

SERVICE LEVELS – Exchange Backhaul

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 Exchange Backhaul service, 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.

Our provisioning and change times are indicative only and are provided in the table below. Actual provisioning and change times may be affected by a number of factors including:

- The availability of equipment and network infrastructure;
- The provision of timely access to customer premises and equipment in order to undertake the provisioning or change;
- Any other factor that is beyond our reasonable control

Type	Description	Lead Time
MAC	Moves, Adds, & Changes	To be advised on application
D-MAC	Decommissioning Services (notice period may apply)	To be advised on application
ACTIVATION	Activation in a building with Vector Fibre already present	To be advised on application
NEW BUILD	Activation in a building with no Vector Fibre present	To be advised on application

For any provisioning queries please contact your Account Manager.

Availability of the service

The target availability of the Exchange Backhaul service is as follows

Service	Availability
Service availability	99.9% (access protection option delivering higher availability upon request)

*Service availability is calculated as the availability of the service across a 12 month period

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, and ending on the first to occur of:

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

SERVICE LEVELS

A **status update** is:

- Advice that the relevant service issue has been identified as Vector's 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's advice as to the outcome of correcting a service issue.

c. The Service Assurance Levels

- The Exchange Backhaul service is provided with standard customer service assurance levels at no additional cost.
- The assurance level can be increased for an additional charge, which will be agreed by the customer and Vector.
- The following assurance table sets out the available assurance levels for service interruptions due to equipment failure.
- We will endeavour to resolve all service interruptions due to fibre optic cable failure within 9 hours.

Customer Service Assurance Levels	Coverage Period	Provision of First Status Update	Subsequent Status Updates	Restoration Target
Enhanced	24 hours, 7 days a week (incl. public holidays)	30 minutes	60 minutes	4 hours

If we undertake a planned outage, we will provide you with a minimum 5 working days notification of the outage.

Contact Details

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

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