

# Amcom Service Level Agreement

September 2015

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# Definitions and Interpretation

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1.1 The Services covered by the Service Level Agreement (SLA) include (unless otherwise notified by Amcom):

- a. Data Network (Dark Fibre, Ethernet Multipoint, Ethernet Point-to-Point, Managed IP VPN, Self-Managed IP VPN, Bonded DSL, ADSL, Internet and NBN);
- b. Unified Communications (Amcom Cloud Collaboration and IP Tel); and
- c. Cloud (Dedicated, IP Sec VPN and Shared Cloud Services).

1.2 If there is any inconsistency between the SLA and any existing contract for a Service between the Customer and Amcom, this SLA will prevail.

1.3 In the SLA, the following terms have the meaning set out below:

- > **Amcom** means either Amcom Pty Ltd (ABN 33 009 336 341), Amcom IP Tel Pty Ltd (ABN 79 065 092 962), Amnet Broadband Pty Ltd (ABN 38 092 472 350) or Amcom Data Centres Pty Ltd (ABN 35 096 875 151) and its authorised subcontractors and agents.
- > **Amcom Equipment** means the equipment (including physical interface) installed at the Service Delivery Point necessary to connect the Customer to the Service.
- > **Amcom Infrastructure** means the physical network infrastructure over which Amcom will provide the Service. This includes any Amcom Equipment and the Amcom Network.
- > **Amcom Network** means any telecommunications network, equipment, or facilities, or cabling controlled or utilised by Amcom.
- > **Application Form** means the form provided by Amcom from time to time and used to detail and order the Service.
- > **Business Day** means a day that is not a Saturday, Sunday or public holiday in the region in which the Service is supplied.
- > **Business Hours (BH)** means 0800hrs to 1700hrs in the region in which the Service is provided on any Business Day.
- > **Customer** means the party with whom Amcom has entered into an agreement to supply Services.
- > **Customer Equipment** means any Customer owned equipment or infrastructure used for the Service.
- > **Customer Portal** means the interface that enables the Customer to manage and access information about a Service and communicate with Amcom.
- > **Customer Site** means the Customer premises or other location from which the Customer connects to the Services.
- > **Enabled** means both the A-end and B-end of a Customer Site that are already connected to the Amcom Network or Supplier Network using Amcom Infrastructure, and sufficient cable capacity is available as confirmed by an Amcom representative.
- > **Excluded Event** means:
  - a. a breach of the relevant Service contract by the Customer;
  - b. a Force Majeure Event;
  - c. a negligent or fraudulent act or omission of the Customer or its personnel; or
  - d. a failure of any of the Customer's Equipment.
- > **Fault** means any circumstance physically related to the Service which renders the Service unusable or significantly impaired.
- > **Force Majeure Event** means:
  - a. any act of god or act of nature, fire, flood, storm, explosion, sabotage, riot, act of war whether declared or not, requirement or restriction of governmental authorities, inability or delay in the grant of governmental or other approvals, consents, permits, licences or authorities or any other like event; or
  - b. any strike, lockout, work stoppage or other industrial dispute of any kind; or

