available. Updates every 60 minutes or at a regular basis.

5.5.2 For Priority 2 Faults

After initial diagnostics the APCCC will immediately update the customer. If projected resolution process and time are unavailable upon first contact; they will be supplied to the customer as soon as the information becomes available. Updates every 4 hours.

5.5.3 For Priority 3 Faults

Notification at a regular basis.

5.6 Mean Time To Repair Targets for Non-IP Services

Verizon Business operates with the following repair targets for :

Table 2

Priority Level	Mean Time To Repair
1	5 hrs
2	24 hrs
3	48 hrs
4	72 hrs
5	N/A

5.7 Dedicated IP Service Level Agreement

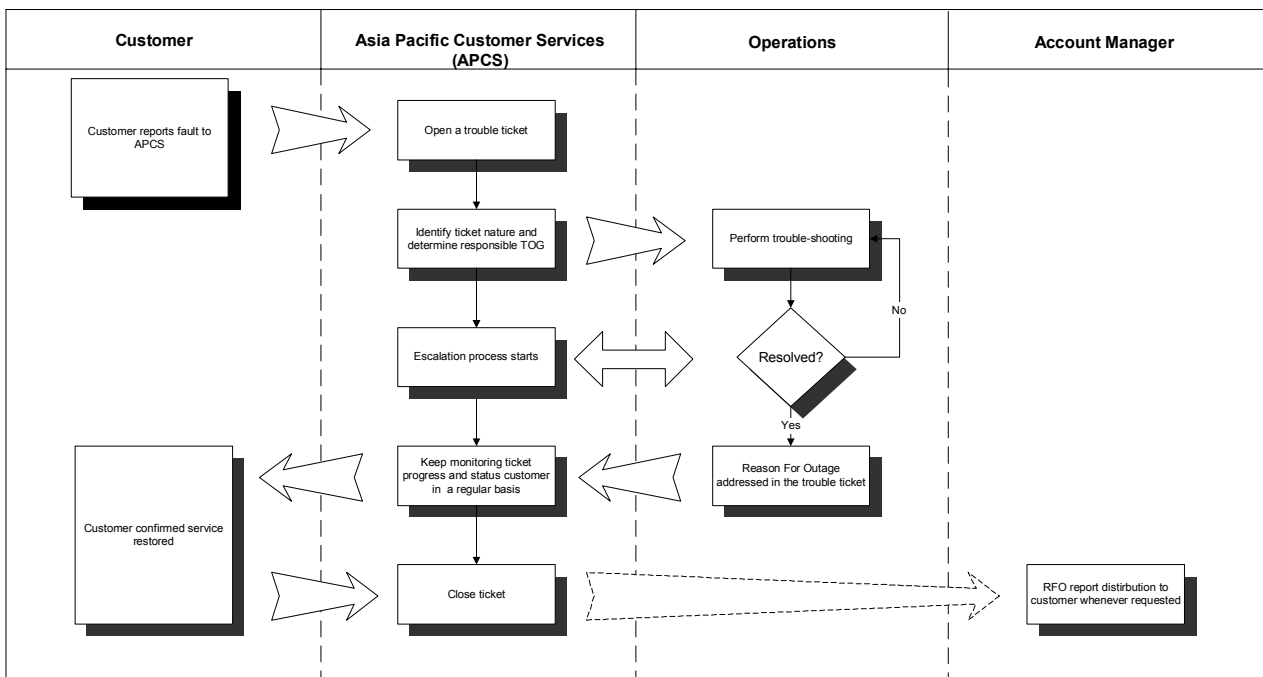
Dedicated IP products have a Service Level Agreement (SLA) program consists of five (5) core guarantees:

- Latency
- Packet Delivery
- 100% Availability
- Outage Notification
- Port Activation

Details of the SLA program are available on this website:
<http://global.verizonbusiness.com/au/customer/care/dedicated/>

5.8 Service Resolution Flowchart

The Process Flow chart below shows you the steps we use in the Fault Management process.



