



Call Australia Advantage Service Level Agreement

1. Introduction

This document describes the Call Australia Pty Limited (ACN 082 538 501) ("Call Australia") Service Level Agreement ("SLA") for the Advantage Data & Internet Service ("Service") if you signed the Standard Customer Agreement ("SFOA") AFTER 1 July 2006.

2. Definitions

This Service Level Agreement relies on the reference terms described below.

2.1 Technical Helpdesk Hours

These are the hours in which we are able to accept your call for technical support enquiries and to log a fault with your Service.

2.2 General Helpdesk Hours

These are the hours in which we are able to accept your call for general and billing enquiries.

2.3 Provisioning Helpdesk Hours

These are the hours in which we are able to accept your call for provisioning enquiries.

2.4 Telephone Response Time

Telephone Response Times relate to the time taken to answer your call at any of our helpdesks whether you are raising a fault, checking your bill or have a general enquiry about your Service.

2.5 Fault Response Time

Fault Response Time is the time taken by us to call the person nominated by you once a fault has been reported by you.

2.6 Fault Coverage Hours

Fault Coverage Hours are the hours in which we will work to resolve a fault with your Service excluding any tail faults. Fault Coverage Hours are used in the calculation of availability and rebates for your Service.

2.7 Target Availability

Target Availability is the expected performance for each component of the Service.

2.8 Unavailable Hours

Unavailable Hours is the total number of hours within a month that a severity 1-2 fault remains unresolved. Unavailable Hours are measured over the Tail Fault Coverage Hours where there is a tail fault; and the Fault Coverage Hours for any other fault. Unavailable Hours are calculated from the time when the fault is logged at our Technical Support Desk until your nominated contact is notified that the fault has been rectified.

Unavailable Hours exclude any Scheduled Outages and all severity 3-4 faults. Faults reported to us as severity 1-2, but determined by us not to be a fault with your Service, are also excluded. In addition, any aspect of the Service that you have control over, and that affects the Service we provide you, is excluded from our calculations.

Unavailable Hours are used in calculating your Service availability and rebates.

2.9 Fault Detection Method

There are 2 types of fault detection method as described below:-

(a) Proactive

Services that are proactively fault managed include the capability for Call Australia to automatically detect a fault and begin working on the fault before you call us to report the fault. We will call your nominated contact when we detect a severity 1 fault to determine whether the fault is valid. All other faults (severity 2-4) should be reported by you at our Technical Helpdesk to ensure we are working on a valid fault. If the fault is not reported at our Technical Helpdesk it will be excluded from our rebate calculations.

(b) Reactive

Services that are reactive are not necessarily monitored and rely on you to report a fault to us.

2.10 Time To Detect

Time To Detect is the time period from when a fault has been detected by our monitoring system until we log it on our fault ticketing system.

2.11 Target Fault Restoration Time

Target Fault Restoration Time is the expected restoration time for each component of the Service.

2.12 Access Type

An Access Type is the combination of Data & Internet Services Related Equipment and tail service provided by us. In the case of unmanaged services this is the tail service only.

3. Provisioning

The length of time taken to provision or make changes to an Access service is related to the Access technology used.

3.1 Access Provisioning/Relocation Lead Time

The Provisioning/Relocation Lead Time begins when we accept your order.

3.2 Access Adds/Changes Lead Time

The Adds/Changes Lead Time begins when we accept your order except where scheduled to begin at a later date as agreed with your project manager.

3.3 Target Lead Times

The provisioning lead times are shown below:-

Access Type	Technology Type	Provisioning / Relocation (Metro/CBD)^	Provisioning / Relocation (Regional)^	Adds / Changes
Leased Line	DAR, E1, X.163	20 days	40 days	10 days
Leased Line	FR Over DSL	20 days	30 days	5 days
Leased Line	FR Over ISDN	10 days	20 days	5 days
Ethernet	Fibre	15 days	Upon Application	5 days
DSL	UBR/VBR/CBR - ADSL, SHDSL, HDSL, VDSL	20 days	30 days	5 days
Dial	ISDN	10 days	20 days	5 days
Dial	PSTN	5 days	5 days	3 days

NOTE: ^ Data & Internet Service coverage may only be available in selected metropolitan and regional areas and is subject to availability, geographical & technical capability and lack of capacity & faults in other telecommunications networks to which the Data & Internet Service is connected.

3.4 Moves and Changes

Moves and changes initiated or requested by the Customer are subject to the charges shown in the Schedule for Miscellaneous Charges for Data & Internet Services. All requests must be made to the Provisioning Helpdesk on **1300 661 834** during Provisioning Helpdesk Hours. Call Australia retains the absolute right to determine what is classified as a minor change.

3.5 Provisioning Outside Of Provisioning Helpdesk Hours

We are able to arrange for the installation of Access services outside of the standard Provisioning Helpdesk Hours on a time and materials basis.

4. Service Level

The Service Levels available with your Service are shown below. The level that applies to your Service is dependant on the Access Type you select.

