

SERVICE LEVEL AGREEMENT FOR TECHEX SERVICES

All faults should be reported to Techex on **1300 881 112**. This number is answered 24 hours a day, 7 days a week. Please note however, that only customers on a Techex 24x7 Support contract will be guaranteed support outside normal business hours. When calling out side of business hours customers on a 24x7 support contract will need to quote their **customer support contract number** to the paging service operator.

Response and Restoration Targets

'Response Time' is the time from when we receive a Fault Call from the Customer, to the time that we provide a status advice to the End Customer with an indication of the nature of the fault and estimated time to restore service.

'Restoration Time' is the time taken from when Techex receives a Fault Call from the Customer, to the time the service is restored.

| Parameter | Target times | Applicable services |
|------------------|--|---------------------------|
| Response Time | 2 hours within applicable coverage window | ADSL Lite |
| Restoration Time | Best efforts | ADSL Lite |
| Response Time | 90 minutes within applicable coverage window | All other Techex services |
| Restoration Time | 5 hours within applicable coverage window | All other Techex services |

Coverage Window

'Coverage Window' refers to the hours of operation for service response and restoration activity.

| Type Of Service | Hours Of Operation (EST) | Applicable services |
|-----------------|-------------------------------------|--|
| Business Hours | Monday to Friday*: 9:00am to 5:00pm | All Techex Services |
| 24 x 7** | 24 hrs per day, 7 days per week. | All Techex Services covered by a 24x7 Support Contract |

* Note: Excludes National Public Holidays

** Note: **24x7 service** is available on all services at additional cost.

Fault Report Communications

In the event of a fault report, Techex will communicate with the Customer as follows:

- Receive Fault:** by phone call from the Customer. Techex will provide a Fault Ticket reference number on request.
- Response:** as per Response Time above within coverage window.
- Progress Advice:** as per Restoration Time above within the coverage window.
- Close Off:** Techex will contact the Customer upon restoring service to confirm that the service is operating satisfactorily.

Planned Service Outages

Techex will use best efforts to provide 5 working days notification of any scheduled or planned service outage ("Planned Service Outages") to affected Customers. Where practicable, Planned Service Outages will occur between 12am and 6 am, Eastern Standard Time. The process for notifying Customers of Planned Service Outages will be as follows:

- Techex may plan a service outage to conduct necessary maintenance and upgrade to its network. Planned Service Outages may also originate from 3rd party carriers who are providing services to Techex.
- Techex will notify all affected Techex Customers via e-mail. The e-mail will include the details of the Planned Service Outage
- Planned outages will also be made available on the Techex and eVolve Partner web sites.

In circumstances where an emergency service interruption is required, Techex reserves the right to undertake the service interruption without notice. In such cases Techex will use its best efforts to notify the Customer prior to any service interruption. Notification via e-mail may be used in case of an emergency service interruption.

Service Availability

'Service Availability' is defined as the percentage of time each service is available to the Customer during the course of a year. The service availability is calculated in accordance with the following formula:

$$\text{Service Availability for the period} = \frac{\text{Total Hours for the period less Unavailable Hours} *}{\text{Total Hours for the period}} \times 100$$

Unavailable Hours is the total number of hours that the service is unavailable due to issues with the Techex network except for planned outages. The Techex Network includes supply of Internet bandwidth when supplied by Techex to the Customer and the router on the premises of the customer where that router is under a field service replacement agreement with Techex.

The Techex fault ticketing system will be the basis for determining times for Service Availability. Fault tickets issued on Customer request.

| Parameter | Target Service Availability | Applicable services |
|----------------------|-----------------------------|--------------------------------------|
| Service Availability | Best Efforts | ADSL Lite, iBurst and Virus Scanning |
| Service Availability | 100.0% | Premium DSL Services |
| Service Availability | 99.9% | All other Techex services |

Fee Rebates Due to Service Unavailability

Where a fault is attributed to the Techex network and the service of the Customer is unavailable for use within the coverage window for more than the hours stipulated, then Techex will provide a service fee rebate to the customer.

| Service Unavailability (Total Hours per month within coverage window) | Rebate % of Monthly Charge* | Applicable services |
|--|--------------------------------|---------------------|
| Up to 4 hours | 5% | All Techex Services |
| More than 4 hrs, but less than 6 hrs | 15% | All Techex services |
| More than 6 hrs | 30% | All Techex services |

*Excludes excess Internet download charges.

