

SERVICE LEVELS – NEAL Transport™

SLA introduction

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

Service Levels

The Service Levels specified below are only applicable for the NEAL (North Shore Education and Access Loop) Transport™ service only, delivered over our MetroEthernet 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 that target availability thresholds and work hard to minimize service disruptions. In the event that a service interruption does occur, a 24/7 fault reporting system exists whereby all interruptions are logged and an escalation process implemented. Customers reporting interruptions will be kept up to date with respect to the cause and the estimated time to repair.

You agree to provide the relevant school with first level support for any issues relating to the service you are providing over our network.

2. Service Availability

Our target service availability for your NEAL Transport™ 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

We will provide you with a Target Date for the commencement of the service on the Service Offer we make to you. This Target Date will be 2 business days from the time we receive your signed Service Offer. We endeavour to provide the service to you by the Target Date.

4. Service Quality

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

5. Planned Interruptions

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 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 the affected services.

6. Service Restoration

Our commitment to you is to restore all service interruptions due to the equipment failure within 8 business hours (defined as Monday to Friday 8:30am to 5:00pm) and all service interruption due to fibre optic cables failure 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 you notify us by calling on the number below. We are available 24 hours a day, 7 days a week. We will keep you informed of the progress towards restoration of services.

7. Service Level Reporting

We will make a report available to you each month that tracks our year to date performance in meeting our Service Levels. If we fail to meet our services restoration commitment we will provide an additional report detailing any incident, including an explanation as to the cause, within 2 Business Days.

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
