



Service Level Agreement for ABSH Computers Pty Ltd
Ethernet over Copper/Fibre Services

v1.2

Document Details

Introduction

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

This Service Level Agreement is designed to ensure that there is a shared understanding between the Customer and ABSH in relation to the service levels to be provided.

ABSH 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

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 lead-in or MDF requires additional cabling.*

*** Customers are responsible for building lead-ins 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

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

Fault Severity Level	8am - 7pm Monday to Friday Target Response*	Other Times Target Response
Minor	4 Hours	8 Hours
Major	2 Hour	4 Hours
Critical	15 Minutes	1 Hour

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

Service Availability

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

Service Unavailability during Window	Rebate Entitlement
Up to 2 hours	Nil
Between 2 to 6 hours	5% of single months service access charge
Greater than 6 hours	10% of single months service access charge

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

Service Installation

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

Installation Delays	Rebate Entitlement
Up to 5 business days delay	Nil

6 to 10 working days delay	15% of monthly service access charge
Greater than 10 working days delay	25% of monthly service access charge

Fault Restoration Time Targets

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

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

Service Changes

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

Service Change Request	Service Commitment
Speed Downgrade	Up to 5 Business Days
Speed Upgrade	Up to 30 Business Days
VLAN Configuration Changes	Up to 5 Business Days
SPN Configuration Changes	Up to 2 Business Days

Network Latency

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

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

Packet Delivery

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

Destination & Source	Service Commitment
First Hop Intracapital	99.95%
East Coast Intercapital	99.95%
West Coast Intercapital	99.95%