

SERVICE LEVELS – EduNet Access

Service Level Agreement

SLA introduction

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

Service description

The service shall be referred to as to the VectorFibre EduNet, and is described in detail within the Service Profile.

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 | 2 Business Days |
| D-MAC | Decommissioning Services (notice period may apply) | 2 Business Days |
| ACTIVATION | Activation in a building with VectorFibre already present | 10 Business Days |
| NEW BUILD | Activation in a building with no VectorFibre present | 30 Business Days |

For any provisioning queries please contact your Account Manager.

Service Level Agreement (continued)

Availability of the service

The target availability of VectorFibre EduNet is as follows;

| Service | Availability |
|-------------------------------|--------------|
| Standard Service availability | 99.9*% |

*Service availability is calculated as the availability of the service across a 12 month period and excludes planned outages. Higher service availability available on request.

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 Communications 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 that provides Vector Communications’ advice as to the outcome of correcting a service issue.

c. The Service Assurance Levels

- VectorFibre EduNet 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 Communications.
- 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 Targets |
|-----------------------------------|---|----------------------------------|---------------------------|---------------------|
| Enhanced | 24 hours, 7 days a week (excl. public holidays) | 30 minutes | 60 minutes | 4 hours |

If we fail to meet our restoration targets we will credit you 10% of the monthly fixed charge for the affected service for the month that the failure occurred.

If we undertake a planned outage, we 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 endeavour to keep to the timing and duration of planned interruptions, however in some circumstances we may need to reschedule or increase the duration of a planned interruption with less notice than 5 business days.

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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

Network Service Centre

Call 0800 826 436
