

## Service Level Agreement - Voice Services

### Introduction

This document describes the Service Level Agreement (SLA) for the Commander Australia Limited ACN 082 384 343 ("Commander") Voice Service if you signed the Standard Customer Agreement ("SFOA") AFTER 1 July 2006. This SLA is provided in addition to the Customer Service Guarantee.

### 1. Standard Target Lead Times

Commander aims to provide our clients with responsive service levels in the telecommunication market. This Service Level Agreement covers provisioning lead times, customer enquiries, fault reporting, response & fault rectification times as well as network availability. This Service Level agreement covers Commander Voice Services.

Standard Target Lead Times for the different services are as follows:

General Service			Target Provisioning Lead-Times
New Standard Business Telephone Line*	Urban	Where the site, at which you request a Voice Service connection, is within an urban centre within a population equal to or greater than 10,000 people.	Within 5 working days commencing the first day after a confirmed Application.
	Major Rural	Where the site, at which you request a Voice Service connection, is within an urban centre or other recognised community grouping with a population between 2,500 and 10,000 people.	Within 10 working days commencing the first day after a confirmed Application.
	Minor Rural	Where the site, at which you request a Voice Service connection, is within an urban centre, locality or other recognised community grouping with a population between 200 and 2,500 people.	Within 10 working days commencing the first day after a confirmed Application.
	Remote	Where the site at which you request a Voice Service connection, is not located in an Urban, Major Rural or Minor Rural Category.	Within 15 working days commencing the first day after a confirmed Application.
Standard Business Telephone Line (connection already in-place)			Within 3 working days of a confirmed Application.
Message Bank Services			Within 2 working days of a confirmed Application.
Exchange Based Diversion			Within 2 working days of a confirmed Application.
13/1300/1800 Service (simple) Includes those services not defined as complex.			Within 5 working days of a confirmed Application.
13/1300/1800 Service (complex) Includes exchange based routing service.			Within 15 working days of a confirmed Application.
ISDN 2 Service			Within 5 working days of a confirmed Application.
ISDN 10,20,30 Service			Within 15 working days of a confirmed Application.

\*For sites in close proximity to available infrastructure

### 2. Customer Enquiries

Commander will provide you with a customer enquiry service 8am to 6pm Monday – Friday. All enquiries are to be made to Commander on **132 777**.

### 3. Fault Reporting

Commander will provide you with a fault reporting service 24 hours, 7 days a week. All fault reports are to be made to Commander on **132 777** quoting the following:

- > The affected Voice Service (including Service Number or Service ID, if available)
- > Brief description of the fault including specific examples of destination calls with dates & time of call where possible.
- > The name and phone number of the person in your organisation responsible for telecommunication matters who will accept the response call.

### 4. Response Times

Commander will target to answer 85% of your calls into Commander on **132 777** within 25 seconds.

### 5. Fault Rectification Times

This is the period commencing when Commander receives your fault report and ending when you are notified that the fault has been rectified.

Network	Location	Target Fault Rectification Time
Telstra Network Fault	Urban – where the site at which a specified service is supplied is located within an urban centre with a population equal to or greater than 10000 people.	End of the first full working day after the receipt of the report by Commander about the fault or service difficulty (eg: a fault reported during normal working hours on Monday must be repaired by midnight Tuesday).
	Rural – where the site at which a specified service is supplied is located within an urban centre, locality or recognised community grouping with a population between 200 and 1000 people.	End of the second full working day after the day on which the fault or service difficulty was reported to Commander.
	Remote – where the site at which a specified service is supplied is not located within an urban or rural centre.	End of the third full working day after the day on which the fault or service difficulty was reported to Commander.

### 6. Network Availability

This objective, measured in any calendar month, is the percentage of time in which Commander network can successfully carry traffic. The SLA target; ISDN: 99.70%, PSTN: 99.00%, 99.85% availability in any calendar month.

### 7. Exclusions to Service Targets

Fault rectification targets apply only to service difficulties found to be within Commander's maintenance responsibilities. Commander is not liable for any failure to meet its obligations if that failure is caused by an act beyond Commander's reasonable control. In particular, Commander is not obliged to meet its obligations where it is hindered or prevented from doing so by causes including (but not limited to) acts of God, industrial disputes of any kind, lightning, fire, earthquake, storm, flood, governmental restraint, expropriation or prohibition (including a Competition Notice issued to Commander), unavailability or delay in the availability of software, equipment or transport, inability or delay in granting or obtaining governmental approvals, consents, permits or licences.