- c. any act or omissions of a third party which affects the provisions of the Services, including a failure to provide goods and services or access to premises; or
  - d. any other similar circumstances beyond the reasonable control of the affected party.
- > **Hardware Failure** means an intrinsic fault with the Amcom Equipment rendering it incapable of performing its primary function or intended purpose.
  - > **Incident** means any Fault that is notified to the NSD by the Customer or logged via Amcom's platform management systems.
  - > **Invoice Period** means the period for which advanced payment of the Monthly Service Fee is required as set out in the Application Form or such other period as notified by Amcom from time to time.
  - > **Monthly Service Fee** means the monthly service fee specified in the Application Form or relevant Service contract.
  - > **National Service Desk (NSD)** means the Amcom work group available to receive notifications of Incidents and Service Requests or suspected Incidents from a Customer.
  - > **Non-enabled** means one or more ends at a Customer Site that are not connected to the Amcom network using Amcom Infrastructure, or Services that are to be delivered are outside of the Amcom Network, where time is quoted in receipt of building access and council approvals.
  - > **Planned Outages** means those occasions when Amcom or its suppliers perform scheduled maintenance, upgrades, alterations or repairs to a Service and is not available as a result of this activity.
  - > **Planned Outage Period** means a period during which the Service may become unusable or impaired due to Amcom undertaking necessary work on its facilities, networks or systems for any reason, including arising out of or in connection with:
    - a. installation of infrastructure;
    - b. maintenance requirements (including Scheduled Maintenance Window); and
    - c. software or infrastructure upgrades.
  - > **Off Net** means one or more ends that are not connected to the Amcom Network using Amcom Infrastructure, or Services that are to be delivered are outside of the Amcom Network utilising a third party service.
  - > **Priority** means the level of classification of the Incident or Service Request allocated to the Customer based on Table 8 (Priority Classification).
  - > **Rebate** means a credit applied to the Monthly Service Fee and represents a genuine and reasonable estimate of the Customer's loss of Service arising from a Fault.
  - > **Response Time** means the time between an Incident or Service Request that is logged by the NSD, and acknowledgment by the Customer of the actions being taken to resolve the Incident or fulfil the Service Request.
  - > **Resolution Time** means the time between an Incident or Service Request that is logged by the NSD, and resolution of the Incident or fulfilment of the Service Request.
  - > **Scheduled Maintenance Window** means the period set out in relevant Service contract or at such other times as Amcom may advise the Customer from time to time during which Amcom will endeavour to conduct all service disrupting planned maintenance work on its facilities, networks or systems.
  - > **Service** means the service with the options and features requested in the Application Form or relevant Service contract, and any related goods (including equipment) and ancillary services which Amcom supplies to the Customer in connection with that Service.
  - > **Service Availability** means the percentage of time that the Service is available in a calendar month as a function of total time in the month less any Resolution Times.
  - > **Service Delivery Point** means the location specified in the Application Form where Amcom will install the Amcom Equipment.
  - > **Service Level** means the measured and reported achievements attained by Amcom against one or more Targets.
  - > **Service Request** means a request from the Customer for information, advice, add, move, change or access to an IT function.

- > **Support Request** means an Incident or Service Request received from the Customer, processed and prioritised by the NSD in accordance with Table 5 (Escalation Definitions) of this SLA.
- > **Target** means the performance metrics (in the applicable table under the heading “Metric”) outlined in section 5 of this SLA.

# Service Support

- 2.1 Amcom will provide the Customer with access to a NSD 24 hours per day, 7 days per week, to record Incident or Service Requests relating to the Services. Incidents or Service Requests are managed by the NSD, Amcom technicians and support engineers and processed according to ITIL best-practice guidelines to meet the applicable Targets for the Services. Amcom will escalate resolution and fulfillment activities to appropriately skilled resources, including to vendor support services where necessary.
- 2.2 The NSD will receive an Incident or Service Request from a Customer using the Customer Portal and from automatic alerts that are generated from Amcom's platform management systems. Automatic alerts are logged as Incidents and will be pro-actively addressed by NSD, Amcom technicians and support engineers with a Customer.

## Service Desk Contact

- 2.3 The NSD is the central point of contact for recording all Incident and Service Requests from the Customer. The Customer can contact the NSD using the methods below:

Method	Available	Contact Detail
Telephone	24 x 7 for all Incident or Service Requests	1800 262 663 +61 8 9318 4010 International Dial In)
E-mail	24 x 7 for all Incident or Service Requests except critical and high priority (priority 1 & 2)	<a href="mailto:support@amcom.com.au">support@amcom.com.au</a>
Customer Portal	24 x 7 for all Incident or Service Requests except critical and high priority (priority 1 & 2)	<a href="https://membertools.amcom.com.au">https://membertools.amcom.com.au</a>

**Table 1: Amcom NSD contact methods**

- 2.4 The Customer should report perceived priority 1 (P1) and 2 (P2) Incidents to the NSD by phone to ensure prompt attention and support.
- 2.5 All phone calls are answered by an Amcom technician who will qualify the Service Request and assign a Priority and where possible, convey a target time to the Customer for resolution based on the business impact of the Service Request.
- 2.6 All emails to the NSD automatically raise an Incident or Service Request in Amcom's service management system.
- 2.7 During Business Hours, the NSD will respond to Customers directly. Amcom will use reasonable endeavours to address, critical and high priority Incidents after Business Hours by on-call engineers. All other requests will be managed from the next Business Day.

## Incident Management

- 2.8 Prior to calling the NSD, the Customer must perform a diagnostic check(s) to eliminate the possibility of an issue with any infrastructure that is not supported by Amcom.
- 2.9 Amcom reserves the right to charge a Customer in the event that Amcom is called to diagnose an Incident that is subsequently proven to be in the Customer's Equipment, or infrastructure used by the Customer that is supplied by a third party provider (e.g. not Amcom or its third party suppliers). This also applies to Incidents to Amcom Equipment or Amcom Infrastructure caused by negligent use or misuse by the Customer or its agents, suppliers, customers or contractors.

