



**NODEONE**  
WA'S FASTEST INTERNET

# **Service Level Agreement**

**Version 1.2**  
**February 2021**

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## Introduction

This document sets out NodeOne’s Business Fixed Wireless, Business NBN and Business Fibre service level options, their corresponding response times and rebates where applicable.

Service Levels are applicable in the Perth metropolitan area as defined by the Department of Mines, Industry Regulation and Safety ([see here](#)) and within the boundaries of the City of Greater Geraldton.

Customers are required to apply for rebates.

## Our Business Support Hours (WST) are:

Mon—Fri 07:00—20:00

Saturday 09:00 – 18:00

Sunday 10:00 – 17:00

## Response & Resolution Target Times

### N1 Business nbn

#### Standard Business Support

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			N/A
Service Incident	Critical	Mon – Fri 7am – 8pm	1 hour	Best efforts	
	Major	Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours		
Service Request	Minor	Mon - Friday 8-5pm	8 hours		

## Option - Enhanced (12) SLA (Bronze)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical	Mon – Fri	1 hour	12 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month.
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

## Option - Enhanced (8) SLA (Silver)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical	Mon – Fri	1 hour	8 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

## Option - Enhanced (4) SLA (Gold)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical	Mon – Fri	1 hour	4 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	8am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

## N1 Business Fixed Wireless

### Included - Enhanced (12) SLA (Bronze)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical	Mon – Fri	1 hour	12 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

### Option - Enhanced (8) SLA (Silver)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical	Mon – Fri	1 hour	8 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

## Option - Enhanced (4) SLA (Gold)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.9% uptime			
Service Incident	Critical	Mon – Fri	1 hour	4 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

NodeOne target a minimum demonstrated performance of 90% of the applicable speed profile for the service averaged over the previous calendar month. Service speeds quoted for Your Service refer to the maximum throughput speeds that are achievable when using Your Service under optimum conditions. Fluctuations in service speeds achieved by Your Service are expected over the duration of Your Service. Fluctuations occur due to the nature of telecommunications, electrical and Internet technologies and equipment. Consequently, you acknowledge and agree, that it may not be possible to maintain the service speeds quoted for Your Service at all times.

## N1 Business Fibre

### Included - Premium (12) SLA (Bronze)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.95% uptime			
Service Incident	Critical	Mon – Fri	1 hour	12 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

### Option - Premium (8) SLA (Silver)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.95% uptime			
Service Incident	Critical	Mon – Fri	1 hour	8 business hours (Mon – Fri only)	\$65 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

## Option - Premium (4) SLA (Gold)

Type	Priority	Period	Response	Resolution	Rebate
Service Availability		99.95% uptime			
Service Incident	Critical	Mon – Fri	1 hour	4 business hours (Mon – Fri only)	\$65 per incident plus \$10 per hour up to a maximum of MRC per month
	Major	7am – 8pm Sat: 9am – 6pm Sun: 10am - 5pm	2 hours		
	Minor		8 hours	Best efforts	
Service Request	Minor	Mon – Fri 8m - 5pm	8 hours		

- Service Incident response refers to the period of time between a fault being logged by the End User with our Helpdesk on 1300 184 414 and the response from NodeOne acknowledging that incident.
- A service incident resolution is the period of time between a fault being acknowledged and the repair of the service
- Critical is classified as a complete loss of connectivity or a link degraded by more than 70% of the plan speed
- Major is classified as an issue that seriously impacts the end user operations and requires attention. This could include recurring outages or a reduction in speed greater than 30% from the plan speed
- Minor is classified as impacting upon the service, but the end user is still operational.

## Incorrect Callout Fee

Fees are detailed in the table below:

Time of Callout	Call Out fee
During Business hours— Mon-Fri 8:30 a.m. – 5:30 p.m.	\$100 initial fee plus \$50 per 30 mins

## Service Delivery and Assurance Escalations

Escalation Level	Reason	Contact Details
<b>Level 1</b>	All Service enquiries	Customer Service 1300 184 414 Business.Support@nodeone.com.au
<b>Level 2</b>	Any service jobs that have missed SLA	Shane Bishop Customer Service Manager <a href="mailto:Escalations@nodeone.com.au">Escalations@nodeone.com.au</a> 08 6371 8154
<b>Level 3</b>	Major escalations and complaints	Rob Ebden Chief Operating Officer <a href="mailto:rob.ebden@nodeone.com.au">rob.ebden@nodeone.com.au</a> 08 6371 8178

### Exclusions to the SLA

NodeOne's service assurance obligations do not extend to faults caused as a result of:

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

Network Unavailability does not include any unavailability resulting from:

- Planned Network outages.
- Acts or omissions of an End User.
- Acts of God, and any other situations beyond the reasonable control of NodeOne.
- Faults in the End User equipment or software.
- Damage due to external causes, e.g. vandalism, theft, loss of power, flooding, pests etc.