

Wireless to the Business

SUPPORT DESK			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Incident Management	<p>Incident/Problem detection, recording, classification, investigation and diagnosis.</p> <p>Manage and co-ordinate incidents. Serves as a single point of contact, entry and exit for customers keeping a customer informed of progress and advising on workarounds.</p> <p>Restore normal service operation as quickly as possible and minimise the adverse effect on business operations</p>	<p>24x7 Mean time to respond: 1 hr</p> <p>Business General Desk</p> <p>Feedback- Issue Resolved</p> <p>Troubleshooting: Best effort</p>	<p>24x7 Mean time to respond: 30 min</p> <p>Dedicated Support Desk</p> <p>Feedback: Hourly Updates to resolution</p> <p>Troubleshooting: 1 hr Remote Support</p> <p>Escalation: Escalation Desk</p>
	<p>On Site Support:</p> <p>Outlying area: Locations greater than 50km from nearest Vox Office</p>	<p>On Site Engineer Visits: Included- Vox issue Billable- Client issue</p> <p>Mean time to Site: Regional Areas P1- 8 hours P2- 12 hours P3- 24 hours</p> <p>Outlying areas: P1- 12 hours P2- 24 hours P3- 36 hours</p>	<p>On Site Engineer Visits: Included- Vox issue Billable- Client issue</p> <p>Mean time to Site: Regional Areas P1- 4 hours P2- 8 hours P3- 16 hours</p> <p>Outlying areas: P1- 6 hours P2- 12 hours P3- 24 hours</p>
	<p>Reporting:</p> <ul style="list-style-type: none"> Service Fulfilment Reports Incident Reports 	<p>On Request</p> <p>On Request</p>	<p>Included</p> <p>On Request</p>

Service Level Agreement

SLA

Customer Request Fulfilment	<p>A formal request from a customer to provide assistance with:</p> <ul style="list-style-type: none"> Account queries Links Password resets or change Product migrations 	<p>8x5 Business General Desk</p> <p>Mean Time to Respond: 1 hour</p> <p>Feedback: Upon Issue resolution</p>	<p>24x7 Dedicated Support Desk</p> <p>Mean Time to Respond: 30 min</p> <p>Feedback: Hourly updates to resolution</p>
SLA Stock	<p>Rental Hardware Replacement</p> <p>Rental equipment automatically includes a limited extended warranty.</p> <ul style="list-style-type: none"> (As per product T&C's) Non-warranty related and physical damage Travel and accommodation as well as replacement of warranty equipment <p>Turnaround times</p>	<p>8x5 Business</p> <p>Included</p> <p>Billable</p> <p>Billable</p> <p>Mean time to Site: Regional Areas P1- 12 hours P2- 18 hours P3- 36 hours</p> <p>Outlying areas: P1- 24 hours P2- 36 hours P3- 48 hours</p>	<p>24x7 Dedicated</p> <p>Included</p> <p>Billable</p> <p>Billable</p> <p>Mean time to Site: Regional Areas P1- 6 hours P2- 12 hours P3- 18 hours</p> <p>Outlying areas: P1- 12 hours P2- 24 hours P3- 36 hours</p>

MONITORING AND REPORTING			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Capacity Monitoring	<p>Performance monitoring against configured capacity:</p> <p>Capacity monitoring includes;</p> <ul style="list-style-type: none"> Capacity Usage Latency Availability <p>Proactive customer contact by service engineer for affected services</p>	<p>Full Access to Monitoring platform (IRIS)</p> <p>Not Included</p>	<p>Full Access to Monitoring platform (IRIS)</p> <p>Included</p>

AVAILABILITY			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Availability	Guaranteed Service Availability <ul style="list-style-type: none"> Core / Link Availability ISM Band Services Licensed Services Broadband Services 	99.9% 99.0% 99.0% 95.0%	99.9% 99.0% 99.5% 95.0%
	Service Standard	ISM Band Wireless <ul style="list-style-type: none"> Latency Jitter Packet Loss 	<80ms <40ms <0.1ms
		Licensed Wireless <ul style="list-style-type: none"> Latency Jitter Packet Loss 	<80ms <40ms <0.1ms