2.11 When contacting the NSD a Customer must provide the following information:

- > Customer name;
- > Contract number of the Service affected by the Incident (if available);
- > Description of the Incident;
- > Details of any diagnostics that have been performed by the Customer;
- > Name and contact details of the person reporting the Incident on behalf of the Customer;
- > Customer Site contact; and
- > Name and location of the Customer Site that is affected by the Incident.

2.12 When an Incident is logged, the NSD will:

- > Agree with the Customer the level of Priority to be allocated to the Incident;
- > Record the Incident into Amcom's service management system and assign and quote a unique reference number to the Customer;
- > Manage any necessary escalations remotely or at the Customer Site to target resolution within service levels;
- > Update the Customer with the progress of the Incident via phone or using automated notifications; and
- > Advise the Customer when the Incident has been resolved via phone or using an automated notification.

## Hardware Failure

2.13 Excluding Customer Equipment, where a Hardware Failure is related to Amcom Equipment, Amcom will respond according to the following table:

Service	Product	Amcom Action
Data Network	Managed Router	Amcom will arrange as appropriate either on-site attendance* by an engineer or remote access to diagnose and rectify Incident within 4 hours or next Business Day depending on contracted service levels for the item.
Unified Communications	Amcom Cloud Collaboration and IP Tel Handsets & Accessories	Amcom will send a replacement handset by postal service, with a pre-paid return padded bag to contain the faulty handset or accessory.

**Table 2: Service Hardware Failure response actions**

\* For rural and remote Customer Sites reasonable travel time will be added to the Response Time or delivery of a replacement router by courier service may be provided.



## Software and Portal Failure

2.14 Where a failure is related to Amcom software and licensing, Amcom will respond according to the following table:

Service	Product	Amcom Action
Data Network	Member Tools	Amcom may use remote access facilities to diagnose software failure and rectify on Amcom hosted infrastructure.
Unified Communications	Arc Software	Amcom will use remote access facilities to diagnose and rectify software failure.

**Table 3: Software and Portal Failure response actions**

## Communication

2.15 In the event that an Incident has been logged for the Customer, Amcom will communicate with the Customer at mutually agreed intervals. In the event of a major Incident, updates will be posted on the Amcom Network Status web page which can be found at [amcomnetworkstatus.com.au](http://amcomnetworkstatus.com.au).

## Service Request Management

2.16 To log a Service Request, the Customer must contact the NSD using any of the methods described in Table 1 of this SLA.

2.17 The Customer must provide the following information:

- > Customer name;
- > Contract number of the Service affected by the Service Request (if available);
- > Description of the Service Request;
- > Name and contact details of the person reporting the Service Request on behalf of the Customer;
- > Customer Site contact; and
- > Name and location of the Customer Site that is affected by the Service Request, if applicable.

2.18 When a Service Request is logged, the NSD will:

- > Agree with the Customer the level of Priority to be allocated to the Service Request;
- > Record the Service Request into Amcom's service management system and assign and quote an unique reference number to the Customer;
- > Manage any necessary escalations remotely or at the Customer Site to target resolution within service levels;
- > Update the Customer with the progress of the Service Request via phone or using automated notifications; and
- > Advise the Customer when the Service Request has been resolved via phone or using an automated notification.

## Service Request Inclusions

2.19 In providing a Service to a Customer, Amcom includes a quota of Service Requests per service year outlined in the table below. Charges for additional Service Requests are also outlined in the following table. For Priority (P) classifications please refer to Table 8 of this SLA.

Service	Product	Included Service Requests	Additional Service Request
Data Networks	Managed Router	1 x P5 + 12 x P6/P7 = 13 in total per calendar year	P5 : \$300 (ex GST) P6 and P7 : \$50 (ex GST)
Data Networks	Managed IP VPN	1 x P5 + 12 x P6/P7 = 13 in total per calendar year	P5 : \$300 (ex GST) P6 and P7 : \$50 (ex GST)
Data Networks	Self-Managed IP VPN	No changes included after initial set up	At rates to be quoted.
Data Networks	Managed Internet	10 firewall changes per month	At rates to be quoted
Unified Communications	Amcom Cloud Collaboration Standard	No limit from named resources only (no support for end-users). 1 hour change support per month.	At rates to be quoted
Unified Communications	Amcom Cloud Collaboration Premium	No limit from all users. 5 hours change support per month.	At rates to be quoted
Unified Communications	IP Tel	No limit from named resources only (no support for end-users). 1 hour change support per month	At rates to be quoted
Cloud	Storage and Compute	No limit	

