

# Service Level Agreement (SLA)



## Introduction

This document sets out Swoop's Business Fixed Wireless, Business nbn® and Business Fibre service level options, their corresponding response times, and rebates where applicable.

Service Levels are applicable where we have agreed to provide Swoop Business services.

Customers are required to apply for rebates.

Standard Support Hours: Weekdays 8am-8pm (AEST/AEDT). Emergency/After Hours Support: All other times.

## Response & Resolution Target Times

### Swoop Business nbn®

Best Effort Business Support					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.9% uptime	—
Service Incident	Response	24x7	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 9pm Sat: 9am – 6pm Sun: 12pm – 6pm	Critical	Best Efforts	—
			Major		
			Minor		
Service Request	Response	24x7	—	2 hours	—

Enhanced-12					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.9% uptime	—
Service Incident	Response	24x7	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 9pm Sat: 9am – 6pm Sun: 12pm – 6pm	Critical	12 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month.
			Major		
			Minor		
Service Request	Response	24x7	—	2 hours	—

### Swoop Business Fixed Wireless

Standard Business Support					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.95% uptime	—
Service Incident	Response	24x7	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 9pm Sat: 9am – 6pm Sun: 12pm – 6pm	Critical	Best Efforts	—
			Major		
			Minor		
Service Request	Response	24x7	—	2 hours	—

Swoop 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.

## Swoop Business Fibre

Included - Premium (12) SLA (Bronze)					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.95% uptime	—
Service Incident	Response	24x7	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 9pm Sat: 9am – 6pm Sun: 12pm – 6pm	Critical	12 business hours (Mon – Fri only)	\$30 per incident plus \$10 per hour up to a maximum of MRC per month.
			Major		
			Minor	Best Efforts	
Service Request	Response	24x7	—	2 hours	—

Option - Premium (8) SLA (Silver)					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.95% uptime	—
Service Incident	Response	24x7	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 9pm Sat: 9am – 6pm Sun: 12pm – 6pm	Critical	8 business hours (Mon – Fri only)	\$65 per incident plus \$10 per hour up to a maximum of MRC per month.
			Major		
			Minor	Best Efforts	
Service Request	Response	24x7	—	2 hours	—

Option - Premium (4) SLA (Gold)					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.95% uptime	—
Service Incident	Response	24x7	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 9pm Sat: 9am – 6pm Sun: 12pm – 6pm	Critical	4 business hours (Mon – Fri only)	\$65 per incident plus \$10 per hour up to a maximum of MRC per month.
			Major		
			Minor	Best Efforts	
Service Request	Response	24x7	—	2 hours	—

Service Incident response refers to the period of time between a fault being logged by the End User with our Helpdesk on **1300 333 200** and the response from Swoop 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

## Exclusions to the SLA

Swoop'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 Swoop Equipment; or
- Damage from any external cause that may prevent the service or the Swoop Equipment working.
- Acts or omissions of an End User.
- Third party equipment that is not installed by Swoop.
- The removal of Swoop Equipment

Network Unavailability does not include any unavailability resulting from:

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