5.9 Escalation Guidelines

Instead of escalating on the basis of time, escalation will be on the basis of need. The objective is to add value to the escalation process across the board for all customers and all circumstances as well as to add standardization to our processes.

Below are the Verizon Business time frames for the management escalation processes for Asia Pacific Customer Service. A notification of an outstanding ticket to the next level of management occurs at the indicated times.

Asia Pacific Customer Service Management Contact/Escalation List

Esc Level	MTTR	Name	Title	Telephone	Email
1	33%	Team Leader on duty		65- 6248 -6772 Please ask for the team leader on duty	cs@sg.verizonbusiness.com OR ipsupport@sg.verizonbusiness.com
2	66%	Maria Rink	Call Center Manager	65- 6248- 6742	maria.rink@sg.verizonbusiness.com
3	100%	Dick Cercado	Regional Service Manager, South East Asia	65-6248-6732	Dick.cercado@sg.verizonbusiness.com
		Albert Hui	Regional Service Manager, GAM	852 2233-6253	Albert.hui@hk.verizonbusiness.com
		Parry Anastakis	Regional Service Manager, South Pacific & Australia	612-9434-5717	parry.anastakis@au.verizonbusiness.com
		Lim Eng Wah	Regional Service Manager, North Asia	852-2233-6359	engwah.lim@hk.verizonbusiness.com
		Yuki Komagata	Regional Service Manager, Japan	813-5365-2634	yuki.komagata@jp.verizonbusiness.com
4	133%	Caroline Ramirez	Escalation Manager	63 2-754-8374	caroline.ramirez@sg.verizonbusiness.com
5	166%	Denis Garner	Director, Customer Services Asia Pacific	65-6248-6702	Denis.garner@sg.verizonbusiness.com

If the customer feels that it is necessary to expedite the escalation process outside the normal guidelines, they should notify to Customer Service Executive accordingly.

6 Scheduled Maintenance

6.1 Planned Maintenance (Non-IP Services only)

Verizon Business regularly implements processes and/or technological advances which improve the overall quality of our products and services. Occasionally, this improvement process necessitates that software and/or hardware be modified, upgraded or replaced. In such an event, network change notifications will be channeled through Asia Pacific Customer Contact Center to the customers and the Account Teams. These outages will be brought to the attention of the customer representatives and the Account Teams. In addition, the Asia Pacific Customer Contact Center tracks these outages insuring that scheduled timeframes are adhered to and that service is restored promptly upon completion of the activity.

Verizon Business will seek to provide at least 7-10 calendar days notification of planned non-IP maintenance events to be performed. Notification will be by email or other alternative method elected by Verizon Business. It is the customer's responsibility to inform Verizon Business of any changes to planned maintenance point of contact.

6.2 Unexpected Maintenance (Non-IP Services only)

In the event of an unscheduled, service-affecting event, the Asia Pacific Customer Contact Center initiates the Service Issue Resolution process. This process provides event analysis, communications with the customer, monitoring of the resolution progress and closure of the event. It is designed to decrease the extent of the event and its time to repair, thus insuring that the effect of such events on the customer's business is minimized.

6.3 IP Product Scheduled Maintenance

Scheduled Maintenance for an IP product means any planned maintenance event at the Verizon Business data centre where the Customer's equipment is located. For all planned IP maintenance events Verizon Business will:

- provide seven (7) Calendar days notification of the maintenance event by email or other alternative method elected by Verizon Business. It is the customers responsibility to inform Verizon Business of any changes to their planned maintenance point of contact.; and
- perform the maintenance during the standard maintenance window on Tuesdays and Thursdays between 3 AM to 7 AM local time of the Verizon Business data centre.

7 Performance Management and Reporting

7.1 RFO / Post Mortem Reports

This is an incident report which is describing a brief summary of any outage as per customer request. It takes normally at least 5 business days and is distributed through the respective account manager.