**Table 4: Included Service Requests and additional fees**

## Escalation for Incidents or Service Requests

2.20 In the case of Incidents or Service Requests that require escalation, they will be escalated by Amcom according to the following table:

Level	Product
1	All Incident or Service Requests reported during Business Hours and investigated by an Amcom technician who will provide basic hardware or software troubleshooting.
2	All Incidents reported outside of Business Hours and Incidents or Service Requests escalated from Level 1 and actioned by Amcom engineers who provide further diagnosis and resolution.
3	All Support Requests escalated from Level 2 and actioned by Amcom engineers who provide detailed diagnosis and resolution and collaborate with vendor support systems as required.

**Table 5: Escalation definitions**

# Incident and Service Request Prioritisation

2.21 A Priority is allocated to a Support Request when a Customer reports the request to the NSD or when Amcom’s platform monitoring systems automatically log an Incident following an event. The impact and urgency of the Incident or Service Request within the Customer’s organisation is what Amcom uses to determine the level of Priority allocated.

## Impact

2.22 The impact rating allocated by Amcom for an Incident or Service Request is guided by the effect and impact to a Customer’s business based on the following table:

Impact	Classification
High	The Customer’s total business is affected.
Medium	The Customer’s Site, department or a single business unit, or a significant number of users are affected.
Low	One user or a small group of users are affected.

**Table 6: Impact classification**

## Urgency

2.23 The urgency rating allocated by Amcom for any Incident or Service Request is guided by the effect and impact to a Customer’s business based on the following table:

Urgency	Classification
High	Operation of the Service is severely degraded, or significant aspects of business operation and core business processes are being negatively impacted, or failure of a critical device.
Medium	Non-core business processes are affected, business operations are degraded or mildly impaired, or there is a reasonable workaround available.
Low	There is little or no impact to business operation.

**Table 7: Urgency classification**

## Priority

2.24 The Priority of a Support Request allocated by Amcom is determined by the correlation of impact and urgency ratings according to the following table:

Request	Impact	Urgency		
		High	Medium	Low
Incident	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4
Service Request	High	P5	P6	P6
	Medium	P6	P6	P7
	Low	P7	P7	P7

**Table 8: Priority classification**

# Service Availability and Rebates

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## Service Availability

- 3.1 Amcom's technology platforms for delivering the Service are constructed using industry leading vendor equipment. The Targets for the relevant Services are described in section 5 of this SLA.

## Planned Outages

- 3.2 Planned Outages are necessary to perform scheduled changes that maintain Amcom Infrastructure. Amcom will use reasonable endeavours to limit the frequency and impact of Planned Outages on a Customer. Amcom will provide the Customer with 10 business days' notice of a Planned Outage, where possible.
- 3.3 Amcom also reserves the right to carry out an unplanned outage at a shorter notice period if required.

## Rebates

- 3.4 The Customer is entitled to a Rebate as set out in section 5 of this SLA for the relevant Service for any failure(s) of Amcom to meet a Target, where:
- the failure to meet the Target; and
  - the Customer has made a claim for the Rebate within 20 Business Days of the end of the month in which Amcom failed to meet the Target.
- 3.5 In order to lodge a claim for a Rebate the Customer must complete the relevant form provided by Amcom from time to time.
- 3.6 A Rebate is not redeemable for cash and in any Invoice Period is capped at 15% of the Monthly Service Fee for the relevant Service.
- 3.7 If a Rebate is applicable Amcom will deduct the Rebate from the Monthly Service Fee payable in the following month.
- 3.8 Amcom is not required to provide Service Availability during, and the Customer is not entitled to any Rebate for any failure or failures by Amcom to meet a Target that results directly from, any of the following occurrences:
- a Force Majeure Event;
  - a Planned Outage Period;
  - Customer Equipment or a Fault on the Customer's side of the Service Delivery Point;
  - any negligent, fraudulent or wilful act or omission by the Customer or its contractors, servants or agents;
  - any act or omission beyond Amcom's reasonable control; or
  - any failure to immediately report the Fault to Amcom.
- 3.9 The Customer must take all reasonable steps to ensure that the Fault is not a fault caused by Customer Equipment or a fault on the Customer's side of the Service Delivery Point.
- 3.10 The Customer will not be able to claim a Rebate of charges where Amcom determines the Fault was caused by:
- Excluded Event;
  - Scheduled Maintenance Window; or
  - Service suspension in accordance with the relevant Service contract (if applicable).

