



AXECOM

Service Level Agreement Schedule 1 -Fibre Only

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1. INTRODUCTION

- 1.1 This SLA covers services including (unless otherwise notified by Axecom) Data Services, Voice Services, Fibre Services, EFM Services, E-line Services, Cloud Services, Business and Colocation Services.
- 1.2 Axecom may vary this SLA if reasonably required for technical, operational and commercial reasons provided such variation does not have a material adverse effect on the Customer.

2. SERVICE SUPPORT

SERVICE SUPPORT

- 2.1 Axecom will provide the Customer with access to the Axecom Support Centre 24 hours per day, 7 days per week to record an Incident or Service Request relating to the Services. Incidents or Service Requests are managed by the Axecom Support Centre and processed in accordance with best-practice guidelines to meet the applicable Targets for the Services. Axecom will escalate resolution and fulfillment activities to appropriately skilled resources including to vendor support services where necessary.
- 2.2 The Axecom Support Centre will receive an Incident or Service Request from a Customer via email, phone or from automatic alerts that are generated from Axecom's Network Management Systems. Automatic alerts are logged as Incidents and will be addressed by the Axecom Support Centre.

AXECOM SUPPORT CENTRE CONTACT

- 2.3 The Axecom Support Centre is the primary point of contact for the recording and managing of all technical support related Incidents and Service Requests from the Customer. The Axecom Support Centre comprises of three separate support centres working together to provide 24x7 customer support. Contact details for the Axecom Support Centre are set out in the customer support quick reference guide which is provided to the customer upon completion of provision of the Service or is otherwise available upon request.
- 2.4 The Customer must report perceived Priority 1 (P1) and Priority 2 (P2) Incidents to the Axecom Support Centre by phone to ensure prompt attention and support.
- 2.5 All phone calls will be answered by a Axecom technician who will record the Incident or Service Request and assign a Priority. Where possible the Axecom technician will also convey a target restoration time to the Customer.

- 2.6 All emails to the Axecom Support Centre automatically raise an Incident or Service Request in Axecom' Service Management System and a unique ticket number is provided to the Customer by return email.
- 2.7 Where possible, Customers must provide a Service ID when reporting issues to the Axecom Support Centre.

CUSTOMER RESPONSIBILITIES

- 2.8 Prior to reporting an Incident to Axecom, the Customer must take all reasonable steps to ensure that the Incident is not a problem with any Customer Equipment or within the Customer's administrative domain. Some suggested actions are:
- Perform a software reboot of IT systems.
 - Record the status of indicators/LEDs on Customer Equipment.
 - Run a diagnostic program (if available) on Customer Equipment and record the results.
 - Perform a power recycle/reset of Customer Equipment.
 - Record log files and trace routes around the time of the event.
 - Note any recent changes that were made.
- 2.9 Customers who rely on Axecom supplied customer premise equipment must specifically ensure that the equipment is receiving the required power and cooling to be operational.
- 2.10 It is vital that Customers provide Axecom with the correct information related to their service when reporting issues.
- 2.11 The more information a Customer can provide on the problem, the more accurately Axecom will be able to determine the root cause and implement a solution in the quickest timeframe. When contacting the Axecom Support Centre a Customer must, as a minimum, provide the following information:
- Customer Name
 - Service ID of the Service affected by the Incident (if available);
 - Name and contact details of the person reporting the Incident on behalf of the Customer;
 - Description of the Incident;
 - Details of any diagnostics that have been performed by the Customer;
 - Customer Site contact;
 - Name and location of the Customer Site that is affected by the Incident; and
 - Business or trading hours of the site.

INCIDENT MANAGEMENT

- 2.12 Axecom reserves the right to charge a Customer in the event that Axecom is called to diagnose an Incident that is subsequently proven to be in the Customer's Equipment, or infrastructure used by the Customer that is supplied by a third party provider (e.g. not Axecom or Axecom' third party suppliers). This also applies to Incidents that

occur on Axecom Equipment or Axecom Infrastructure caused by negligent use or misuse by the Customer or its agents, suppliers, customers or contractors.

2.13 Axecom defines Incident priorities as outlined in the table below:

SEVERITY LEVEL	DESCRIPTION
Priority 1	Severe business impact. Critical business services down.
Priority 2	High business impact. Non-critical services down. Service degradation
Priority 3	Minor service degradation, specific service functionality unavailable
Priority 4	A minor service issue

TABLE 1: INCIDENT PRIORITIES 1 TO 4

2.14 Axecom will respond to Incidents and work to restore a service as detailed in the service tables in section 5 of this SLA.

