

## COMMSYS SERVICE LEVEL AGREEMENTS

### COMMSYS DATA SERVICE LEVELS

These Service Levels cover the following data service categories:

- CommSys TDM Services
- CommSys Frame Relay and ATM Services
- CommSys Internet Protocol Virtual Private Network ("IP VPN") Services (including access services with an integrated router)
- CommSys Ethernet and DSL Services (not used for Internet)

#### 1. Performance Targets

The table below describes the performance targets for CommSys' data Circuits.

Parameter	Target
Mean Time to Repair (MTTR)	<4 Hours
Availability	99.95%

#### 2. Outage Rebates

In the event of a Circuit Outage in any calendar month, you will be entitled to claim a credit in accordance with the following rates based on the duration of the Outage:

Accumulated Outage on a Circuit (in a calendar month)	Rebate (% of paid monthly Recurring Charges)
> 4 Hours < 6 Hours	5%
> 6 Hours < 12 Hours	10%
>12 Hours < 24 Hours	15%
> 24 Hours	20%

A Circuit Outage is calculated from the time that a fault or trouble call is received by CommSys to the time when that Circuit ceases to be Unavailable

#### 3. Installation Targets

The details below are the Service installation lead times calculated from the date of written notification by CommSys of an unconditional installation date.

Product	Target
TDM < 2Mbps (over DSL)	< 25 Business Days
TDM > 2Mbps (over Fibre or Microwave)	< 40 Business Days
Ethernet/FR/ATM < 2Mbps (over DSL)	< 25 Business Days
Ethernet /FR/ATM> 2Mbps (over Fibre)	< 40 Business Days
IP VPN < 2Mbps (over DSL)	< 25 Business Days
IP VPN > 2Mbps or via Extended Access	< 40 Business Days

#### 4. Installation Rebates

In the event of an Installation Delay, you will be entitled to claim a credit in accordance with the rates set out below.

Installation Delay	Access Charge Rebate of the first month
Up to 5 Business Days delay	10% off first Monthly Access Charge
6 to 10 Business Days delay	25% off first Monthly Access Charge
11 to 20 Business Days delay	50% off first Monthly Access Charge
> 20 Business Days delay	100% off first Monthly Access Charge

## COMMSYS INTERNET SERVICE LEVELS

These Service Levels cover the following internet service categories:

- CommSys Dedicated Internet Service (delivered via DSL, Fibre or Microwave)

### 1 Physical Connectivity

The Physical Connectivity is the Layer 1 and Layer 2 connection between you and CommSys' IP or supplier's network. This connectivity can be achieved utilising several different transport methods including DSL Fibre and/or Microwave.

The table below describes the performance objectives for CommSys' Circuits provisioned for CommSys Dedicated Internet Service.

For DSL, Fibre, Microwave circuits please refer to "CommSys Data Service Levels".

Parameter	Target
Mean Time to Repair (MTTR)	<4 Hours
Full Line Speed	99.9%
Availability	99.9%

### 2 CommSys IP Network

The CommSys IP Network comprises all the CommSys (or wholesale supplier) IP routing equipment. The table below describes the performance objectives for CommSys' IP Network. These objectives are broken down into Round Trip Times (RTT) and Packet Loss.

Parameter	Target
National Average Round Trip Time	150 milliseconds
International Average Round Trip Time	400 milliseconds
National Average Packet Loss	< 1%
International Average Packet Loss	< 2 %

### 3 Outage Rebates

We offer rebates in the event of a Circuit Outage on all DSL, Fibre and Microwave based services as standard. Please refer to "CommSys Data Service Levels"

### 4 Installation Targets

The details below are the Service installation lead times for the CommSys network.

Product	Target
Internet < 2Mbps (over DSL)	< 25 Business Days
Internet > 2Mbps (over Fibre or Microwave)	< 40 Business Days

## VOICE SERVICE LEVELS

### 1 Performance Targets

The table below describes the performance targets for CommSys ISDN Services.