# Change Management

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4.1 Amcom provides change management for Service, initiated by the Customer or where Amcom needs to maintain Service platform infrastructure in accordance with Amcom's Procedure – Operational Support – Change Management 2.0.

## Customer Initiated Change

4.2 Customer initiated changes are processed via the NSD as a Service Request with the exception of an emergency change which may be processed as part of an Incident. These changes are processed during Business Hours. In the event that a change needs to be actioned outside of these hours, Amcom will consult with the Customer to schedule the change to an appropriate time. Additional charges may apply and these will be quoted to the Customer by Amcom prior to the change

4.3 The following table shows common types of changes that are initiated by the Customer.

Type	Example
Standard	A pre-agreed change that is low risk, relatively common and follows a procedure or a work instruction. A standard change is actioned as a Service Request within the Target for the Service prescribed in section 5 of this SLA. The Customer is allocated a unique Service Request number.
Emergency	A change that must be implemented as soon as possible to resolve or avert an Incident. An emergency change would typically be raised from an Incident. The Customer will be allocated a unique Incident or change number.
Normal	A change that is not a standard change or an emergency change, raised as a Service Request and a request for change generated. The Customer will be allocated a unique Service Request and change number. Normal changes will be actioned as per Amcom's Procedure – Operational Support – Change Management 2.0 and subject to being agreed between the Customer and Amcom.

**Table 9: Change definitions**

## Amcom Initiated Change

4.4 Amcom initiated changes are wholly determined by Amcom and Amcom will provide at least 10 business days' notice to the Customer in advance of any initiated change.

4.5 In the event of an emergency change such as security patching which is initiated by Amcom, a Customer will be provided with as much notice as reasonably possible.

# Service Tables

- 5.1 Amcom sets Targets for Service Levels according to the relevant Service and these are detailed in the tables below.
- 5.2 Amcom will use reasonable endeavours to meet the Service Level for the relevant Service outlined in this SLA.

## Service Delivery

- 5.3 When Amcom receives a signed Application Form or relevant Service contract from the Customer, Amcom's Service Delivery team will commission the Service in a timeframe dependent upon the Customer Site.

## Service Tables

### Data Network Access Services on Ethernet over Fibre

#### Ethernet Services & IP VPN Services

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.999%	-
			< 99.999% -	10%
			< 95%	15%
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	1 day	-
	P4	BH	2 days	-
Service Requests Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Requests Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-
Service Delivery	Enabled	BH	15 days	-
	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-

**Table 10: Service targets for Ethernet services & IP VPN Services**

## Data Network Managed Internet Services on Ethernet over Fibre

### Managed Internet & Internet

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			<99.9% - ≥99.5%	1.25%
			99.5% - ≥99.0%	2.50%
			<99.0% - ≥98.0%	3.75%
			<98%	5.00%
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	1 day	-
	P4	BH	2 days	-
IPsec VPN	-	BH	Best efforts	
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-
Service Delivery	Enabled	BH	15 days	-
	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-
IPsec VPN	-	BH	Best efforts	

**Table 11: Service targets for Internet and Managed Internet**

## Data Network Access and Internet Services on Ethernet over Copper

### Ethernet Services, IP VPN Services, Internet & Managed Internet

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.6%	-
			< 99.6% - ≥95%	10%
			< 95%	15%
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	2 days	-
	P2	24x7x365	2 days	-
	P3	BH	2 days	-
	P4	BH	2 days	-
IPsec VPN		BH	Best efforts	
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-
Service Delivery	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-
IPsec VPN		BH	Best efforts	

**Table 12: Service targets for Ethernet Services IP VPN Services, Internet & Managed Internet**



## Data Network Access Services on ADSL

### IP VPN Services, DSL tails, VPN Link & L2TP

Category	Priority	Period	Metric	Rebate
Service Availability	-		Best effort	-
Incident Response Time	P1	24x7x365	15 mins	-
	P2	BH	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	Best effort	-
	P2	BH	Best effort	-
	P3	BH	Best effort	-
	P4	BH	Best effort	-
Service Request Response Time	P5	BH	Best effort	-
	P6	BH	Best effort	-
	P7	BH	Best effort	-
Service Request Resolution Time	P5	BH	Best effort	-
	P6	BH	Best effort	-
	P7	BH	Best effort	-
Service Delivery	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-