2.15 Axecom does not guarantee that a Service will be restored within the times specified in the service tables in section 5 of this SLA however, Axecom will use all reasonable endeavours to restore a Service within the times specified.

2.16 When an Incident is logged, the Axecom Support Centre will:

- Agree with the Customer the level of Priority to be allocated to the Incident;
- Record the Incident in the Axecom' Service Management System and assign and quote a unique ticket number to the Customer;
- Manage any necessary escalations remotely or at the customer site, to restore services within target restoration times
- Update the Customer with the progress of the Incident via phone or email at mutually agreed intervals
- Advise the customer when the incident has been resolved via phone or email

SERVICE REQUEST MANAGEMENT

2.17 Any urgent Service Requests logged via email should be followed up with a phone call to the Axecom Support Centre with business justification for the urgent request. Complex Service Requests should be raised with the Account Manager.

2.18 Axecom defines Service Request priorities as outlined in the table

Priority 5	Service Request is required to ensure continual operation of the business
Priority 6	Service Request that has minimal impact to continual operation of the business
Priority 7	Service Request that is non urgent, has no impact and is not required for continual operation of the business

TABLE 2: SERVICE REQUEST PRIORITIES 5 TO 7

2.19 Axecom will respond to Service Requests and work to fulfil a request as detailed in the service tables in section 5 of this SLA.

2.20 Axecom does not guarantee that a request will be fulfilled within the times specified in the service tables in section 5 of this SLA however, Axecom will use all reasonable endeavours to fulfil a request within the times specified.

2.21 When a Service Request is logged, the Axecom Support Centre will:

- Agree with the Customer the level of Priority to be allocated to the Service Request;
- Record the Service Request in the Axecom' Service Management System and assign and quote a unique ticket number to the Customer;
- Manage any necessary escalations, remotely or at the Customer Site, to fulfill Service Requests within target fulfillment times;
- Update the Customer with the progress of the Service Request via phone or email at mutually agreed intervals; and
- Advise the Customer when the Service Request has been fulfilled via phone or email

ESCALATION FOR INCIDENTS OR SERVICE REQUESTS

2.22 In the event:

- Customer's expectations have not been met;
- Customer is of the opinion that progress on an Incident or Service Request is unsatisfactory; or
- Incident or Service Request has not been resolved within SLA, the Customer may escalate in accordance with the support escalation matrix which is made available on delivery of service or from Axecom upon request

POST INCIDENT REPORTS

2.23 Upon request by a Customer, for Priority 1 Incidents, Axecom will use its reasonable endeavours to provide a draft post incident report within 48 hours from the time the service was restored. A full report will be provided within 5 Business Days thereafter.

The post incident report will detail:

- Details of the incident including impact to service(s)
- Timeline of activities
- Fix or work-around
- The root cause
- Mitigation strategies

3. SERVICE AVAILABILITY AND REBATES

SERVICE AVAILABILITY

- 3.1 Axecom' technology platforms for delivering the Services are constructed using industry leading vendor equipment. The Targets for the relevant Services are described in the service tables located in section 5 of this document.

REBATES

- 3.2 The Customer is entitled to a Rebate as set out in section 5 of this SLA for the relevant Service where:
- Axecom has failed to meet a Service Availability Target or Response Time Target against which a Rebate is applicable as stipulated in the service tables located in section 5 of this document; and
 - the Customer has made a claim for the Rebate in accordance with section 3.3 within 5 Business Days of the end of the month in which the Incident was restored.
- 3.3 In order to lodge a claim for a Rebate the Customer must make a written request containing reasonable details as required by Axecom, and if applicable in the form provided by Axecom which may be updated from time to time. Claims for Rebate must be submitted via email to billing@axecom.com.au.
- 3.4 Once a claim is received, Axecom will review and calculate the Rebate (if applicable) and credit it to the Customer's account by deducting the Rebate from the Monthly Service Fee payable in the following month. A Rebate is not redeemable for cash.
- 3.5 Axecom is not required to provide Service Availability during, and the Customer is not entitled to any Rebate for, any failure or failures by Axecom to meet any Target that results from any of the following occurrences:
- an Excluded Event;
 - Scheduled Maintenance;
 - Customer Equipment or an Incident on the Customer's side of the Service Delivery Point;
 - Customers removal of any Axecom Equipment;
 - any failure to immediately report the Incident to Axecom;
 - the improper use, alteration, or damage of the Service by Customer;
 - Service suspension in accordance with the relevant Service Order (if applicable);

