

NEAL Access

Service Levels

Effective 1 February 2007

Service levels

The Service Levels specified below are only applicable for the 'NEAL Access' service only, delivered over our Metro Ethernet fibre optic cable network.

1. Service Support

Vector Communications provides an Ethernet service to a variety of customers throughout Auckland and Wellington. We pride ourselves on meeting target availability thresholds and work hard to minimize service disruptions. In the event that a 'NEAL Access' service interruption does occur, a 24/7 fault reporting system exists whereby all defects are logged and an escalation process implemented. Customers reporting service interruptions will be kept up to date with respect to the cause and the estimated time to repair.

If you experience any issue with any service received from a Service Provider (e.g. an ISP) please contact their helpdesk in the first instance.

Fibre optic cable faults can be notified directly to us by calling 0800 826 436. We are available 24 hours a day, 7 days a week.

2. Service Availability

Our target service availability for the 'NEAL Access' service is 99.9%. The availability is calculated as the number of minutes the service was available during the year divided by the total number of minutes in the year and expressed as a percentage.

3. Service Activation

Provisioning of services will be by mutual agreement.

4. Service Quality

Our service quality levels are defined in the Service Specification. We endeavour to meet or better those levels.

5. Planned Interruptions

We will endeavour to give you at least 5 Business Days notice of the timing and duration of any planned interruptions. At times it will be in both parties' best interests to have a planned interruption with less notice than 5 Business Days. We will discuss the circumstances with you before such a planned interruption.

We endeavor to keep to the timing and duration of planned interruptions however we may need to reschedule or increase the duration of a planned interruption with less notice than 5 Business Days.

Planned interruptions will be scheduled at a time so as to minimize inconvenience to the majority of affected services.

6. Service Restoration

Our commitment is to restore all service interruptions due to equipment failure within 8 business hours (defined as Monday to Friday 8:30am to 5:00pm). All service interruptions due to fibre optic cable failure will be restored within 12 business hours. The start time of any service interruption is determined to be when our Network Operations Centre becomes aware of the interruption either via our network monitoring systems or when we are notified of the interruption.