

Satellite

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- 8 hours P2- 12 hours P3- 24 hours</p> <p>Outlying areas: P1- 12 hours P2- 24 hours P3- 36 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>

Customer Request Fulfilment	<p>1st line management of basic user change requests</p>	<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>Replacement of Purchased Satellite Hardware</p> <p>Warranty (As per product T&C's)</p> <ul style="list-style-type: none"> Extended warranty for 1, 2 or 3 years as ordered. Physical damage not covered by Warranty Travel and accommodation resulting from replacement of equipment in outlying Regions <p>Rental Hardware Replacement</p> <p>Rental equipment automatically includes a limited extended warrenty.</p> <ul style="list-style-type: none"> (As per product T&C's) <p>Turnaround times</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>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>

SERVICE AVAILABILITY

CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Uptime	Link Service Availability		
	Best Effort Services	Excluded	Excluded
	SLA Only on Core infrastructure	99%	99.5%

SERVICE OPERATION

CATEGORY	DESCRIPTION	STANDARD	ADVANCED
Problem Management	Activity 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 P4 - 3-4 business hrs	P1 - 1-2 business hrs P2 - 2-3 business hrs P3 - 3-4 business hrs P4 - 3-4 business hrs
Change management	Change Management aims to ensure that standardised methods and procedures are used for efficient handling of all changes. A change is an event that results in a new status of one or more Configuration items (CI's)	8x5 Notification Alerts Standard Changes 48 hrs Emergency Changes 3 hrs	8x5 Notification Alerts Standard Changes 48 hrs Emergency Changes 3 hrs
Scheduled Maintenance	Changes to upstream providers infrastructure will be done in the Freezone between 01h00 and 05h00	8x5 notification Alerts	8x5 notification Alerts

1. DEFINITIONS

- 1.1. "8x5" Service availability is 8h00 to 17h00 during Business Days, Monday to Friday, excluding public holidays
- 1.2. "Hours" refers to Business hours between 08h00 and 17h00 on business days
- 1.3. "Allowable Downtime" The amount of time in minutes when Link Availability is not possible which means that 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
- 1.4. "Best Effort Service" means services 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
- 1.5. "Core Availability": means the system availability at the upstream provider/s Ground Earth Station and is measured over the period of a calendar month and expressed as a percentage. Adverse weather conditions can affect the Ground Earth Station to Satellite service quality and is precluded from this calculation
- 1.6. "CPE: means Customer Premises Equipment and refers to the Vox managed router between the PE and the local network on the customer premises
- 1.7. "Link: means the physical Wireless circuit terminating on the PE (Satellite equipment) on the customer's premises
- 1.8. "Link Availability: means the average availability of a physical link, and is measured over the "SGP" (calendar month) and expressed as a percentage, example: minutes available divided by 43200 minutes as a %
- 1.9. "Fault"- is defined as a system affecting interruption that is logged by a customer via Vox's ticket logging process
- 1.10. "Force Majeure" is defined but not limited to fires, power surges, flooding, and any Acts of God
- 1.11. "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
- 1.12. "Service Uptime" is the amount of service availability in minutes measured as a percentage of 43200
- 1.13. "Service Availability" means the ability of the link in a manner that allows for the successful packet transmissions between the CPE.
- 1.14. "SPG" shall mean Service Guarantee Period and refers to the period during which time VOX shall guarantee the services to the Customer;
- 1.15. "Incident" – An event either defined as P1/2/3 and logged with Vox in accordance with ticket logging procedures
- 1.16. "Mean Time to Respond" The average time taken to contact the customer. This includes system generated responses.
- 1.17. "Mean time to Repair "(MTTR)": The time taken to restore the service to normal operation.
- 1.18. "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).
- 1.19. "Monthly Service Fee" shall be the annuity billing amount of the underlying service after any discounts.
- 1.20. "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.
- 1.21. "P1": Priority 1 – Major system outage with all users affected. Customer cannot continue with normal operations
- 1.22. "P2": Priority 2 – Major system failure with many users affected. Business can continue but is impaired.
- 1.23. "P3": Priority 3 – Minor fault or operational problem, causing user problems but not affecting day to day operation.
- 1.24. "Priority Number": is a telephone number assigned exclusively to the supplier's Managed Services Customer

1.25. "Penalty fee": shall mean, the credit payable for non-performance, in proportion to the Monthly Service Fee;

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. Internet Connectivity SLAs must be taken in conjunction with last mile SLA's for Penalties to be payable
- 2.3. **Penalties:** Penalties are only payable on fixed annuity amounts and not.
 - 2.3.1. Penalties for the Standard SLA are capped on a maximum of 30% of the fix monthly cost to the customer.
 - 2.3.2. Penalties for Advance SLA are calculated on 3 times the period of downtime in excess of the Guaranteed Uptime %.
- 2.4. Third Party Vendors may not install, program, service or maintain the equipment covered in this SLA, without the express written permission of the Supplier. Any unauthorized maintenance on the Customer Premises Equipment will result in immediate cancellation of the SLA with cancellation penalties payable, calculated as the rental amount for the remaining term of the agreement
- 2.5. SLA stock is not included in the SLA except if it is specifically specified and listed per location as annexure to the SLA contract
- 2.6. Customer is responsible for the full cost of SLA stock as listed as SLA stock to the contract in case of an early cancellation.
- 2.7. Extended limited warranties apply for standard CPE's on Rental for the full period of the rental contract.
- 2.8. Non-Standard equipment is not included in the limited warranties except if specifically listed for this purpose.
- 2.9. It is the customers responsibility to provide access to relevant premises and safety of the maintenance team to fulfil the SLA maintenance
- 2.10. **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:
 - 2.10.1. **Power:** Unavailability arising out of a power outage (except for Customer sites with battery backup), power surges, lightning strikes or any other like event outside of the control of VOX;
 - 2.10.2. **Customer Premises Equipment:**
 - 2.10.2.1. Periods during which the CPE is unable to establish a session for any reason other than the Link being unavailable.
 - 2.10.2.2. 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.
 - 2.10.2.3. 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.
 - 2.10.2.4. Any outage event which is caused by an act or omission of the Customer.
 - 2.10.3. **Customer Time:** 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:
 - 2.10.3.1. 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;
 - 2.10.3.2. 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;
 - 2.10.3.3. No access or restricted access to the High site, CPE or Link to restore or replace;
 - 2.10.3.4. The Customer's failure or refusal to release the CPE or Link for testing;

- 2.10.4. **Planned Downtime:** Planned Downtime is an event for purposes such as Network maintenance, and/or as a result of Network re-design/re-configuration activities (“maintenance”) as more fully dealt with in the General Terms and Conditions.
- 2.10.5. **Unavailability of Network Monitoring Systems.** Periods during which the VOX network monitoring systems are not available, or where monitoring data has been lost or corrupted shall not be taken into account and shall be classified as an excluded event.
- 2.10.6. **Third party networks:** Any outage event due to or resultant from any 3rd party network.
- 2.10.7. **Service Availability.** This SLA guarantees Core Availability and Link Availability. It does not guarantee Service Availability. In other words, if the Customer is not able to send or receive data but the Link and Core Network is available, then the Customer will not have a claim for SLA credits in terms of this SLA
- 2.10.8. **Health and Safety:** Any restriction with regards to Health and Safety regulations that restrict Vox and or 3rd Party vendors to access sites relating to the link, or does any repair and maintenance

2.11. Penalty Calculations and Claims Procedure

2.12. Penalties for non-performance are calculated for the SGP on a monthly basis;