Maret Infrastructure

FIBRE-TO-THE-PREMISES
SERVICE LEVEL AGREEMENT

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1. FTTP SLAs (Service Level Agreement)

1.1 Target Response Time for FTTP Service

Maret Infrastructure will use reasonable endeavours to respond to faults within 2 hours from the logging of a fault in the Maret Infrastructure fault management system.

1.2 Restoration Time for FTTP

Restoration Time shall be classified as follows:

MINOR: 2 hours from the logging of a fault in the Maret Infrastructure. Maret Infrastructure will identify and rectify any issue using remote diagnostic tools from our operations centre. These faults are typically network related issues and are classified as MINOR.

Major: 4 hours from the logging of a fault in the Maret Infrastructure. These faults typically are related to hardware issues where a site technician is required and is classified as MAJOR.

Critical: Best effort. These faults typically are related due to an external fibre break, property damage at the local exchange, pit damage or physical backhaul disruption etc. These faults are classified as CRITICAL and are subject to best effort for service restoration.

FAULT CLASSIFICATION LEVELS

🟨	**MINOR**	**-**	**Service to be restored within two (2) hours of fault raise**
🟧	**MAJOR**	**-**	**Service to be restored within four (4) hours of fault raise**
🟥	**CRITICAL**	**-**	**Best effort for service restoration**

2 Service Credit Table (Applicable to Business Grade product and Mass disruption)

The following credit is applicable to:
- **Business Grade product**
- **Mass disruption (Fault at a minimum Exchange level. The credit does not apply when the fault is limited to a Splitter level ie:32 or 64 end customers).**

SERVICE COMPONENT	CREDIT						
	0%	5%	10%	15%	35%	50%	100%
Service Availability	No credit applicable under Minor and Major outages.	>8 hours during a calendar month	>24 hours during a calendar month	>48 hours during a calendar month	>7 days during a calendar month	>3 weeks during a calendar month	N/A
FTTP	4hr >= 0hr	8hr >= 4hr	24 >= 8 hr	48 >= 24 hr	7 >= 2 days	3 >= 1 Weeks	1 Month

3 Service Level Assurance

No.	Activity Type	Service Level
1	Installation and activation of superfast broadband connection when network infrastructure is present (Premises already have NTD installed)	1 Business Working day
2	New installation and activation of superfast broadband connection when there is not any network infrastructure present (Premises where NTD and Fibre has not been installed). Premises must be compliant in accordance with Maret Infrastructure's Builder's Guideline specification.	10 Business Working days
3	Churn (Service transfer between Retail Service Providers on the Maret Infrastructure Networks)	1 Business Working day
4	Free To Air TV fault	1 to 3 Business Working Days