Following item will be included in the RFO report :

- Problem description
- Customer impact
- Duration of outage
- Reason for Outage (short description)
- Problem resolution

7.2 Non-Standard Reports

7.2.1 Monthly Fault Management Performance Report

Fault Management Performance reports of the previous month will be sent to Joyce Azzopardi before 3rd of every month.

Following items will be reported in the performance reports:

- Overview of reported faults (circuit identifier, Trouble ticket number and type, Date and time of incident, Duration of outage)
- Reason for Outage (short explanation)
- Performance on disruptions, outages and performance compared with Service Levels (if applicable)

8 Service Level Management

8.1 Introduction

To ensure a long term business relationship between NSW.net and Verizon Business clear communication is essential. On regular basis Service Review meetings will take place to review performance. This will result in controlled processes and performance improvements on both sides.

8.2 Meeting Structure

Once a month a Service Review Meeting or Service Management Meeting between NSW.net and Verizon Business will take place.

The objective of this meeting is to evaluate service issues related to the performance of the operational circuits, to discuss trends & corrective actions to ensure quality of service (the operational, tactical and strategic issues) and billing issues especially service credit validation.

8.3 Distribution List Monthly Reports

The following persons will receive the monthly report electronically (e-mail) before the 3rd of every month. The monthly report is discussed during the Service Review Meeting. After approval the reports are issued in hardcopy, preferable before the mid of the month. Further distribution will be done following internal distribution list.

NSW.net:

- Joyce Azzopardi – Principal Project Coordinator

Verizon Business:

- Account Manager
- Service Manager
- Project Manager
- Technical Consultant

Appendix A

Circuit Inventory

Order Number	Circuit id	Customer id	Service type	Location A	Location B	Access Speed	Service delivery date	Order nature
2732559	W0L14934	uau02416	Internet Dedicated	Portland	Pymont	128kbs	20/07/04	New service
3053613	W0L14327	uau02414	Internet Dedicated	Wallerawang	Pymont	128kbs	6/07/00	New service
2731340	W0L14326	uau02412	Internet Dedicated	Iluka	Pymont	128kbs	20/07/04	New service
2732588	W0L14952	uau02417	Internet Dedicated	Lake Cargellico	Pymont	128kbs	7/07/04	New service
2758907	W0L26779	uau02556	Internet Dedicated	Dorrigo	Pymont	128kbs	27/07/04	New service
2758896	W0L26778	uau02555	Internet Dedicated	Urrunga	Pymont	128kbs	20/07/04	New service
2824918	W0L60018	uau02782	Internet Dedicated	Carathool	Pymont	128kbs	29/09/04	New service
2819299	W0L57098	uau02769	Internet Dedicated	Coolamon	Pymont	128kbs	6/09/04	New service
2857371	W0H44616	uau01253	Internet Dedicated	Ashfield	St Leonards	2Mbs	4/11/02	New service
2815140	W0H45132	uau00733	Internet Dedicated	Bankstown	Pymont	1Mbs	3/10/02	New service
2996122	W0J01885	uau01316	Internet Dedicated	Campbelltown	Pymont	1Mbs	20/03/03	New service
2890763	W0J32969	uau01342	Internet Dedicated	Fairfield	Pymont	2Mbs	23/09/03	New service
2725462	W0H48947	uau01256	Internet Dedicated	Hawkesbury	St Leonards	512Kbs	16/12/02	New service
2891880	W0H30032	uau01221	Internet Dedicated	Hornsby	St Leonards	2Mbs	3/10/02	New service
2458699	W0J78397	uau01527	Internet Dedicated	Hurstville	Pymont	512Kbs	29/07/03	New service
2829111	W0H69749	uau01290	Internet Dedicated	Manly	Pymont	2Mbs	24/01/03	New service
2996137	W0H27113	uau01218	Internet Dedicated	Marrickville	Pymont	2Mbs	23/09/02	New service
2890742	W0H30452	uau01223	Internet Dedicated	Parramatta	Pymont	2Mbs	23/09/02	New service
2724280	W0H41107	uau01246	Internet Dedicated	Pittwater	St Leonards	2Mbs	16/12/02	New service
2194897	W0H34464	uau01229	Internet Dedicated	Willoughby	Pymont	512Kbs	24/10/02	New service
2894047	W0K08373	uau01703	Internet Dedicated	Wyong	Pymont	2Mbs	19/09/03	New service
2864798	W0L84807	uau02904	Internet Dedicated	Liverpool	Pymont	256Kbs	2/12/04	New service
3041055	W0K90677	uau02171	Internet Dedicated	Ryde	Pymont	1Mbs	4/05/04	New service
2874288	W0L90913	uau02922	Internet Dedicated	Waverley	Pymont	2Mbs	7/11/04	New service
2926000	W0M18292	uau03008	Internet Dedicated	Carrathool2	Pymont	128Kbs	19/01/05	New service
2924762	W0M17772	uau03006	Internet Dedicated	Trangie	Pymont	128Kbs	2/02/05	New service

