

# Internet Service Level Agreement

## Ethernet over Copper/Fibre Services.

V3.00 – November 2019

### **Introduction:**

This document describes the Service Level Agreement (SLA) for the Sensible Ethernet over Copper/Fibre Internet Service.

This Service Level Agreement is designed to ensure that there is a shared understanding between the Customer and Sensible in relation to the service levels to be provided. Sensible offers an SLA for its clients with an Ethernet over Copper/Fibre Service. This SLA defines the following:

- Service Availability Objectives
- Fault Severity Levels
- Target Response times to Faults
- Rebates for breach of Service Availability Targets
- Performance metrics

All Sensible network services are continuously monitored to ensure rapid response to any faults. While redundancy and resiliency is in place, and the network is “self healing”, faults may still occur. Constant monitoring is carried out on all primary and secondary services. Monitoring feedback is provided back to Sensible support staff by alerts, email and messaging services 24 hours a day, 7 days a week and 365 days a year.

### **Support:**

The client may request support services by contacting Sensible staff, contact numbers as well as emailing the primary support email address [support@Sensible.com.au](mailto:support@Sensible.com.au). Sensible’s primary phone number is (02) 8850 5766 and support on this number is available during business hours (8:30am to 5:30pm).

Outside these hours, clients should use the same phone number, which is diverted to an after hours service. Depending on your specific SLA, after hours charges may apply. Client support requests will be handled as soon as possible; target time to initiate support requests is within 60 minutes.

Client requests for changes will be processed as soon as possible. Target time to complete such requests is within 3 business days of receipt by Sensible of the written request.

### Scheduled Outages:

From time to time, upgrades to hardware and software may be required. Where possible, these upgrades will be performed outside of normal business hours. Clients will be notified as far as practicable in advance of such upgrades via phone and/or email no less than 24 hours in advance of any scheduled outage. Scheduled outages under normal conditions should not exceed 5 hours per year.

### Service Level Agreement:

Item	Performance Objectives
Service Availability Target:	99.95% Measured Monthly
Service Availability Window:	24 hours a day 7 days a week.
Service Installation Target:	Up to 30 Business Days (non infrastructure build only)
Scheduled Outages:	Not included in the monthly service availability target.

*\*Installation target can be extended if the building leadin or MDF requires additional cabling.*

*\*\* Customers are responsible for building leadin's and internal cabling into their office.*

### Fault Severity Levels:

- Minor** : Degradation in service performance, with service continuity remaining.
- Major** : Intermittent service stoppages, causing intermittent service disruption.
- Critical** : Continuous service stoppage, causing complete service disruption.

### Fault Response Time Targets:

Sensible provides the following target response times, for support queries, within the specified time periods.

Fault Severity Level	8am - 6pm Monday to Friday Target Response*	Other Times Target Response
Minor	6 Hours	Next Business Day
Major	3 Hour	8 Hours
Critical	30 Minutes	4 Hours

*\*Excluding National or State Public Holidays (reverts to Other Times Target Response Times)*

### **Service Availability:**

Sensible will provide the following rebates for failure to attain the Service Availability Target, as indicated below.

<b>Service Unavailability during Window</b>	<b>Rebate Entitlement</b>
Up to 4 hours	Nil
Between 4 to 8 hours	3% of single months service access charge
Greater than 8 hours	7.5% of single months service access charge

*\*Service rebates will only be credited against your service invoice : within 3 month of the SLA breach.*

### **Service Installation:**

Sensible will provide the following rebates for failure to attain the Service Installation Target, as indicated above.

<b>Installation Delays</b>	<b>Rebate Entitlement</b>
Up to 10 business days delay	Nil
11 to 20 working days delay	7.5% of monthly service access charge
Greater than 20 working days delay	25% of monthly service access charge

### **Fault Restoration Time Targets:**

Sensible provides the following mean time to repair targets, for the specific fault levels.

<b>Fault Level</b>	<b>Mean Time to Repair (MTTR)</b>
Minor, Major, Critical	4 Hours
Cable break	No Guarantee - See Force Majure Clause in Terms and Conditions
Telstra Line Fault - 8x5xNBD	24 Hours

### **Service Changes:**

Sensible provides the following target times, for change requests to your in place service.

<b>Service Change Request</b>	<b>Service Commitment</b>
Speed Downgrade	Up to 10 Business Days
Speed Upgrade	Up to 30 Business Days
VLAN Configuration Changes	Up to 10 Business Days
SPN Configuration Changes	Up to 5 Business Days

### **Network Latency:**

Sensible will provide the following round trip network latency guarantees for all packets from A end to B end of the Ethernet service provided.

<b>Destination &amp; Source</b>	<b>Service Commitment</b>
Intracapital (Within a Capital City)	<15ms
Intercapital (East to East Capital Cities)	<40ms

### **Packet Delivery:**

Sensible will provide the following packet delivery agreement for packets from Core Network A to Core Network B.

<b>Destination &amp; Source</b>	<b>Service Commitment</b>
First Hop Intracapital	99.95%
East Coast Intercapital	99.95%
West Coast Intercapital	99.95%