Parameter	Target
Mean Time to Repair (MTTR)	<4 Hours
Availability	99.95%

### 2 Outage Rebates

In the event of a Circuit Outage in any calendar month, you will be entitled to claim a rebate in accordance with the rates set out below based on the duration of the Outage.

Accumulated Outage on a Circuit (in a calendar month)	Rebate (% of paid monthly Recurring Charges)
> 4 Hours < 6 Hours	5%
> 6 Hours < 12 Hours	10%
>12 Hours < 24 Hours	15%
> 24 Hours	20%

The rebates are calculated based on the percentage of the preceding month's Usage Based Charge relating to the affected Circuit only. A Circuit Outage is calculated from the time that a fault or trouble call is received by us to the time when that Circuit ceases to be Unavailable.

### 3 Installation Targets

The installation targets are set out below and are calculated from the date of written acceptance by us of your Application for Service.

Product	Target
ISDN Services	< 25 Business Days
Business Line Services	< 25 Business Days
CommSys 13/1300/1800 Services	< 25 Business Days

### 4 Installation Rebates

In the event of an Installation Delay, you will be entitled to claim a rebate in accordance with the rates set out below. An Installation Delay is measured from the Unconditional Ready for Service Date.

Installation Time Frames Installation Delay Access Charge Rebate

Installation Delay	Access Charge Rebate of the first month
Up to 5 Business Days delay	10% off first Monthly Access Charge
6 to 10 Business Days delay	25% off first Monthly Access Charge
11 to 20 Business Days delay	50% off first Monthly Access Charge
> 20 Business Days delay	100% off first Monthly Access Charge

## IT SUPPORT SERVICE LEVEL AGREEMENT

On Site Attendance - Monday to Friday, 9am to 5pm

After Hours/On-Call - 5pm-9am Monday to Friday. Weekends and Public Holidays

### 1. Critical Failures – Voice, Data and IT Systems

Covering complete system/network failures. The inability to receive, or make, *any* external calls. The inability to access *any* internet site or *any* external sites through VPN connections

Parameter	Target	
Between 9am – 5pm Monday – Friday	Response: <30 minutes	MTTR: <4 Hours
Between 5pm – 9am Monday – Friday	Response: <1 hour	MTTR: <4 Hours
Weekends/ Public Holidays	Response: <2 Hours	MTTR: <12 Hours

### 2. Major Failures – Voice, Data and IT Systems

Covering partial systems/network failures. The inability to receive, or make, *some* external calls. The inability to access *some* internet sites or *some* external sites through VPN connections. Failure typically affecting a single site or specific isolated area.

Parameter	Target	
Between 9am – 5pm Monday – Friday	Response: <1 hour	MTTR: Same Business Day
Between 5pm – 9am Monday – Friday	Response: <4 Hours	MTTR: Next Business Day
Weekends/ Public Holidays	Response: <12 Hours	MTTR: Next Business Day

### 3. Minor Failures, System Changes or General Enquiries – Voice, Data and IT Systems

Covering individual component failure and causing problems for an individual user

Parameter	Target	
Between 9am – 5pm Monday – Friday	Response: <4 hours	MTTR: Same Business Day
Between 5pm – 9am Monday – Friday	Response: Next Business Day	MTTR: Next Business Day
Weekends/ Public Holidays	Response: Next Business Day	MTTR: Next Business Day

### 4 Service Response Time Rebates

In the event we do not respond to your request for service within the specified time frame we will credit your account based on the below table.

Response Time Frame Delay for Critical Failures Rebate

Installation Delay	Access Charge Rebate of the first month
Business Hours >30 Minutes	10% off Monthly Agreement
Business Hours >2 hours	50% off Monthly Agreement
Outside Hours >1hour	10% off Monthly Agreement
Outside Hours >4hours	50% off Monthly Agreement

### Rebate and SLA Conditions

This document is not intended to be binding. Please refer to CommSys' Standard Terms and Conditions for a full list of SLA's and associated conditions.