Service Level Agreement

Version 1.3
September 2021

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Introduction

This document sets out NodeOne's Business Fixed Wireless, Business NBN and Business Fibre service level options, their corresponding response times and rebates where applicable.

Service Levels are applicable in the Perth metropolitan area as defined by the Department of Mines, Industry Regulation and Safety (see here) and within the boundaries of the City of Greater Geraldton.

Customers are required to apply for rebates.

Our Business Support Hours (WST) are:

Mon—Fri   7:00 am – 8:00 pm

Saturday   9:00 am – 6:00 pm

Sunday   10:00 am – 5:00 pm

Response & Resolution Target Times

N1 Business nbn

Standard Business Support

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			N/A
Service Incident	Critical	Mon – Fri: 7:00 am – 8:00 pm	1 hour	Best efforts	
	Major	Saturday: 9:00 am – 6:00 pm	2 hours		
	Minor	Sunday 10:00 am – 5:00 pm	8 hours		
Service Request	Minor	Mon – Friday: 8:00 am – 5:00 pm	8 hours		

Option - Enhanced (12) SLA (Bronze)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	12 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month.
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

Option - Enhanced (8) SLA (Silver)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	8 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

Option - Enhanced (4) SLA (Gold)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 8:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	4 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

N1 Business Fixed Wireless

Included - Enhanced (12) SLA (Bronze)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	12 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

Option - Enhanced (8) SLA (Silver)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	8 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

Option - Enhanced (4) SLA (Gold)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	4 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

NodeOne target a minimum demonstrated performance of 90% of the applicable speed profile for the service averaged over the previous calendar month. Service speeds quoted for Your Service refer to the maximum throughput speeds that are achievable when using Your Service under optimum conditions. Fluctuations in service speeds achieved by Your Service are expected over the duration of Your Service. Fluctuations occur due to the nature of telecommunications, electrical and Internet technologies and equipment. Consequently, you acknowledge and agree, that it may not be possible to maintain the service speeds quoted for Your Service at all times.

N1 Business Fibre

Included - Premium (12) SLA (Bronze)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.95% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	12 business hours (Mon – Fri only) Best efforts	$30 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

Option - Premium (8) SLA (Silver)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.95% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7:00 am – 8:00 pm Saturday: 9:00 am – 6:00 pm Sunday: 10:00 am – 5:00 pm	1 hour 2 hours 8 hours	8 business hours (Mon – Fri only) Best efforts	$65 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8:00 am – 5:00 pm	8 hours		

Option - Premium (4) SLA (Gold)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.95% uptime			
Service Incident	Critical Major Minor	Mon – Fri: 7am – 8pm Saturday: 9am – 6pm Sunday: 10am – 5pm	1 hour 2 hours 8 hours	4 business hours (Mon – Fri only) Best efforts	$65 per incident plus $10 per hour up to a maximum of MRC per month
Service Request	Minor	Mon – Fri: 8am – 5pm	8 hours		

- Service Incident response refers to the period of time between a fault being logged by the End User with our Helpdesk on 1300 184 414 and the response from NodeOne acknowledging that incident.
- 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 8:30 am – 5:30 pm	$100 initial fee plus $50 per 30 mins

Service Delivery Escalations

Escalation Level	Reason	Contact Details
Level 1	All delivery enquiries	Service Delivery 1300 184 414 Business.Orders@nodeone.com.au
Level 2	Any service jobs that have missed SLA	Duncan Lumbasyo Operations Manager Escalations@nodeone.com.au 08 6371 8187
Level 3	Major escalations and complaints	Rob Ebden Chief Operating Officer rob.ebden@nodeone.com.au 08 6371 8178

Assurance Escalations

Escalation Level	Reason	Contact Details
Level 1	All service enquiries	Customer Service 1300 184 414 Business.Support@nodeone.com.au
Level 2	Any service jobs that have missed SLA	John Webb Customer Support Manager Escalations@nodeone.com.au 08 6371 8194
Level 3	Major escalations and complaints	Rob Ebden Chief Operating Officer rob.ebden@nodeone.com.au 08 6371 8178

Exclusions to the SLA

NodeOne'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 NodeOne Equipment; or
• Damage from any external cause that may prevent the service or theNodeOne Equipment working.
• Acts or omissions of an End User.
• Third party equipment that is not installed by NodeOne.
• The removal of NodeOne Equipment

Network Unavailability does not include any unavailability resulting from:
• Planned Network outages.
• Acts or omissions of an End User.
• Acts of God, and any other situations beyond the reasonable control of NodeOne.
• Faults in the End User equipment or software.
• Damage due to external causes, e.g. vandalism, theft, loss of power, flooding, pests etc.