SERVICE OPERATION			
CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Problem Management	Ability to resolve the root causes of incidents to minimize problems on business.	Notification Alerts 24x7 Updates to Resolution 8x5	Notification Alerts 24x7 Updates to Resolution 8x5
	Reporting and resolution on errors within the Vox IT infrastructure, and to prevent recurrence of incidents related to these errors.	P1 - 1-2 business hrs P2 - 2-3 business hrs P3 - 3-4 business hrs	P1 - 1-2 business hrs P2 - 2-3 business hrs P3 - 3-4 business hrs
Change management	Change Management, <ul style="list-style-type: none"> Maintenance Emergency maintenance, etc 	8x5 Notification Alerts	8x5 Notification Alerts
		Standard Changes 48 hrs	Standard Changes 48 hrs
		Emergency Changes 3 hrs	Emergency Changes 3 hrs

1. DEFINITIONS

- 1.1. *8x5" Service availability is the ability to provide support between 8h30 to 16h30 during Business Days.
- 1.2. "Allowable Downtime" means the time measured in minutes when the Link is not available, and it is not possible to transmit and receive data over the link, it is calculated as a standard month of 43200 minutes less the Guaranteed Uptime.
- 1.3. "Best Effort Service" means a service on a shared network in which the network does not provide any guarantee that data is delivered or that delivery meets any quality of service, meaning that the services obtain unspecified variable bit rate, latency and packet loss, depending on the current traffic load.
- 1.4. "CPE: means Customer Premises Equipment and refers to the Vox managed router between the PE and the local network on the customer premises.
- 1.5. "Link: means the Wireless circuit terminating on the PE (device, a router or switch on the customer's premises for the purpose to connecting the Customer Site to the Core Network).
- 1.6. "Fault"- is defined as a system affecting interruption that is logged by a customer via Vox's ticket logging process.
- 1.7. "Force Majeure" is defined but not limited to fires, power surges, flooding, and any Acts of God.
- 1.8. "Hours" refers to business hours between 08h00 and 17h00 on business days, which exclude weekends and public holidays.
- 1.9. "Latency" the round-trip time expressed as the length in time it takes for a data packet to be sent to the destination address and for the acknowledgment of receipt to be received by the source address. Latency guarantees are expressed as an average measured over one calendar month.
- 1.10. "Jitter" is the difference in time in end-to-end one-way delay between selected packets in a flow with any lost packets being ignored. Packet delay variation guarantees are expressed as an average measured over SGP, one calendar month.
- 1.11. "Packet": means a parcel of information, which is packaged according to whichever transmission medium is being used;
- 1.12. "PE" means Provider Edge, and refers to a device (router, switch, etc.) for the purpose to connecting the Customer Site to the Vox Core Network.
- 1.13. "Link Uptime" means the average availability, measured in minutes over the Service Guaranteed Period (SGP - calendar month) and expressed as a percentage, example: minutes available divided by 43200 minutes and multiply by 100.
- 1.14. "Link Availability" means the ability of the link for successful packet transmissions.
- 1.15. "SGP" shall mean Service Guarantee Period and refers to a calendar month as the period during which time VOX shall guarantee the link uptime to the Customer.
- 1.16. "Incident" – An event either defined as P1/2/3 and logged with Vox in accordance with ticket logging procedures.
- 1.17. "Mean Time to Respond" The average time taken to contact the customer. This includes system generated responses.
- 1.18. "Mean time to Repair "(MTTR)": The time taken to restore the service to normal operation.
- 1.19. "Mean Time to Site" (MTTS): The average time taken for an Engineer to get to the customer's premises. Based on a 50km radius from Vox Main offices (Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein and Kimberley). *Subject to change based on Product and Client SLAs. This is calculated based on the SGP (calendar month).
- 1.20. "Monthly Service Fee" shall be the annuity billing amount of the wireless link after any discounts.
- 1.21. "Penalties" For the purposes of calculating Penalties, all calendar months (SGP) will be deemed to be 43200 minutes long, irrespective of the actual number of days in that particular month. In the event that the total availability during the calendar month in question is less than the Guaranteed Uptime, the Penalty shall be calculated as a percentage of the Monthly Service Fee multiplied by the period of downtime, less the amount of Allowable Downtime. No penalties will be issued for any period during with the service is unavailable for less than 15 consecutive minutes.
- 1.22. "P1": Priority 1 – Major system outage with all users affected. Customer cannot continue with normal operations.
- 1.23. "P2": Priority 2 – Major system failure with many users affected. Business can continue but is impaired.
- 1.24. "P3": Priority 3 – Minor fault or operational problem, causing user problems but not affecting day to day operation.
- 1.25. "Dedicated resource" – dedicated engineer allocated to customer.
- 1.26. "Penalty fee": shall mean, the credit payable for non-performance, in proportion to the Monthly Service Fee.
- 1.27. TDm = Total downtime in minutes (counting only those measuring the average for the measuring interval was a value of 0 for both transmit and receive.
- 1.28. TEm = Total minutes during which an event existed that is classified as an exclusion.

