



## Service Level Agreement (SLA)

**1300 788 869**

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**ABN: 35 155 859 340**

### Introduction

This document sets out Call Central's, Business NBN and Business Fibre service level options, their corresponding response times, and rebates where applicable. Service Levels are applicable where we have agreed to provide Call Central Business services. Customers are required to apply for rebates.

Our business support hours are Monday to Friday 9am to 4pm.

### Response & Resolution Target Times

#### Call Central Business nbn™

| Standard Business Support |            |                         |          |              |        |
|---------------------------|------------|-------------------------|----------|--------------|--------|
| Category                  | Type       | Period                  | Priority | Target       | Rebate |
| Service Availability      | -          | -                       | -        | 99.9%        | -      |
| Service Incident          | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour       | -      |
|                           |            |                         | Major    | 2 Hours      |        |
|                           |            |                         | Minor    | 8 Hours      |        |
|                           | Resolution | Mon-Friday<br>8am – 5pm | Critical | Best Efforts | -      |
|                           |            |                         | Major    |              |        |
|                           |            |                         | Minor    |              |        |
| Service Request           | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours      | -      |

| Option – Enhanced (12) SLA (Bronze) |            |                         |          |                                     |   |
|-------------------------------------|------------|-------------------------|----------|-------------------------------------|---|
| Category                            | Type       | Period                  | Priority | Target                              | Rebate  |
| Service Availability                | -          | -                       | -        | 99.9%                               | -   |
| Service Incident                    | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour                              | -   |
|                                     |            |                         | Major    | 2 Hours                             |   |
|                                     |            |                         | Minor    | 8 Hours                             |   |
|                                     | Resolution | Mon-Friday<br>8am – 5pm | Critical | 12 Business Hours<br>(Mon-Fri only) | \$30 per incident plus<br>\$10 per hour up to a<br>maximum of MRC per<br>month. |
|                                     |            |                         | Major    |                                     |   |
|                                     |            |                         | Minor    | Best Efforts                        |   |
| Service Request                     | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours                             | -   |

| Option - Enhanced (8) SLA (Silver) |            |                         |          |                                    |   |
|------------------------------------|------------|-------------------------|----------|------------------------------------|---|
| Category                           | Type       | Period                  | Priority | Target                             | Rebate  |
| Service Availability               | -          | -                       | -        | 99.9%                              | -   |
| Service Incident                   | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour                             | -   |
|                                    |            |                         | Major    | 2 Hours                            |   |
|                                    |            |                         | Minor    | 8 Hours                            |   |
|                                    | Resolution | Mon-Friday<br>8am – 5pm | Critical | 8 Business Hours<br>(Mon-Fri only) | \$30 per incident plus<br>\$10 per hour up to a<br>maximum of MRC per<br>month. |
|                                    |            |                         | Major    |                                    |   |
|                                    |            |                         | Minor    | Best Efforts                       |   |
| Service Request                    | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours                            | -   |

| Option - Enhanced (4) SLA (Gold) |            |                         |          |                                    |   |
|----------------------------------|------------|-------------------------|----------|------------------------------------|---|
| Category                         | Type       | Period                  | Priority | Target                             | Rebate  |
| Service Availability             | -          | -                       | -        | 99.9%                              | -   |
| Service Incident                 | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour                             | -   |
|                                  |            |                         | Major    | 2 Hours                            |   |
|                                  |            |                         | Minor    | 8 Hours                            |   |
|                                  | Resolution | Mon-Friday<br>8am – 5pm | Critical | 4 Business Hours<br>(Mon-Fri only) | \$30 per incident plus<br>\$10 per hour up to a<br>maximum of MRC per<br>month. |
|                                  |            |                         | Major    |                                    |   |
|                                  |            |                         | Minor    | Best Efforts                       |   |
| Service Request                  | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours                            | -   |

