

Service Level Agreement

Introduction

This document sets out the levels of service that we will endeavour to provide in relation to the Services listed in Appendix 1.

These Services are available with either an enhanced or standard option or both. If you are unsure about what option applies to your Service(s) then please check the relevant Service Schedule.

If there is anything in this document that you want clarification on please contact your Account Manager or our Service Desk on 0800 826 436 or salesadmin@vector.co.nz.

Provisioning

We will provide you with a target date for the commencement of your Service within the Service Schedule provided to you. Our provisioning times start on the date that we have received all the information we reasonably require from you, and end when the service is activated and ready for use.

Our provisioning times are indicative only and actual provisioning times may change depending on a number of factors such as:

- The availability of network infrastructure;
- The provision of timely access to customer premises in order to undertake the provisioning or change required; or
- Any other factor that is beyond our reasonable control.

The Service Targets for the provisioning of your Service are as follows:

Type	Description	Service Target (Business Days)
MAC	Move, Add or Change	2
D-MAC	Decommissioning (notice period may apply)	2
ACTIVATION	Activation in a building connected to VectorFibre	10
NEW BUILD*	Activation in a building not connected to VectorFibre	As advised

*NEW BUILD may require the services of third parties which will determine service target.

Target availability

The target availability of your service is detailed in Appendix 1. Please note that service availability is calculated as the availability of the service across a 12 month period and excludes planned outages.

Core network availability

The target availability of our core network for Managed Services is 99.999%.

*Service availability is calculated as the availability of the service across a 12 month period and excludes planned outages. Higher availability levels available on request.

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Service assurance

A) Scope:

The target service assurance restoration levels cover;

- response times
- restoration targets
- status updates, and
- Post Incident Reports.

We will endeavour to meet the target availability thresholds and minimise service disruptions where possible. In the event that a disruption does occur, interruptions should be logged promptly with our Network Operations Centre.

B) Response Times, Restoration Targets and Reports:

Our [response time](#) starts when we receive a valid service fault report and ends on the first occurrence of one of the following events:

- When we advise you that the fault has been identified by remote diagnostics and that work has commenced to identify the fault;
- When we advise you that a site visit is necessary; or
- When one of our representatives attends the site in person.

Our [restoration time](#) is the period commencing from when we receive a valid service fault report and ends on the first occurrence of one of following events:

- The Service is restored to full working order; or
- A temporary repair is performed which allows the service to be used.

A [status update](#) may be in the form of advice received from us that the fault has been determined by remote diagnostics to be our responsibility and that we have commenced work to resolve that fault;

- That a site visit is necessary; or
- On the progress made on correcting the fault and the estimated restoration time.

A Post Incident Report is a report that outlines our advice on the correction of the fault.

C) Service Level:

This table details the coverage period, status updates and restoration target for the Enhanced and Standard Service Levels:

Service Level	Coverage Period	First Status Update (mins)	Subsequent Status Updates (mins)	Restoration Target
Enhanced*	24x7	30	60	4 for equipment failure 9 for fibre optic failure
Standard	7am - 7pm 7 days per week	30	60	9**

*If we fail to meet our restoration targets, we will credit you 10% of the monthly fixed charge for the affected service for the month that the failure occurred. This service credit only applies to the Enhanced Service Level. **Note that the Restoration Target for the Standard Service Level is expressed as consecutive hours during the coverage period.

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D) Planned Outage:

On the occasions that we need to undertake an outage, we will give you a minimum of 5 business days notice of the timing and duration of the planned interruption. At times we may have to action a planned notice with less than 5 business days. We aim to keep the timings and durations of planned interruptions as advised, however in some exceptional circumstances we may need to reschedule or increase the duration, with less notice than 5 business days.

Contact details for network operations centre

The following contact numbers are to be used for an outage needs to be escalated: [In New Zealand call 0800 826 436. In Australia call 1800 235 450. In any other country call +64 9 308 9367.](#)

Appendix 1 – service levels & availability

Service	Enhanced Options	Standard Option	Availability
Connectivity Services			
MetroEthernet Premium	✓		99.9%*
MetroEthernet Flex	✓		99.9%*
MetroEthernet Business	✓	✓	99.7%
MetroEthernet Starter	✓	✓	99.7%
Ethernet Reach		✓	99.7%
Cloud Link	✓		99.7%*
Infrastructure Connectivity			
FibreConnect	✓		99.9%*
Managed Wavelength*	✓		99.9%
SDH Transport	✓		99.9%*
EoSDH	✓		99.9%*
Telehousing	✓		99.99%
Internet Services			
DirectNet	✓	✓	99.9%**
Business Internet		✓	99.7%*
WAN Services			
Intelligent Network	✓		99.9%*
IP Hub	✓	✓	99.7%*
IP Hub with Wireless Redundancy	✓	✓	99.9%

*Higher availability levels available on request.

**Based on the performance of Vector Fibre's Internet Core Network.