Appendix A cont'd

OzEpro DSL Services

Customer id	Location	Service
gccdsl@pu.net	Goulburn	OzEpro DSL 1500/256 unlimited
armdum@pu.net	Armidale	OzEpro DSL 1500/256 unlimited
bvscdsl@pu.net	Bega	OzEpro DSL 1500/256 unlimited
heinz@pu.net	Eurobodalla	OzEpro DSL 1500/256 unlimited
narshire@pu.net	Narrabri	OzEpro DSL 1500/256 unlimited
leetonsh@pu.net	Leeton	OzEpro DSL 1500/256 - 8 Gig
stratlib@pu.net	Strathfield	OzEpro DSL 1500/256 unlimited
gtccdsl@pu.net	Greater Taree	OzEpro DSL 1500/256 unlimited
denildsl@pu.net	Deniliquin/Central Murray	OzEpro DSL 512/128 unlimited
wsclib@pu.net	Wingcarribee	OzEpro DSL 1500/256 unlimited
cootd@pu.net	Cootamundra	OzEpro DSL 1500/256 unlimited
leichlib@pu.net	Leichardt	OzEpro DSL 1500/256 unlimited
balmalib@pu.net	Balmain Library	OzEpro DSL 1500/256 unlimited
narrand@pu.net	Narrandera	OzEpro DSL 512/128 unlimited
tentersc@pu.net	Tenterfield	OzEpro DSL 1500/256 unlimited
lithgow@pu.net	Lithgow	OzEpro DSL 1500/256 unlimited
glcadsl@pu.net	Great Lakes	OzEpro DSL 1500/256 unlimited
crhq@pu.net	Clarence Regional Library -South Grafton site	OzEpro DSL 512/512 unlimited
graflib@pu.net	Grafton - part of Clarence Regional Library	OzEpro DSL 512/128 unlimited
nswnet@pu.net	Queanbeyan City Council	OzEpro DSL 512/128 unlimited
bellolib@pu.net	Bellingen - part of Clarence Regional Library	OzEpro DSL 512/128 unlimited
mcInlin@pu.net	Maclean - part of Clarence Regional Library	OzEpro DSL 512/128 unlimited
yambalib@pu.net	Yamba - part of Clarence Regional Library	OzEpro DSL 512/128 unlimited
namblib@pu.net	Nambucca - part of Clarence Regional Library	OzEpro DSL 512/128 unlimited
mackslib@pu.net	Macksville - part of Clarence Regional Library	OzEpro DSL 512/128 unlimited
wcweb@pu.net	Wellington Council	OzEpro DSL 1500/256 unlimited
griffith@pu.net	Griffith Council	OzEpro DSL 1500/256 unlimited
libmtrtl@pu.net	Murwillumbah Library - part of Richmond Tweed	OzEpro DSL 512/128 unlimited
liburtrl@pu.net	Mullumbimby Library - part of Richmond Tweed	OzEpro DSL 512/128 unlimited
libhrtrl@pu.net	Brunswick Heads Library - part of Richmond Tweed	OzEpro DSL 512/128 unlimited
libartrl@pu.net	Alstonville Library – part of Richmond Tweed	OzEpro DSL 512/128 unlimited
libkrtrl@pu.net	Kingscliff Library - part of Richmond Tweed	OzEpro DSL 512/128 unlimited
libxrtrl@pu.net	Lennox Head - part of Richmond Tweed	OzEpro DSL 512/128 unlimited

