

# DGtek SLA

## Schedule 3 – Service Levels

### Residential Services

Table 5: Schedule 3 Residential SLA

Severity level	Definitions	Response Time	Permanent Fix/Workaround Time
<b>Severity 1</b>	Service unavailable due to <b>hardware failure</b> of DGtek-managed <b>Provider Edge Equipment</b> . Service is seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	4 hours (during Business hours)	24-48 Hours
<b>Severity 1</b>	Service unavailable due to <b>external circumstances</b> such as natural disaster or cable cut by an external third party. Service is seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	4 hours (during Business hours)	24 -72 hours
<b>Severity 2</b>	Service seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	8 hours (during Business hours)	24-72 hours
<b>Severity 3</b>	Service is impaired causing difficulty with performing normal work for affected users. May result in reduced productivity but does not otherwise threaten risk management or service to public.	8 hours (during Business hours)	3-5 bus days
<b>Severity 4</b>	Service is impaired causing minor difficulty or inconvenience.	2 business days	5-10 bus days
<b>Coverage hours</b>	Business hours, Working days of the year	The time period in which the service provider acknowledges receipt of the incident and confirms application of resources to a fix.	A permanent solution to the problem/fault OR the completion of a work-around that gets the service operating again at least on a temporary basis.

# DGtek SLA

## Commercial Services

Table 6: Schedule 3 - Commercial SLAs

Severity level	Definitions	Response Time	Permanent Fix/Workaround Time
<b>Severity 1</b>	Service unavailable due to <b>hardware failure</b> of DGtek-managed <b>Provider Edge Equipment</b> . Service is seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	15 minutes	1-2 hours
<b>Severity 1</b>	Service unavailable due to <b>external circumstances</b> such as natural disaster or cable cut by an external third party. Service is seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	15 minutes	24 -72 hours
<b>Severity 2</b>	Service seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	15 minutes	2 hours
<b>Severity 3</b>	Service is impaired causing difficulty with performing normal work for affected users. May result in reduced productivity but does not otherwise threaten risk management or service to public.	15 minutes	4 hours
<b>Severity 4</b>	Service is impaired causing minor difficulty or inconvenience.	15 minutes	8 hours
<b>Coverage hours</b>	24 hours, 365 days/year	The time period in which the service provider acknowledges receipt of the incident and confirms application of resources to a fix.	A permanent solution to the problem/fault OR the completion of a work-around that gets the service operating again at least on a temporary basis.

# DGtek SLA

## Point to Point Services

Table 7: Point to Point SLAs

Category	Priority	Period	Target	Rebate for affected monthly period
<b>Service Availability</b>		24 x 7 x 365	>99.95%	
			99.5% < t < 99.95%	20%
			98% < t < 99.5%	50%
			<98%	100%
<b>Initial Response Time</b>	Priority 1	24 x 7 x 365	15 mins	
	Priority 2	24 x 7 x 365	30 mins	
	Priority 3	Business Hours	4 hours	
	Priority 4	Business Hours	12 hours	
<b>Target Restoration Time</b>	Priority 1	24 x 7 x 365	4 hours	
	Priority 2	24 x 7 x 365	8 hours	
	Priority 3	Business Hours	1 Business Day	
	Priority 4	Business Hours	2 Business Days	
<b>Service Request Response Time</b>	Dark Fibre	Business Hours	4 hours	
	Lit Fibre	Business Hours	4 hours	
<b>Service Request Fulfillment Time</b>	Dark Fibre	Business Hours	48 hours	
	Lit Fibre	Business Hours	48 hours	
<b>Service Delivery</b>	On-Net	Business Hours	5 Business days	
	Off-Net	Business Hours	10 - 30 Business days	
<b>Priority 1 Severe business impact. Critical business services down.</b>				
<b>Priority 2 High business impact. Non-critical services down. Service degradation</b>				
<b>Priority 3 Minor service degradation, specific service functionality unavailable</b>				
<b>Priority 4 A minor service issue</b>				