



OurISP

Service Level Agreement

1 September 2024

OurISP Service Level Agreement

OurISP supplies a variety of products, including products and services from third-party vendors. The customer agreement contains service level commitments for OurISP services.

Note: Support arrangements, and service level commitments, for third party vendor products and services can be found in the vendors terms and conditions.

A. Fault Handling

Product or service faults reported to OurISP go through two phases:

- (1) **Response** – calculated from the moment we receive notification of a fault until we acknowledge receipt of the notification (refer to Table 1).
- (2) **Resolution** – calculated as defined in the OurISP Agreements.

Note:

- (i) Service level commitments for third-party vendor products and services, are defined in the vendors' terms of service.
- (ii) Delays due to the following factors outside of OurISP's control does not count towards the total Resolution times:
 - Delays waiting on information from customer sources or vendors
 - Hardware replacement through vendor warranty
 - Technician travel times for onsite assistance
 - Weather disruption or other major events
- (iii) Business Hours means 8.00am – 8.00pm AEST weekdays, excluding public holidays

B. Service Level Agreements

Table (1) SLA Response¹ (DURING BUSINESS HOURS)

Severity	Response Time (Business Hours) ²	Target monthly %
Critical	1 Hour	100%
Major	3 hours	95%
Minor	8 hours	90%
Service Request	24 hours	90%

¹ These are OurISPs standard services response times. Review customer agreement for details of applicable service level commitments.

² The Response Times are measured in terms of Business Hours e.g. If an incident is classified as Minor, and reported 5pm Monday, the Response Time is measured as Monday 5pm to Tuesday 3pm.

C. Service Desk Classification & Prioritisation of Incidents

Once a fault is reported to OurISP Service Desk, OurISP performs an assessment to determine how best to categorise the resolution of the reported incident. The following tables identify the different levels of analysis used to determine the priority for the resolution of the incident.

OurISP Service Desk:

- (i) classifies the severity of reported incidents (Table 1)
- (ii) categorises the impact/urgency of a reported incident (Table 2 /Table 3)
- (iii) prioritises the resolution of the reported incident based upon urgency and priority (Table 4)

(Table 2) Classification of Severity

Severity	Classification Description
Critical	Represents a complete loss of service. The issue affects a substantial number of end-users. No workaround is available. e.g. infrastructure outage.
Major	Any issue that affects the operations of the business function due to a degraded or poor performing service.
Minor	Any issue that has minimal to no impact to users and where a workaround is available, request relates to functional improvements.
N/A	Any request that has no immediate impact on business operations - Includes Service Requests and improvements.

Table (3) Categorisation of Impact

Impact	Definition	Examples
(1) Whole of Business	<p>Whole organisation (or multiple sites) are impacted by:</p> <ul style="list-style-type: none"> An outage or substantial reduction in infrastructure for multiple sites or entire company. 	<ul style="list-style-type: none"> Company wide application outage affecting company's primary business function or Sensitive site outages – head offices etc. Loss or failure of service impacting health and safety such as emergency services, hospitals, etc – OHS issues.
(2) Site	<p>Whole site (or multiple business units within a site) are impacted by:</p> <ul style="list-style-type: none"> An outage or substantial reduction in infrastructure for an entire site or multiple business units. 	<ul style="list-style-type: none"> Loss or degradation of service to a customer building / premises however critical business services continue to function.
(3) Multiple Users	<p>Whole business unit (or whole team within a business unit) are impacted by:</p> <ul style="list-style-type: none"> An outage or substantial reduction in infrastructure impacting multiple users. 	<ul style="list-style-type: none"> Site is reporting slow internet – all users onsite impacted. Data service intermittently bouncing, has service majority of the day but is causing some interruption to the customer. Site primary data link is down, customer is using a redundant link so still functional.
(4) User	<p>Single user impact:</p> <ul style="list-style-type: none"> Complete or partial loss of a non-core application or system An issue related to a user request or information query. 	<ul style="list-style-type: none"> Loss or degradation of service to a single user. An issue related to a user request or information query. No impact to services however risk scenarios exist for existing service users – redundant link down etc.