Appendix A cont'd

Customer id	Location	Service
liblrtrl@pu.net	Lismore Library - part of Richmond Tweed	OzEpro DSL 1500/256 unlimited
libyrtrl@pu.net	Byron Bay Library – part of Richmond Tweed	OzEpro DSL 1500/256 unlimited
libgrtrl@pu.net	Goonellabah Library - part of Richmond Tweed	OzEpro DSL 512/128 unlimited
libbrtrl@pu.net	Ballina Library - part of Richmond Tweed	OzEpro DSL 1500/256 unlimited
libtrtrl@pu.net	Tweed Heads - part of Richmond Tweed	OzEpro DSL 1500/256 unlimited
bhcl@pu.net	Broken Hill City Library	OzEpro DSL 512/128 unlimited
wolref@pu.net	Wollongong City Library	OzEpro DSL 512/128 unlimited
mrl001@pu.net	Dubbo Council	OzEpro DSL 1500/256 unlimited
condolib@pu.net	Lachlan Council	OzEpro DSL 1500/256 unlimited
pvanurk@pu.net	Albury City Council	OzEpro DSL 1500/256 unlimited
parkessc@pu.net	Parkes Shire Council	OzEpro DSL 1500/256 unlimited
cobarlib@pu.net	Cobar Shire Council	OzEpro DSL 512/128 unlimited
monavale@pu.net	Pittwater Library	OzEpro DSL 1500/256 unlimited
portlib@pu.net	Hastings Library Service - Port Macquarie Library	OzEpro DSL 1500/256 unlimited
walcha@pu.net	Walcha Council	OzEpro DSL 1500/256 unlimited
mwrclib1@pu.net	Mudgee Shire Library	OzEpro DSL 1500/256 unlimited
wwlib@pu.net	Wee Waa Library - Narabri Shire Council	OzEpro DSL 512/128 unlimited
clibrary@pu.net	Canterbury City Council - Campsie Library	OzEpro DSL 1500/256 unlimited
rlibrary@pu.net	Canterbury City Council - Riverwood Library	OzEpro DSL 1500/256 unlimited
elibrary@pu.net	Canterbury City Council - Earlwood Library	OzEpro DSL 1500/256 unlimited
llibrary@pu.net	Canterbury City Council - Lakemba Library	OzEpro DSL 1500/256 unlimited
webr01@pu.net	Macquarie Regional Library - Wellington Branch	OzEpro DSL 1500/256 unlimited
nabr01@pu.net	Macquarie Regional Library - Narromine Branch	OzEpro DSL 1500/256 unlimited
cobr01@pu.net	Macquarie Regional Library - Coonabarabran Library	OzEpro DSL 1500/256 unlimited
hayshire@pu.net	Hay Shire Council	OzEpro DSL 512/512 unlimited
kyogle@pu.net	Kyogle CTC	OzEpro DSL 512/128 unlimited
uhrl@pu.net	Upper Hunter Regional Library	OzEpro DSL 500/256 unlimited
scone@pu.net	Scone Library	OzEpro DSL 512/512 unlimited
barlib@pu.net	Berrigan Shire Library- Barooga	OzEpro DSL 512/128 unlimited

Network Topology (Drawing)

Not applicable