

# Service Availability Target

## Introduction

This Service Availability Target (SAT) formalises Com2's commitment to our customers and outlines our operational policies and practices that define the customer experience. Com2 is committed to delivering innovative solutions over a network that Australian businesses can depend on. This SAT outlines our commitment to our customers in relation to the following services:

- Data Network Connections (DSL and Wireless Connections)
- Co-location
- Ethernet
- Frame Relay
- Wavelengths
- Hosted PBX Services
- Voice Services
- Infrastructure as a Service (Virtual & Physical Machines)

## Fault Reporting

Clients are responsible for isolating and rectifying technical faults within their LAN based equipment and software.

In cases where the Client believes that the fault is not in their equipment, but in the Com2 network, the fault is to be logged by phone or email by the Client. All faults logged with the Operations Centre will be issued with an incident number. This incident number will be the sole reference number for the fault.

Response times may vary depending on the coverage window, the type of service affected and how the fault is reported. Response times and coverage windows are described in section 3. All faults logged via email will be replied to in the same fashion.

Please note that fees may be charged for time expended by Com2 technical staff in response to faults logged that are deemed to be the responsibility of the Client or for site meetings that the nominated Technical or Site Contact was unavailable to attend.

## Response and Restoration Targets

### Response Times for Faults Logged via Telephone

Time of Day	Target Response Time	Applicable Services
Business Hours	Within 30 Minutes	All Services
Non-Business Hours	Within 2 Hours	All Services

### Response Times for Faults Logged via Email

Time of Day	Target Response Time	Applicable Services
Business Hours	Within 1 Hour	All Services
Non-Business Hours	Within 6 Hours	All Services

### Restoration Times for Faults Logged During Business Hours

Service Region	Target Restoration Time	Applicable Services
CBD/Metropolitan	Within 12 Business Hours	All Services
Regional	Within 24 Business Hours	All Services

NOTES: Restoration time targets apply on the basis that a site visit is not required to rectify the fault. If an engineer is required to visit a Client's premises, a local exchange or street cabling pits longer restoration times can be expected.

Service restoration targets are conditional on us or an approved representative having access to the Client premises and equipment. Upon restoration of the service, we will contact the Client and confirm that the service is operating suitably.

### Coverage Window

Time of Day	Definition
Business Hours	Monday to Friday: 8:30am to 5:30pm AEST*
Non-Business Hours	All times outside of Business Hours

Queensland Public Holidays are defined as Non Business Hours

## Service Availability Targets

Com2 strives to meet the following Service Availability Targets

Applicable Services	Target Service Availability
All DSL and Wireless Services	99.8%
Co-Location, Ethernet, Frame Relay (x. 163), Wavelength, Hosted PBX, Infrastructure and Voice Services	99.95%

## Planned Service Outage Notifications

We may plan a service outage to conduct necessary maintenance and upgrades to our network. We will notify all affected Clients and will provide details of the Planned Service Outage. We will use reasonable efforts to provide a minimum of 5 business days notification of any planned service outage. We will attempt to schedule any such outages between 9:00pm and 6:00am local time.

In circumstances where an emergency service outage is required, we reserve the right to undertake the service outage without notice. In such cases we will endeavour to notify the affected Client prior to any service outage.