

# SERVICE LEVELS – HSNS

## SLA introduction

This document is intended to detail the levels of service which are applicable for the proposed service.

## Service description

The service shall be referred to as the High Speed Network Services (HSNS), referring to HSNS tail circuit services that are delivered by Telecom Wholesale, and is described in detail within the Service Offer.

## Provisioning

Our target provisioning and change times start on the date that we have received all the information we reasonably require from you, and end on the completion of provisioning.

Provisioning lead times are determined on a case to case basis and no standard lead times apply. Please contact your Account Manager for any provisioning queries.

## Availability of the service

The target availability of the HSNS is as follows

Service	Region	Availability Target
Service availability	Metro (Within 30 kilometres of the centre of Auckland, Hamilton, Rotorua, Tauranga, New Plymouth, Napier, Wellington, Palmerston North, Nelson, Christchurch and Dunedin)	99.7%
	Rural (All other New Zealand locations)	99.5%

\*Availability figure based on 7x7x7 service hours over a year (7am -7pm per day over 365 days).

### Service assurance

#### a. Scope

The target service assurance restoration levels cover:

- Response times;
- Restoration targets;
- Status updates, and;
- Post Incident reports

#### b. Response Times, Restoration Targets and Reports

Our **response time** is the period commencing when a valid service fault report is received by Vector Communications, and ending on the first to occur of:

- When Vector Communications advises the customer that the fault has been identified by remote diagnostics and that work has commenced to identify the fault;
- When Vector Communications advises the customer that a site visit is required, or;
- When a Vector Communication representative attends the site

We exclude any hours during that period that are outside the coverage period. See the Service Assurance Levels table below for a definition of the coverage period

Our **restoration time** is the period commencing when a valid service fault report is received by Vector Communications and ending on the first to occur of:

- The service is returned to full working order, or;
- A temporary repair is performed which allows the service to be used

We exclude any hours during that period that are outside the coverage period.

A **status update** is:

- Advice that the relevant service issue has been identified as Vector Communications responsibility by remote diagnostics and action is commenced to resolve it;
- Advice that a site visit is required, or;
- Advice regarding the progress on correcting the relevant service issue and the likely time at which the issue will be resolved.

A **post incident report** is a report which provides Vector Communications advice as to the outcome of correcting a service issue.

## c. The Service Assurance Levels

The HSNS service is provided with standard customer service assurance levels at no additional cost.

Customer Service Assurance Levels	Coverage Period	Provision of First Status Update	Subsequent Status Updates	Restoration Target
Standard	7am – 7pm x 7 days a week	30 minutes	60 minutes	Metro: 6 Hours Rural: 8 Hours

Note:

1. Restoration targets do not include fibre optic failures. Fibre optic failures are treated as high priority and are restored as soon as possible.
2. No service credits will apply for any failure to achieve any of the service levels detailed in this document.

If we undertake a planned outage, we endeavour to give you notice of the timing and duration of any planned interruptions within 1 Business Day of receiving the notification from Telecom New Zealand.

## Contact Details

The following contact number is to be used in the event that an issue related to a specific outage needs to be escalated:

Contact Details	
<b>Network Service Centre</b>	<p><b>From within NZ call 0800 826 436</b></p> <p>From in Australia call 1 800 235 450</p> <p>From within any other country call + 64 9 308 9367</p>