

National Phone & Data
Digital Business Telephony
Service Level Agreement
Version 1.1

Abbreviations

The following Abbreviations have been used in this document

LNP	Local Number Portability
CBD	Central Business District
Metro	Metropolitan
ULL	Unbundled local loop
CPE	Customer premises equipment
NPD	National Phone & Data Pty Ltd
DBT	Digital Business Telephony

Introduction

This section sets out the critical parameters against which the Service Level Agreement of the DBT Product is measured.

Service Attribute	Attribute Definition	Service Level Commitment		
Service Hours	Hours in which service applies	Mon – Sat 7am-9pm		
Fault Classification	Faults are classified by the National Phone & Data operations Centre and advised to the customer on initial response.	Interrupted Faults – Service is not operational Uninterrupted faults – Service is degraded but still operational		
Call Response Times	The elapsed time, during Standard Service Hours, between the customer reporting a fault to NPD and NPD contacting the customer to provide the following details: <ul style="list-style-type: none"> • fault classification • initial diagnosis & estimated time to restore. 	Interrupted Faults - 60 minutes Non-Interrupted Faults - 4 hours		
Fault Monitoring	NPD will monitor core network components of the service 24 x 7	24 hours 7 days a week		
Core Network Restoration	The core network is defined as the NPD Voice and Data network but excludes the ULL to the customer premises.	4 Hours		
Service Restoration	Service Restoration - The elapsed time, during service hours between the customer reporting a fault to NPD or NPD responding to an Alarm and confirmation to the customer that the service has been restored to the levels defined in the service description. This applies to the end-to-end service	Location Classification ¹	Interrupted Fault Restoration and service hours ²	Non Interrupted Fault Restoration and service hours
		CBD & Metro	12 Hours	4 days
		Regional 1	26 Hours	4 days
		Regional 2	26 Hours	4 days
		Regional 3	26 Hours	4 days

¹ Please see NPD DBT Exchange Locations for location classification

² Planned Outage coverage windows are excluded from the restoration times quoted

	including the ULL.	
Service Availability Target	Availability is calculated as Service Reception Hours less downtime outside the coverage window for planned outages divided by the Standard Reception Hours expressed as a percentage.	99.9%
Planned Outage Notification	Notice of any planned maintenance that could cause a service outage	Notification at least 5 Business Days in advance either by letter, telephone, fax or e-mail. In the case where emergency maintenance needs to be conducted, NPD will endeavour to provide at least 24-hour notice.
Service Provisioning Lead times	Service Activation – No local number portability required (LNP) Service activation starts from the date that NPD Operations & Support acknowledge receipt of the order.	25 business Days (17 Business day target)
	Service Activation – LNP Required Service activation starts from the date that NPD Operations & Support acknowledge receipt of the order.	25 Days - subject to port window availability and the customer accepting the first available port window
Moves Adds & Changes	Additional Voice Lines (within CPE capacity & no onsite visit required)	3 days
	Additional Voice Lines (outside CPE capacity & onsite visit required)	10 days
	Standard Bandwidth Change (Within Technology)	5 days
	General Configuration changes.	3 days
	Adding Public IP Addresses to Internet component	5 Days
	Additional Features – Message Bank / Find Me, Follow me	3 days
	Voice Feature Configuration changes – Line hunt	3 Days
Cancellation	Minimum contract period	1 Year
	Minimum notification post contract	30 days

The above service level agreement time frames indicate the maximum time NPD will take to execute a request. NPD will endeavour to process requests in as minimal period of time as possible, often reducing the above stated time frames.

Fault Reporting

All faults should be e-mailed or phoned through to NPD.