

Westnet Contact Details

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Westnet Service Level Agreement

This Service Level Agreement (SLA) provides an easy to understand and manageable service agreement and is to be read in conjunction with Westnet's standard Terms and Conditions and the Application Form for the Service. The SLA is built around 5 key performance indicators.

1. Service Delivery

Westnet is committed to installing the Service within the delivery timeframes as detailed below.

Upon receipt of a signed Application Form, Westnet will commission the Service within:

- (a) 15 working days if both A-end and B-end are already connected to a fibre enabled site, and sufficient cable capacity is available as advised by a Westnet representative.
- (b) 30 working days from receipt of building access and council approvals, for Services that are to be delivered outside Westnet's network.

2. Service Coverage

Westnet's Support Centre and technical staff are on call 24 hours a day, 7 days a week to provide fast response to a service call.

3. Response Time

All calls (logging a fault ticket) placed with Westnet's Support Centre (1300 786 068) will be confirmed within 15 minutes of logging.

The Support Centre provides comprehensive fault ticket management and fault escalation until the Customer closes the fault ticket.

4. Service Availability

Should Westnet's network be the cause of the Service disruption, Westnet will provide a rebate in the form of a credit against the following month's invoice.

Westnet's target for Service availability is 99.95% over a calendar month (based on 24 hours/day 7 days/week network availability).

The Service availability guarantee does not apply to:

- (a) Customer premises cabling installed on the Customers site.
- (b) Customer power disruptions on the Customer premises.
- (c) Customer Premises Equipment (CPE) failure.
- (d) Westnet's scheduled network maintenance.

Rebates for Service Disruptions

Percentage of Service for the Month*	Rebate of Relevant Monthly Service Fee
95% to 99.14%	10%
<95%	15%

* Rebates only apply if the disruption is logged with the Support Centre and a claim form is lodged (available from Westnet).

Planned Outages

Except in cases of emergency, Westnet will use its best endeavours to provide the Customer with reasonable notice of any planned maintenance requirements and to schedule such maintenance in consultation with its Customers.

5. Restoration Time

Westnet's target restoration time is typically < 4 hours. Restoration Time is measured from the time that the service interruption is reported to Westnet's Support Centre.