



Summit Internet Internet & Voice Services Service Level Agreement

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Updated By: Greg Lipschitz



Internet & Voice Services | Service Level Agreement

Summit Business Internet & Voices Services are covered by a Service Level Agreement to ensure availability of services should they become unavailable. The SLA is based on the type of service supplied, and excludes the following;

- Planned Network outages
- Acts, omissions and delays by the customer including installation requirements beyond SLA activation period.
- Behaviour of customer equipment, facilities or applications.
- Acts of God and any other situations beyond the reasonable control of Summit.
- Unsuitability of the nominated telephone service for an ADSL service.
- Unavailability of vacant pairs/lines and distance from the exchange for EFM services.
- Unavailability of Mobile Coverage for 3G/4G Services

Summit'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 Summit Equipment.
- Damage from any external cause that may prevent the service or the Summit Equipment working.
- Acts or admissions of the customer
- Third party equipment that is not installed by Summit
- The removal of Summit Equipment.

Network Unavailability does not include any unavailability resulting from:

- Planned Network outages
- Acts or admissions of the customer
- Acts of God and any other situations beyond the reasonable control of Summit.
- Faults in the customer equipment or software.
- Damage due to external causes, e.g. Vandalism, theft, etc.

This SLA only applies to individual Circuits/Tails or Voice Services. This means the SLA is applied to each tail of a multipoint network, and not the network as a whole. Further, this means working tails on a multipoint network will not attract service activation or service unavailability rebates being applied to a tail that has not met the SLA.

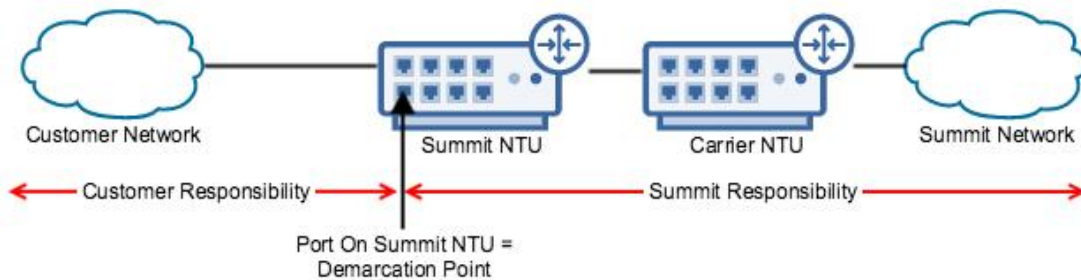
Summit may, but is not obliged to provide the customer with onsite technical support. This is a charged service with separate terms and conditions. Summit may access customer content and other parts of the service as necessary to identify and resolve technical problems or to respond to service complaints.

Service Assurance

The customer is responsible for isolation and rectification of service faults with their own equipment and where applicable their own network. In cases where the Customer believes that the fault is not in the network or End User equipment but in the Summit network, the customer must lodge a Support Request with Summit via the Summit Support Desk on 1300 049 749 or via email to support@summitinternet.com.au

Faults can only be lodged to upstream Carriers during Business Hours, should the fault be outside the Summit's Network.

Service Assurance Boundaries



Service Rebates

If Summit determines in its reasonable commercial judgement that during any calendar month, the Summit service was unavailable for a total period longer than six Business Hours, then the Customer account will be credited as follows:

Service Unavailability (Business Hours)	Rebate(Only Recurring Monthly Charges)
Between 6 and 20.5 hours	10%
More than 20.5 hours but less than 42.5 hours	20%
More than 42.5 hours	30%

Business Days are weekdays (excluding National Public and gazetted Holidays). Business Hours commence at 8:00am and finish at 8:00pm.

After Hours Support

Any service request outside standard Summit Business Hours (excluding Public Holidays) of 8.30AM to 5.30PM AEST Monday-Friday may be handled by an after-hours paging service. After-hours support is limited to Critical Issues within the Summit Network that affect the End Users operation. Other support requests will be classed as non-urgent and returned during business hours.



Fault Response & Restoration Time

Fault Response Time is the time taken by Summit to acknowledge a fault reported during the Service Period.

Minor problem means a service problem that the Customer does not view as critical or major. Minor problems are those that do not significantly affect the End User service.

Major problem means a service problem that seriously affects the End User operation, maintenance, and administration, etc. and requires immediate attention, e.g. Reduction of data carrying capacity, unable to make/receive calls from particular destinations, repeated short outages or significant increase in occurrence of Support Requests

Critical problem means a service problem in the Summit network that severely affects the End User service, and requires immediate corrective action, e.g. loss of service connectivity, severely degraded service performance.