	Premium Plus	Premium	Enhanced Plus	Enhanced	Standard Plus	Standard
Technical Helpdesk Hours	24 x 7 x 52	8am-8pm*, Mon-Fri, Excluding Public Holidays	24 x 7 x 52	8am-8pm*, Mon-Fri, Excluding Public Holidays	24 x 7 x 52	8am-8pm*, Mon-Fri, Excluding Public Holidays
General Helpdesk Hours	8am – 8pm** Mon-Fri, Excluding Public Holidays					
Provisioning Helpdesk Hours	8:30am – 5:00pm** Mon-Fri, Excluding Public Holidays					
Telephone Response Time	80% within 120 seconds	N/A	80% within 120 seconds	N/A	80% within 120 seconds	N/A
Fault Response Time	30 Minutes	N/A	30 Minutes	N/A	30 Minutes	N/A
Fault Coverage Hours	24 x 7 x 52	8am-8pm*, Mon-Fri, Excluding Public Holidays	8am-8pm*, Mon-Sat, Excluding Public Holidays	8am-8pm*, Mon-Fri, Excluding Public Holidays	8am-8pm*, Mon-Sat, Excluding Public Holidays	8am-8pm*, Mon-Fri, Excluding Public Holidays
Target Availability	99.9%	99.9%	99.7%	99.7%	99.5%	99.5%
Fault Detection Method	Proactive	Proactive	Proactive	Reactive	Proactive	Reactive
Time To Detect	80% Within 5 Minutes Where Proactive	N/A	80% Within 5 Minutes Where Proactive	N/A	80% Within 5 Minutes Where Proactive	N/A
Target Fault Restoration Time (Metro/CBD)	4 Hrs	6 Hrs	10 Hrs	10 Hrs	24 Hrs	24 Hrs
Target Fault Restoration Time (Regional)	6 Hrs	8 Hrs	20 Hrs	20 Hrs	24 Hrs	36 Hrs

cont...

	Premium Plus	Premium	Enhanced Plus	Enhanced	Standard Plus	Standard
Rebates For Metro/CBD Services	>4Hrs<6Hrs = 10% >6 Hrs = 20%	>6Hrs<8Hrs = 10% >8 Hrs = 20%	>10Hrs < 20Hrs = 10% >20 Hrs = 20%	>12Hrs < 24Hrs = 10% >24 Hrs = 20%	>18Hrs < 24Hrs = 5% >24 Hrs = 10%	>24Hrs < 36Hrs = 5% >36 Hrs = 10%
Rebates For Regional Services	>6Hrs<8Hrs = 10% >8Hrs = 20%	>8Hrs <12Hrs = 10% >12Hrs = 20%	>12Hrs< 24Hrs = 10% >24 Hrs = 20%	>24Hrs < 36Hrs = 10% >36 Hrs = 20%	>24Hrs < 36Hrs = 5% >36 Hrs =10%	>36Hrs < 48Hrs = 5% >48 Hrs = 10%

* Refers to A.E.S.T

5. Call Australia Advantage Components

The Call Australia Advantage Service is made up of the following components:-

- **Upstream** - The core your network is based on.
- **Access** - The customer equipment and tail service at each location.
- **Reporting** - The level of management information provided with your Service.
- **Additional Services** - Services supplied to you within the Backbone.

The details below describe how the Service Level applies to your network components.

5.1 Upstream

5.1.1 Upstream Target Availability

Call Australia Advantage provides an upstream Target Availability of 99.90% during the Fault Coverage Hours. Faults with severity 1-2 will go toward the availability calculation. Rebates for backbone faults are provided for under the Access Type rebate calculations.

5.2 Access

5.2.1 Access Target Availability

Access service Target Availability is the availability of the combined customer equipment and access tail provided by us.

5.2.2 Access Types

The Service Level provided for each Access Type is dependant on whether Customer Premises Equipment is provided. The Service Level available for each Access Type is shown in the tables below.

5.2.3 Managed Access Type (Service Provided With Customer Equipment)

Access type	Technology type	CPE	Premium Plus	Premium	Enhanced Plus	Enhanced	Standard Plus	Standard
Leased Line	FR Over ISDN, DAR, E1, X.163	Call Australia supplied & managed	✓	✓	✓	✓	✓	✓
Ethernet	Fibre		✓	✓	✓	✓		
DSL	UBR/VBR/CBR - ADSL, SHDSL, HDSL, VDSL		✓	✓	✓	✓	✓	✓
Dial	ISDN, PSTN				✓	✓	✓	✓

NOTE: CPE = Customer Premises Equipment. Existing CPE owned by the customer may be managed by agreement with Call Australia. A quote should be requested for all customer supplied CPE.

5.2.4 Unmanaged Access Type (Tail Only)

Unmanaged Access Types do not include Customer Premises Equipment or management reporting features.