- Third Party Software;
- Modifications to the Service made by Customer or any party instructed or contracted by Customer and not provided or approved in writing by Axecom; or
- with respect to Colocation services, unavailability due to Customer Equipment only utilising a single power feed (i.e. not both A and B)

4. SCHEDULED MAINTENANCE

4.1 It is necessary from time to time to perform Scheduled Maintenance to maintain Axecom partners and suppliers Infrastructure. Axecom will use all reasonable endeavours to limit the frequency and impact of Scheduled Maintenance to its Customers.

4.2 Axecom will provide the Customer with notice via email to the technical contact listed on the Service Order prior to the Scheduled Maintenance, with the exception of Colocation Services or Scheduled Maintenance performed by Third Parties, as follows:

TYPE	EXPECTED HAZARD & NOTICE PERIOD
Hazard	Work undertaken on Infrastructure which may impact Customer's Service if the work does not go as planned 5 Business Days
Service Impacting	Customer's Service will remain operational although impacted in some way, such as a one second switch hit or increased latency due to an alternate traffic path being used 5 Business Days
Outage	Customer's Service will be unavailable for the period of time mentioned in the notice 10 Business Days
Emergency*	As soon as reasonably As per Hazard, Service Impacting or Outage practicable with a goal of 8 hours minimum notice

*Emergency means a planned activity that deems necessary to be performed at short notice in order to: (a) correct any issue on a business critical system or service, or (b) protect the business or organization

TABLE 3: SCHEDULED MAINTENANCE

4.3 In the case of Colocation Services or Scheduled Maintenance performed by Third Parties, Axecom will provide the Customer with as much prior notice as is reasonably possible in the circumstances.

5. SERVICE TABLES

- 5.1 Axecom will use all reasonable endeavours to meet the Service Level for the relevant Service in the following tables.
- 5.2 The Target Restoration Time commences at the time the Incident or Service Request is first recorded with the Axecom Support Centre and ends on resolution of the Incident or fulfillment of the Service Request.
- 5.3 For Data Services, the Service Levels are dependent on whether the Service has been delivered on Axecom or on Third Party access.

SERVICE DELIVERY

- 5.4 When Axecom receives a signed Service Order and all necessary information from the Customer, Axecom will commission the Service within the applicable timeframe for the particular Customer Site.
- 5.5 The service delivery timeframes set out in the service tables below are approximates only. The actual service delivery timeframe may be longer depending on the nature of the work required to be completed and a more precise estimate of the actual service delivery timeframe will be available once a Service Order has been received and assessed by Axecom. Unless expressed to the contrary in a Service Order, no remedies (including Rebates) are available for a failure to meet service delivery timeframe as specified in this SLA.

SERVICE TABLES

DATA PIPE SERVICES

CATEGORY	PRIORITY	PERIOD	TARGET	REBATE
Service availability		24x7x365	>99.95%	
			<99.95% - >99.97%	5%
			<99.97% - >99.5%	10%
			<99.5	20%
Incident Response Time	P1	24x7x365	15 mins	
	P2	24x7x365	30 mins	
	P3	BH	4 hours	
	P4	BH	12 hours	
Target Restoration Time	P1	24x7x365	4 hours	
	P2	24x7x365	8 hours	
	P3	BH	24 hours	
	P4	BH	48 hours	
Service Request Response Time*	P5	24x7x365	2 hours	
	P6	BH	4 hours	
	P7	BH	24 hours	
Service Request Fulfilment Time*	P5	24x7x365	12 hours	
	P6	BH	24 hours	
	P7	BH	5 Business Days	
Service Delivery	On-Net 20	BH	20 Business Days	
	On-Net 20	BH	40 Business Days	
	Off-Net	BH	40 - 60 Business Days	

*AXECOM reserves the right to charge additional fees for service requests in accordance with the relevant service schedule