**Table 13: Service targets for ADSL tails, IP VPN Services, VPN link and L2TP**

## Data Network Access Services on NBN Fibre

### NBN Data tails, IP VPN Services, VPN Link & L2TP

Category	Priority	Period	Metric	Rebate
Service Availability	-		Best effort	-
Incident Response Time	P1	24x7x365	15 mins	-
	P2	BH	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	Best effort	-
	P2	BH	Best effort	-
	P3	BH	Best effort	-
	P4	BH	Best effort	-
Service Request Response Time	P5	BH	Best effort	-
	P6	BH	Best effort	-
	P7	BH	Best effort	-
Service Request Resolution Time	P5	BH	Best effort	-
	P6	BH	Best effort	-
	P7	BH	Best effort	-
Service Delivery	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-

**Table 14: Service targets for NBN data tails, IP VPN Services, VPN Link and L2TP**

## Data Network Access and Internet Services on Wireless (Mobile Broadband)

Ethernet Services, IP VPN Services, Internet & Managed Internet

Category	Priority	Period	Metric	Rebate
Service Availability	-		Best effort	-
Incident Response Time	P1	24x7x365	15 mins	-
	P2	BH	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	Best effort	-
	P2	BH	Best effort	-
	P3	BH	Best effort	-
	P4	BH	Best effort	-
Service Request Response Time	P5	BH	Best effort	-
	P6	BH	Best effort	-
	P7	BH	Best effort	-
Service Request Resolution Time	P5	BH	Best effort	-
	P6	BH	Best effort	-
	P7	BH	Best effort	-
Service Delivery	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-

**Table 15: Service targets for ADSL tails, IP VPN Services, VPN link and L2TP**

## Data Network Services on Dark Fibre

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			<99.9%	-
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	8 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	1 day	-
	P4	BH	2 days	-
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-
Service Delivery	Enabled	BH	15 days	-
	Non-enabled	BH	40 days	-
	Off Net	BH	60 days	-

**Table 16: Service targets for Dark Fibre**

## Amcom Cloud Collaboration Standard

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			<99.9%	10%**
Incident Response Time (Standard and Premium Support)	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	3 days	-
	P4	BH	Best Effort	-
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-

**Table 17: Service targets for Amcom Cloud Collaboration**

\*\* For the relevant Customer Site and excludes Rebate on hardware charges

## Amcom Cloud Collaboration Premium

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.95%	-
			<99.95%	10%**
Incident Response Time (Standard and Premium Support)	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	3 days	-
	P4	BH	Best Effort	-
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-

**Table 18: Service targets for Amcom Cloud Collaboration**

\*\* For the relevant Customer Site and excludes Rebate on hardware charges

## Call Recording

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			<99.9%	10%**
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	3 days	-
	P4	BH	Best Effort	-
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-

**Table 19: Service Targets for Call Recording**

\*\* For the relevant Customer Site and excludes Rebate on hardware charges

## IP Tel

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			<99.9%	10%**
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	3 days	-
	P4	BH	Best Effort	-
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-

**Table 20: Service targets for IP Tel**

\*\* For the relevant Customer Site and excludes Rebate on hardware charges



## Audio and Video Conferencing

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.0%	-
			<99.0%	10%**
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	15 mins	-
	P3	BH	30 mins	-
	P4	BH	30 mins	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	3 days	-
	P4	BH	Best Effort	-
Service Request Response Time	P5	BH	30 mins	-
	P6	BH	30 mins	-
	P7	BH	30 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-

**Table 21: Service targets for Audio & Video Conferencing**

\*\* For the relevant Customer Site and excludes Rebate on hardware charges

## Enterprise Cloud

Category	Priority	Period	Metric	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			≥ 99.5%	1.25%
			≥ 99.0%	2.50%
			≥ 98.0%	3.75%
			< 98.0%	5.00%
Incident Response Time	P1	24x7x365	15 mins	-
	P2	24x7x365	1 hour	-
	P3	BH	4 hours	-
	P4	BH	24 hours	-
Incident Resolution Time	P1	24x7x365	4 hrs	-
	P2	24x7x365	8 hrs	-
	P3	BH	1 day	-
	P4	BH	2 days	-
Service Request Response Time	P5	BH	15 mins	-
	P6	BH	15 mins	-
	P7	BH	15 mins	-
Service Request Resolution Time	P5	BH	1 day	-
	P6	BH	5 days	-
	P7	BH	5 days	-

**Table 22: Service targets for Enterprise Cloud**