SLA claims should be submitted to Techex by the Customer within 14 days of the end of the month using the Techex SLA Claim Form. The rebate will be provided in the form of a credit applied to the customer's next monthly bill.

Rebate does not apply to customers whose credit account falls outside the standard payment terms or in instances where the customer failed to follow Techex support processes and guidelines.

Service Activation Lead Times

'Service Activation Lead Time' is the number of working days between the issue of an Order Confirmation and Service Completion Advice to the customer. Service Activation Lead Times only apply to correctly completed Customer Service Order Forms. The Service Activation Lead Times are subject to confirmation of Telstra line availability and do not apply where a Service Completion Advice cannot not issued.

| Service Type | Target Service Activation Lead Time - | Applicable services |
|--------------|---------------------------------------|--|
| New Service | 21 working days | All Broadband, VPN, Voice and Co-Location services |
| | 3 working days | All Dial-Up, Web Hosting, iBurst and Backup Services |
| Changes ** | 5 working days | All services |

** Changes of Service Type (e.g. ADSL to SHDSL) or Service Relocations are classified as new services and not changes.

Techex will communicate with the customer as follows throughout the process of service activation:

- a) **Customer Service Order Form**
Customer faxes order form to Techex on **1300 882 221**.
- b) **Acknowledgement** Within 2 working days of receipt of a complete Order, Techex will email or fax the customer with the Order Confirmation form. For incomplete Orders, Techex will notify the customer by e-mail of the information required before the Order Confirmation can be issued.
- c) **Pre-Qualification (Broadband Services)** within 6 working days of receipt of complete order, Techex will email the customer with confirmation that the physical line will be made available and the date that the line will be made available.
- d) **Installation Co-ordination** Techex (or our agent) will arrange an installation appointment with the Customer.
- e) **Rescheduling The Planned Completion Date** In the event of a requirement to re-schedule (either Techex or customer initiated), then Techex will establish a revised 'Planned Completion Date' and e-mail the customer at the earliest opportunity.
- f) **Phone Enquires re Order Progress** Call Techex on 1300 881 112 for enquires about Order progress.

Fee Rebates Due To Service Activation Delays

If Techex does not activate the service within the Service Activation Lead Time we will provide a Setup fee rebate to the Customer. Fee rebates will be upon written request from a Customer. Rebates will not be applicable for service activation delays that were requested by the Customer. Requests for rebate must be claimed within 14 days of the Service Completion advice being issued.

| Service Activation Delay <i>(working days beyond Service Activation Lead Time)</i> | Rebate <i>% of installation fee</i> | Applicable services |
|--|---|--------------------------------------|
| More than 1 day | 0% | All Techex services except ADSL Lite |
| 1 to 5 days | 10% | All Techex services except ADSL Lite |
| 6 to 10 days | 25% | All Techex services except ADSL Lite |
| 11 to 15 days | 50% | All Techex services except ADSL Lite |
| More than 15 days | 100% | All Techex services except ADSL Lite |

Rebate does not apply to customers whose credit account falls outside the standard payment terms or in instances where the Customer failed to follow Techex support processes and guidelines.

Chargeable Activities

Miscellaneous Service Charges are detailed on the Techex web site at www.techex.com.au

Fault Logging Procedure

Contact Techex Helpdesk on 1300 881 112. This number will be answered during office hours and a support engineer will be available. Fault logging can also be made via FAX to 1300 882 221 or by sending an email to helpdesk@techex.com.au

- **Standard Support Contract** Customers with no 24x7 support contract number.
 - Support is available 24x7 as per our Miscellaneous Services Charges (all Techex services except ADSL Lite).
- **24x7 Premium Support Contract** customers with a contract number.
 - Support is available at all times. Outside of Business Hours you will be asked for a Support Contract Number. Without the contract number, calls will not be forwarded to the on duty engineer(s) and will be treated as per a standard support contract where Miscellaneous Service Charges apply. Please make sure you have the following information available:
 1. 24x7 Support Contract Number
 2. Type of Service (e.g. ADSL/Hosting/Backup...)
 3. FNN or IP address
 4. Address of Service
 5. Contact Name and Number (for engineer to call back)

Useful contact details:

Telephone: **1300 881 112**
Intl. **+612 9976 5100**
Fax: 1300 882 221
Email: helpdesk@techex.com.au
WEB: www.techex.com.au
<http://notifications.techex.net.au>

Miscellaneous services charges can be found on the Techex WEB site.