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CATEGORY	PRIORITY	PERIOD	TARGET	REBATE
Service Availability; IP Tel; Hosted				
National Inbound Services and Wholesale Voice		24x7x365	>99.9% - <99.9%	10%**
Service Availability; Call Recording, Audio and Video Conferencing		24x7x365	>99% - <99%	10%**
Incident Response Time	P1	24x7x365	15 mins	
	P2	24x7x365	30 mins	
	P3	BH	4 hours	
	P4	BH	12 hours	
Target Restoration Time[^]	P1	24x7x365	4 hours	
	P2	24x7x365	8 hours	
	P3	BH	3 Business Days	
	P4	BH	Reasonable Endeavours	
Service Request Response Time⁺	P5	24x7x365	2 hours	
	P6	BH	4 hours	
	P7	BH	24 hours	
Service Request Fulfilment Time^{^+}	P5	24x7x365	12 hours	
	P6	BH	48 hours	
	P7	BH	5 Business Days	
Service Delivery	Where the service is within a serviceable area and AXECOM has a reservation and AXECOM has a reservation of geographic numbers for the area	BH	10 Business Days*	
	Where AXECOM does not have a reservation of geographic numbers for that area	BH	25 Business Days*	
Service Delivery National Inbound	Simple Services	BH	5 Business Days*	
Services	Complex Services	BH	10 Business Days*	
Hardware Failure	All	BH	5 Business Days	

** For the relevant Customer Site and excludes Rebate on hardware charges.

* The time required for number porting is excluded.

+ AXECOM reserves the right to charge additional fees for service requests in accordance with the service schedule

6. DEFINITIONS

6.1 In this Service Level Agreement (**SLA**), the following terms have the meaning set out below:

- **Basic Third Party Access** means the level of service which applies where Services are provided in part by a Third Party service which is provided on the basis of mass market grade performance and a reasonable endeavor obligation to
- **Business Continuity Services** has the meaning set out in the Business Continuity Service Schedule which is made available by Axecom to the Customer.
- **Business Day** means a day that is not a Saturday, Sunday or public holiday in the region in which the Service is supplied.
- **Business Hours (BH)** means 0800hrs to 1700hrs on any Business Day in the region in which the Service is provided.
- **Cloud Services** which includes Compute, Storage, Backup, Firewall, Archive, Disaster Recovery and software as defined in the Cloud Service Schedule which is made available by Axecom to the Customer.
- **Colocation Services** has the meaning set out in the Colocation Service Schedule which is made available by Axecom to the Customer.
- **Complex Service Requests** means a request that involves specialized design activities to be undertaken to fulfil the request.
- **Customer** means the party with whom Axecom has entered into an agreement to supply Services.
- **Customer Equipment** means any hardware, software, equipment, systems and cabling provided by the Customer.
- **Customer Site** means sites from which the Customer connects to the Services.
- **Dark Fibre Services** has the meaning set out in the Dark Fibre Service Schedule which is made available by Axecom to the Customer.
- **Data Services** includes:
 - · Ethernet (Point-to-Point, Point-to-Multipoint and Multipoint) and Axecom Cloud Connect as defined in the Ethernet Service Schedule,
 - · IP Transit and Axecom Internet Express as defined in the IP Transit Service Schedule; and
 - · IP WAN as defined in the IP WAN Service Schedule, which are made available by Axecom to the Customer.
- **DDoS Protection Service** means the service provided by Axecom to protect the Customer from Distributed Denial of Service (DDoS) attack using traffic scrubbing, filtering, black holing or other actions.
- **Enhanced Third Party Access** means the level of service which applies where

Data Services are provided in part by a Third Party service which is provided on the basis of high performance and assurance levels to deliver.

- **Excluded Event** means:
 - a breach of the relevant Service Order by the Customer;
 - a Force Majeure Event;
- any act or omissions of a third party which affects the provisions of the Services, including a failure to provide goods and services or access to premises;
- a negligent, fraudulent or willful act or omission of the Customer or its personnel; or
- a failure of any of the Customer's Equipment.
- **Force Majeure Event** means any event that is beyond the reasonable control of a party and which prevents a party from performing, or delays the performance of, any of its obligations under the relevant Service Order including (without limitation):
 - forces of nature, any act of God, fire, storm or explosion;
 - any strike, lockout, industrial action, war, sabotage, riot, act of terrorism, any denial of service attack, insurrection, civil commotion, national emergency (whether in fact or in law), power shortage, epidemic, quarantine, radiation or radioactive contamination;
 - any action or inaction by any organ of government or government agency;
 - a change in any law including any new law; or
 - a breakdown of plant, machinery or equipment, telecommunications failure or shortages of labour, transportation, fuel, power or plant, machinery, equipment or material (including short supply from the regular source or regular supplier), to the extent that the act, event or cause is beyond the reasonable control of the affected party.
- **Hardware Failure** means an intrinsic fault with the Axecom Equipment rendering it incapable of performing its primary function or intended purpose.
- **Incident** means any issue that affects the normal operation of the Service.
- **Invoice Period** means the period for which advanced payment of the Monthly Service Fee is required as set out in the Service Order or such other period as notified by Axecom from time to time.
- **Monthly Service Fee** means the monthly recurring fees payable by the Customer specified in the Service Order.
- **Network Management System** means the platforms and systems used to monitor the Axecom Network and Customer infrastructure.
- **Off-Net** means a Customer Site where Axecom Infrastructure is not available or civil works are required where distances greater than 1km.
- **On-Net** means a Customer Site where Axecom Infrastructure is able to deliver Ethernet transmission service using bonded digital subscriber line technology.