## Call Central Business Fibre

| Included - Premium (12) SLA (Bronze) |            |                         |          |                                     |   |
|--------------------------------------|------------|-------------------------|----------|-------------------------------------|---|
| Category                             | Type       | Period                  | Priority | Target                              | Rebate  |
| Service Availability                 | -          | -                       | -        | 99.95%                              | -   |
| Service Incident                     | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour                              | -   |
|                                      |            |                         | Major    | 2 Hours                             |   |
|                                      |            |                         | Minor    | 8 Hours                             |   |
|                                      | Resolution | Mon-Friday<br>8am – 5pm | Critical | 12 Business Hours<br>(Mon-Fri only) | \$30 per incident plus<br>\$10 per hour up to a<br>maximum of MRC per<br>month. |
|                                      |            |                         | Major    |                                     |   |
|                                      |            |                         | Minor    | Best Efforts                        |   |
| Service Request                      | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours                             | -   |

| Option - Premium (8) SLA (Silver) |            |                         |          |                                    |   |
|-----------------------------------|------------|-------------------------|----------|------------------------------------|---|
| Category                          | Type       | Period                  | Priority | Target                             | Rebate  |
| Service Availability              | -          | -                       | -        | 99.95%                             | -   |
| Service Incident                  | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour                             | -   |
|                                   |            |                         | Major    | 2 Hours                            |   |
|                                   |            |                         | Minor    | 8 Hours                            |   |
|                                   | Resolution | Mon-Friday<br>8am – 5pm | Critical | 8 Business Hours<br>(Mon-Fri only) | \$65 per incident plus<br>\$10 per hour up to a<br>maximum of MRC per<br>month. |
|                                   |            |                         | Major    |                                    |   |
|                                   |            |                         | Minor    | Best Efforts                       |   |
| Service Request                   | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours                            | -   |

| Option - Premium (4) SLA (Gold) |            |                         |          |                                    |   |
|---------------------------------|------------|-------------------------|----------|------------------------------------|---|
| Category                        | Type       | Period                  | Priority | Target                             | Rebate  |
| Service Availability            | -          | -                       | -        | 99.95%                             | -   |
| Service Incident                | Response   | Mon-Friday<br>8am – 5pm | Critical | 1 Hour                             | -   |
|                                 |            |                         | Major    | 2 Hours                            |   |
|                                 |            |                         | Minor    | 8 Hours                            |   |
|                                 | Resolution | Mon-Friday<br>8am – 5pm | Critical | 4 Business Hours<br>(Mon-Fri only) | \$65 per incident plus<br>\$10 per hour up to a<br>maximum of MRC per<br>month. |
|                                 |            |                         | Major    |                                    |   |
|                                 |            |                         | Minor    | Best Efforts                       |   |
| Service Request                 | Response   | Mon-Friday<br>8am – 5pm | -        | 2 Hours                            | -   |

Service Incident response refers to the period of time between a fault being logged by the End User with our Support on 1300 788 869 and the response from Call Central acknowledging that incident via email. A service incident resolution is the period of time between a fault being acknowledged and the repair of the service. Critical is classified as a complete loss of connectivity or a link degraded by more than 70% of the plan speed. Major is classified as an issue that seriously impacts the end user operations and requires attention. This could include recurring outages or a reduction in speed greater than 30% from the plan speed. Minor is classified as impacting upon the service, but the end user is still operational.

Incorrect Callout Fee Fees are detailed in the table below:

| Time of Callout                            | Call out Fee                            |
|--|---|
| During Business Hours: Mon – Fri 9am – 4pm | \$100 initial fee plus \$50 per 30 mins |

### Exclusions to the SLA

Call Central's service assurance obligations do not extend to faults caused as a result of:

- Any fault in equipment, software or any network not forming part of the service or the Call Central Equipment; or
- Damage from any external cause that may prevent the service or the Call Central Equipment working.
- Acts or omissions of an End User.
- Third party equipment that is not installed by Call Central or an authorised Call Central installer.
- The removal of Call Central Equipment

Network Unavailability does not include any unavailability resulting from:

- Planned Network outages.
- Acts or omissions of an End User.
- Force Majeure, and any other situations beyond the reasonable control of Call Central's.
- Faults in the End User equipment or software.
- Damage due to external causes, e.g. vandalism, theft, loss of power, flooding, pests etc.