2. SERVICE LEVEL AGREEMENT TERMS AND CONDITIONS

These provisions are applicable to all Vox Wireless services, except where stated otherwise with in the subdivisions of this service in this document.

- 2.1. Non-billable engagements will become billable where the fault is determined to be on the Customer side.
- 2.2. Measuring Methodology for Service: Standards All measurements apply within the applicable SGP. Availability measurement and calculations shall only consider time within the SGP.
- 2.3. Core Availability. The Provider uses a proprietary Platform to measure performance metrics across its Core network. Destinations to be measured are polled by sending a sequence of 10 x 64-byte packets at a rate of 1 packet per second. Sequences are repeated every 3 minutes. At the end of every 5-minute period, data gathered is averaged, and presented as a single figure.
- 2.4. Link Availability. Link availability is reported as either Up/Down by the BNG / PE. If the BNG/PE has an active session, the Link is reported as available.
- 2.5. Exclusions - For purposes of calculating SLA penalties due to the Customer, the following events shall be regarded as exclusions, and time periods during which the events occurred shall be excluded from calculations (in other words it shall be calculated towards TEM:
 - 2.6. Power. Unavailability arising out of a power outage, power surges, lightning strikes or any other like event outside of the control of VOX.
 - 2.7. Customer Premises Equipment
 - 2.7.1. Periods during which the CPE is unable to establish a PPP session for any reason other than the Link being unavailable shall be regarded as an TEM.
 - 2.7.2. Guarantees only apply to equipment and Links provided or procured by VOX on behalf of the Customer. Any 3rd Party equipment and Links procured by the Customer or Customer from a vendor other than VOX are expressly excluded from this agreement.
 - 2.7.3. Should VOX dispatch a technician, or a duly authorized agent, to repair a fault which subsequently proves to be caused by a resource which is provided by the Customer such as accommodation, power or air-conditioning equipment failure, or a security breach, VOX shall not be liable for any penalties.
 - 2.7.4. Any outage event which is caused by an act or omission of the Customer.
- 2.8. Customer Time
 - 2.8.1 All "Customer Time", defined as the time identified on a VOX trouble ticket (if any) attributable to or caused by reasons other than VOX's act or omission, including without limitation:
 - 2.8.1.1 Incorrect or incomplete callout information provided by the Customer which prevents VOX, or it's duly authorized agent from completing the trouble diagnosis and service restoration.
 - 2.8.1.2 Denial of access to VOX, or it's duly authorized agent to components at the Customer's location, when access is required, and the Customer was notified as such, to complete trouble shooting, repair, diagnosis, or acceptance testing.
 - 2.8.1.3 No access or restricted access to the CPE or Link to restore or replace.
 - 2.8.1.4 The Customer's failure or refusal to release the ONT, CPE or Link for testing.
- 2.9. Planned Downtime
 - 2.9.1. Planned Downtime is an event for purposes such as Network maintenance, and/or because of Network re design/re-configuration activities ("maintenance") as more fully dealt with in the General Terms and Conditions.
- 2.10. Unavailability of Network Monitoring Systems
 - 2.10.1. Periods during which the VOX network monitoring systems are not available, or where monitoring data has been lost or corrupted shall not be considered and shall be classified as an excluded event.
- 2.11. Third party networks
 - 2.11.1. Any outage event due to or resultant from any 3rd party network.
- 2.12. Penalty Calculations and Claims Procedure
 - 2.12.1. Penalties for non-performance are calculated monthly;
 - 2.12.2. All credit claims must be made within 30 (thirty) days from date that the VOX reports are made available. Any credits (i) not claimed by the Customer within the said 30 days and (ii) not claimed in accordance with the procedures detailed above, shall be forfeited by the Customer.
 - 2.12.3. In the event that the Customer disagrees with the SLA penalties due to it, Customer shall dispute such calculation in writing, addressed to the Customer's Vox account manager, within 30 days, failing which the SLA credit calculations shall be deemed as correct;
 - 2.12.4. No accumulation of penalties will take place from one month to the next;
 - 2.12.5. The Customer can only claim penalties against services that are being billed for. Services that are activated, but are not being billed for, cannot be claimed against;
 - 2.12.6. The maximum penalty payable in terms of this SLA shall be 100% (one hundred percent) of the VOX Monthly Service Fee of the affected Service(s) of the Customer for that specific month. The maximum credit shall be the sole and exclusive remedy available to the Customer arising from this SLA.