- **Priority** means the level of classification of the Incident or Service Request allocated to the Customer based on Table 2 and Table 3.
- **Rebate** means a credit applied to the Monthly Service Fee in respect of a failure to meet a Service Level.
- **Response Time** means the time between an Incident or Service Request being recorded via phone or email and when an engineer has been assigned to work on the Incident or Service Request.
- **Restoration Time** means the time between an Incident or Service Request being reported by the affected customer to the Axecom Support Centre, and resolution of the Incident or fulfilment of the Service Request.
- **Scheduled Maintenance** means the planned periods when Axecom or its suppliers perform maintenance activities, e.g. upgrades, alterations or repairs to a Service resulting in those Services becoming unavailable or impaired due to such activity.
- **Scheduled Maintenance Window** means the period set out in relevant Service Order or, if not set out in the relevant Service Order, 12am - 6am in the time zone the work is being carried out in 7 days per week or at such other times as Axecom may advise the Customer.
- **Service** means the services described in section 1.1 with the options and features requested in the Service Order, and any related goods (including equipment) and ancillary services which Axecom supplies to the Customer in connection with that Service.
- **Service Availability** means the percentage of time that the Service is available in a calendar month as a function of total time in the month less any Restoration Times.
- **Service Delivery Point** means the sites specified in the Service Order where Axecom will install the Axecom Equipment.
- **Service ID** means the reference identification number allocated by Axecom to the Customer's Service Order or Service (whichever is applicable).
- **Service Level** means the measured and reported achievements attained by Axecom against one or more Targets.
- **Service Management System** means the system Axecom uses to manage Incidents, Requests and Customer communications.
- **Service Order** means the agreement for the provision of a Service by Axecom, signed on behalf of both parties.
- **Service Request** means a request from the Customer for information, advice, add, move, change or access to an IT function.
- **Standard Access** means the level of service which applies where Data Services

are provided in part by a Third Party service which is provided on the basis of mid-level performance and assurance levels to deliver.

- **Target** means the performance metrics (in the applicable table under the heading “Metric”) outlined in section 5 of this SLA.
- **Third Party** means a supplier that provides services utilised by Axecom to deliver Axecom services to the Customer.
- **Third Party Software** means any software that Axecom uses or makes available to the Customer in connection with the Services.
- **Axecom** means either Axecom Pty Ltd (ABN 916 20009 9350) or their related bodies corporate (as defined in the Corporations Act 2001 (Cth)), Axecom and their Authorised subcontractors and agents.
- **Axecom Equipment** means any items or equipment owned or used by Axecom in the provision of a Service that is:
 - provided by Axecom to the Customer for use as part of or in connection with the Services; or
 - to which Axecom permits the Customer to access as part of, or in connection with, any Services.
- **Axecom Infrastructure** means any items, equipment owned or used by Axecom including computer hardware and software and any telecommunication network, equipment, facilities
- or cabling owned, controlled or utilised by Axecom including, without limitation, Axecom Equipment.
- **Axecom** means the interface that enables the Customer to create quotes and access information about a Service.
- **Axecom Support Centre** means the Axecom work group which provides support to Customers for the recording and management of Incidents and Service Requests.
- **Voice Services** includes SIP Trunk, IP Tel, Call Recording,, Audio and Video Conferencing and SIP Access as defined in the Voice Service Schedule which is made available by Axecom to the Customer.
 - If there is any inconsistency between the SLA and any existing contract for a Service between the Customer and Axecom, the SLA in the specific customer contract will prevail.