Target Response Times for each Category of service

Severity	Target Fault Response Time
Critical	1 Hour
Major	4 Hours
Minor	24 Hours

Target Restoration Times

Summit IP Voice Services (SIP Trunks & HostedPBX)

Severity	Target Fault Restoration Time
Critical	30 Minutes
Major	4 Hours
Minor	24 Hours

AAPT Business Ethernet & Telstra PSTN/ISDN Services

Severity	Target Fault Restoration Time	
	Metropolitan Area	Regional Area
Critical	End of Next Business Day	End of Two Business Days
Major	End of Two Business Days	End of Three Business Days
Minor	End of Three Business Days	End of Four Business Days

Note: Target Fault Restoration Time is Subject to the Carrier having access to End User/Company premises.

ADSL & NBN

Severity	Target Fault Restoration Time	
	Metropolitan Area	Regional Area
Critical	Best Effort	Best Effort
Major	Best Effort	Best Effort
Minor	Best Effort	Best Effort

Note: Target Fault Restoration Time is Subject to the Carrier having access to End User/Company premises.



Extended Service Level Agreements

Extended Service Level Agreements are available for the following services at the time of order or can be added to an existing service upon feasibility study being completed;

- Summit On-Net Ethernet Services
- Summit On-Net Fixed Wireless Services
- Telstra Ethernet Access (Fibre/Copper) & Managed Leased Line Services
- Optus Fibre & Ethernet
- Vocus Fibre & Ethernet

Service Assurance Levels

Level	Available Services
Business Standard	Telstra Ethernet Access Copper Services Telstra MLL-E Copper Summit On-Net Fixed Wireless
Business Plus	Telstra Ethernet Access Fibre Telstra Managed Leased Line Ethernet (MLL-E) Optus Fibre & Ethernet Vocus Fibre & Ethernet
Express 8	Telstra Ethernet Access Fibre with Upgraded SLA Telstra Managed Leased Line Ethernet (MLL-E) with Upgraded SLA
Express 4	Telstra Ethernet Access Fibre with Fully Redundant Fibre Path & Upgraded SLA Telstra Managed Leased Line Ethernet (MLL-E) with Fully Redundant Fibre Path & Upgraded SLA

Target Response and Repair Times

Service Assurance Option	Target Response Time	Target Repair Time	Hours of Business
Business Standard	2 Hours	12 Hours	7am – 9pm Monday to Saturday including Public Holidays
Business Plus	1 Hour	12 Hours	24 Hours, 7 Days a Week
Express 8	1 Hour	8 Hours	24 Hours, 7 Days a Week
Express 4	15 Minutes	4 Hours	24 Hours, 7 Days a Week



Target Response Times and Target Repair Times

The Target Response Times apply 24 hours per day, 7 days per week. The Target Repair times only include time accrued during the Hours of Business in relation to each of the Service Assurance Options.

The following times are added to the Target Repair Times in the following circumstances:

- if the Circuit/Tail is located in a Rural Area, one full day after Summit receives a Reported Service Difficulty from Customer (and not counting Sunday in the case of the Business Standard Service Assurance Option);
- if the Circuit/Tail is located in a Remote Area, 2 full days after Summit receives a Reported Service Difficulty from Customer (and not counting Sunday in the case of Business Standard Service Assurance Option); and
- in limited circumstances where Summit or the line carrier needs to use special transaction (such as a helicopter or boat) to access the service in order to investigate or rectify a Fault, 4 full days after Summit receives a Reported Service difficulty from Customer (and not counting Sunday in the case of Business Standard Service Assurance Option).

In addition to the circumstances set out, the Target Repair Times are suspended in the following circumstances;

- The repair requires parts that must be obtained from a third person, in which case the target repair time will be suspended until Summit or the 3rd party carrier obtains the relevant parts from the third person;
- There is a Force Majeure event (or other event as listed in this document) which causes a Known Network Issue that may be impacting the service and is likely to be the cause of the Fault, in which case the Target Repair Time will be suspended until the restoration work to rectify the Known Network issue is completed and Summit has restored its normal Networks operations;
- Customer does not provide Summit or the 3rd party carrier with any assistance that Summit or the 3rd party carrier requests in relation to the rectification of a Fault, in which case the Target Repair Time will be suspended until Customer provides that assistance; or
- Summit escalates the Service Difficulty to a specialist work group or third person for investigation and rectification.

Contacting Summit outside of Standard Business Hours for Services covered by this SLA

If the affected service is covered by an Extended SLA, you may contact the after-hours paging service on 1300 049 749. The Summit On-Call Engineer will contact you back to log and rectify the fault.