Urgency Assessment

Urgency - SEVERITY

A measure of **time** at which the client would expect a result. The longer a client is willing to wait or can afford to be delayed the lower the urgency. Any significant impact on business operations is considered more urgent than standard requests.

Table (4) Urgency Assessment

Severity	Classification Description
(1) Critical	Urgent response and immediate action is required because; <ul style="list-style-type: none"> • The impact will increase quickly over time placing the business at risk of incurring further loss or damages. • No workaround is available and those affected are unable to do any work. • Business critical and time sensitive work cannot be completed.
(2) High	Quick response or action is needed because; <ul style="list-style-type: none"> • The impact is expected to gradually increase over time. • No workaround is available but those affected can do other work
(3) Medium	Response can be scheduled because; <ul style="list-style-type: none"> • Action can be completed within normal service levels by next available resource. • Workaround is available and those affected can continue work.
(4) Low	Response can be scheduled for a later time because; <ul style="list-style-type: none"> • Action is not time critical and can be completed when resources are available. • Workaround is available and it does not affect normal work.

Priority Matrix

The relative **intersection** of Impact and Urgency. Priority scales with Impact and Urgency and is used to determine service levels and track performance measures.

Table 5 Priority Matrix

PRIORITY		Impact			
		1. Enterprise (Extensive/Widespread)	2. Site / Dept. (Significant/Large)	3. Multiple users (Moderate/Limited)	4. User (Minor/Localised)
Urgency	1. Critical	1. Critical	1. Critical	2. High	2. High
	2. High	1. Critical	2. High	2. High	3. Medium
	3. Medium	2. High	3. Medium	3. Medium	4. Low
	4. Low	3. Medium	3. Medium	4. Low	4. Low

D. Monthly Service Charge Rebates

OurISP service level commitments are defined in the individual OurISP Customer agreements. When seeking a rebate charge on a product or service provided (via OurISP) from a third-party vendor, the terms of the vendor agreement apply. If required, OurISP will be happy to facilitate this process with the vendor.

E. Exclusions

OurISPs service assurance obligations do not extend to faults caused as a result of:

- o Any fault in equipment, software or any network not forming part of the service or the OurISP Equipment;
- o Damage from any external cause that may prevent the service or the OurISP Equipment working.
- o Acts or omissions of an End User
- o Third party equipment that is not installed by OurISP
- o The removal of OurISP Equipment.

Note: Call out fees for third party provided services will be passed to the Customer,

Customer Premises Equipment (CPE) Supplied and Installed by OurISP

This document is written for installations where the Customer Premises Equipment (CPE) is supplied and installed by OurISP. OurISP is not responsible for overall system performance, thermal characteristics and safety issues where the End User uses third party equipment and / or the system integration has been completed by parties other than OurISP.

OurISP is not responsible for:

- o The correct operation and functioning of the End Users intruder detection alarm systems associated directly or indirectly with the operation of OurISP services.
- o Delays and or outages due to circumstances outside OurISPs control, such as “Mass Service Disruption” including damages to exchange facilities (Telstra and NBN) by a third party.
- o Natural disasters or extreme weather conditions (eg bushfire, flood, cyclones) or where delays and outages are caused by wholesale carrier infrastructure shortfalls – including staffing and physical resources or impact of compliance with other circumstances beyond the control of OurISP such as laws and obligations imposed by the Commonwealth, State, Territory or Local Government.
- o Software not distributed, approved or recognised by OurISP including software downloaded from the internet. If an End User uses such software in connection with the OurISP service, OurISP will not be liable for any fault, loss and/or damage resulting directly or indirectly from such use.
- o Any fault that is within the network of any interconnected other supplier. OurISP will notify the other supplier of the fault and request that the fault be repaired promptly but OurISP will not bear liability.
- o The correct operation and function of 3rd party telephone service delivered over the OurISP service.

Definitions:

Customer Premises Equipment (CPE) refers to any of the following:

- o Outdoor radio unit mounted on a secured mast
- o OurISP installed cabling between the radio unit into your communications room / rack
- o Powered ethernet network termination unit
- o Network Termination Unit (NTU)

End User refers to the business customer who has purchased the product or service from OurISP.

OurISP Equipment is OurISP installed equipment, used in the Customer IT business environment.