Access type	Technology Type	Premium	Enhanced	Standard
Leased Line	FR Over ISDN, DAR, E1, X.163	✓	✓	✓
Ethernet	Fibre	✓	✓	
DSL	UBR/VBR/CBR - ADSL, SHDSL, HDSL, VDSL	✓	✓	✓
Dial	ISDN, PSTN			✓

5.3 Reporting

5.3.1 Reporting Features

All Call Australia Advantage Services have Online Usage reporting as standard. Where Proactive monitoring is enabled on your Access Type we will provide an enhanced level of reporting. The reporting available is based on the Fault Detection Method as follows:-

Proactive	Reactive
<ul style="list-style-type: none"> > Access Performance (Online) > Internet Usage (Online) > Dial Usage (Online) 	<ul style="list-style-type: none"> > Internet Usage (Online)

5.3.2 Reporting Target Availability

The Target Availability of management reports is excluded from the Target Availability of the Service. Management reporting information is a guide to the performance of your Service and we do not warrant the reports to be accurate or available at all times.

The username and password to access the website reporting functions will be included in your Service welcome information. If you need to obtain a new password please contact the General Help Desk on **1300 661 834** to arrange a new one.

5.4 Additional Services

5.4.1 Additional Services Features

This Service Level Agreement covers the Additional Services purchased in conjunction with your Call Australia Advantage Service. These are:-

- Webhosting
- Hosted IP addresses
- Email holding queue
- Shared hosted email
- Shared hosted domain names

Additional services are monitored as part of the Network Operation Centre on a 24 x7 basis using active and passive monitoring methods.

5.4.2 Additional Services Target Availability

Target Availability for Additional Services is 99.9% during the Fault Coverage Hours and excludes any non-delivery of email or degradation of email services.

6. Fault Reporting

To log a fault with the Technical Helpdesk please call the General Helpdesk number on your bill and choose “Technical Helpdesk” from the options available. To avoid any delay in resolving a fault you must log faults with the Technical Helpdesk. If you do not log a fault with the Technical Helpdesk the fault will be excluded from any availability and rebate calculations.

To ensure we are able to log your fault please quote the following information when contacting the Technical Helpdesk:

1. The affected Service (including Service Number or Service ID);
2. A description of the fault;
3. The name and phone number of the person in your organisation who will accept the response call.

6.1 Fault Response Time

Where your Service Level includes a response call your nominated contact will receive an update of the progress of the fault within the time specified in the Service Level table in section 4. Further updates on the fault progress will be given to the nominated contact every 2 hours after the initial response.

Where a severity 1 fault has been detected automatically we will call your nominated contact to confirm the validity of the fault. All automatically detected severity 1 faults will be logged on our fault ticketing system when we begin work on resolving the fault.

For automatically detected severity 2-4 faults we will respond with a fault status within the time specified in the Service Level table in section 4. Further updates on fault progress will be given to the nominated contact every 2 hours after the initial response.

6.2 Fault Classification

Faults are classified for the purposes of calculating rebates as shown in the table below:-

Severity	Example fault
1	Customer network, tail or CPE unavailable affecting individual or multiple sites/locations.
2	CPE or network performance impaired whilst most business operations remain functional.
3	Intermittent loss or degradation of service (resolved as no fault found by us).
4	Configuration change or feature enhancement required.

6.3 Outage Notification

We aim to provide at least 5 working days notification of any scheduled outage where the outage may affect your Service. Where practical a scheduled outage will occur between 6pm and 6am. Call Australia has a regular maintenance window on Sunday between the hours of 1am and 5am and will schedule maintenance during this period whenever reasonable to do so.

In circumstances where an emergency service interruption is required, we reserve the right to undertake the service interruption at shorter notice. In such cases we will use best efforts to notify you prior to the service interruption.

7. Rebates

Rebates are calculated based on the Unavailable Hours. Call Australia Advantage provides rebates on Access and Additional Service components of your Service.

7.1 Access Type Rebates

The rebate is calculated on the monthly fee for the Access Type affected. The Access Type rebates available are shown in the table below.

Rebates	Premium Plus	Premium	Enhanced Plus	Enhanced	Standard Plus	Standard
Rebates For Metro/CBD Services	>4Hrs<6Hrs=10% >6 Hrs=20%	>6Hrs<8Hrs=10% >8 Hrs=20%	>10Hrs<20Hrs=10% >20 Hrs=20%	>12Hrs<24Hrs=10% >24Hrs=20%	>18Hrs<24Hrs=5% >24Hrs=10%	>24Hrs<36Hrs=5% >36Hrs=10%
Rebates For Regional Services	>6Hrs<8Hrs=10% >8Hrs=20%	>8Hrs<12Hrs=10% >12 Hrs=20%	>20Hrs<24Hrs=10% >24Hrs=20%	>24Hrs<36Hrs=10% >36Hrs=20%	>24Hrs<36Hrs=5% >36Hrs=10%	>36Hrs<48Hrs=5% >48Hrs=10%

7.2 Additional Services Rebates

The rebate is calculated on the monthly fee for the Additional Service affected. The rebates for Additional Services are shown in the table below.

Rebates	Premium Plus
Additional Services	> 4Hrs <6Hrs = 5% >6Hrs = 10%

7.3 Rebate Claims

Applications for rebates must be made on the 'Rebate Request Form' supplied to you at the time of the rebate claim.