



Web Secure

PO Box 2726 Cairns, Qld 4870 Australia

Ph: 1300 738 301 Fax: 07 3036 5741

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Premium Business DSL

Service Level Agreement

June 2007



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Ph: 07-4031-5500 Fax: 07-3036-5741

The Web Secure Premium Business DSL product range showcases Web Secure's commitment to driving broadband growth in Australia by offering highly reliable and cost effective alternatives to current leased line connectivity technologies.

Web Secure understands that Internet connectivity is mission critical to many businesses. In order to deliver high levels of connectivity reliability to our customers, Web Secure has developed a robust network by partnering with leading technology suppliers.

Web Secure prides itself on delivering quality service and support to our customers. We have gone to great lengths to ensure that our network is reliable to 99.9% availability.

Web Secure customers receive personalised service by the medium of their choice: telephone, fax or email and receive 24 hour, 7 day customer support.

Overview

The Service Level Agreement (SLA) defines the prime aspects of the Web Secure service activation and service assurance processes, and defines performance parameters of the offered services.

The purpose of this SLA is to clearly explain the arrangement between Web Secure and our customers. The SLA is intended to meet the requirements of our customers and support the delivery of a highly reliable service. Please read this document thoroughly and contact Web Secure if there is anything in this SLA that you do not understand or agree with.

The SLA is a living document that evolves over time, with the additional knowledge of customer requirements, and the introduction of new Web Secure services.

There are two key elements of this SLA:

- Service activation ("service provisioning")
- Service assurance

Web Secure's normal business hours are 9am–5pm EST, Monday to Friday, excluding Public Holidays.

Contact information

General enquiries and account/billing enquires: customers can contact the Web Secure Account Support team on 1300 738 301 from 9am-5pm EST, Monday-Friday.

Technical enquiries: customers can contact the Web Secure Technical Support team on 07-4015-3952, 24 hours a day, 7 days a week.

Services covered by this SLA

Premium Business Digital Subscriber Line (DSL) services



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There are five Asymmetric Digital Subscriber Line (ADSL) and three Symmetric High bit rate Digital Subscriber Line (SHDSL) services available within the Premium Business DSL range for which this SLA applies.

Premium Business ADSL

- Premium Business Express ADSL 1500
- Premium Business ADSL 512
- Premium Business ADSL 2Mb
- Premium Business ADSL 4Mb
- Premium Business ADSL 6Mb
- Premium Business SHDSL
- Premium Business SHDSL 512
- Premium Business SHDSL 1Mb
- Premium Business SHDSL 2Mb

Scope of agreement

The core processes covered by this agreement are:

- Service provisioning process
- Service assurance process

Web Secure will complete service provisioning of a Premium Business DSL service within 20 business days during normal business hours. If we cannot install the service within 20 business days, we will rebate some or the entire set-up fee.

Web Secure prides itself on delivering quality service and support to our customers. We have gone to great lengths to ensure that systems are in place to deliver services quickly and efficiently. Our service delivery is however conditional on access to the Telstra local loop, access to customers' premises and the installations being completed by Web Secure, or an approved representative.

While we cannot be liable for the acts or omission of third parties, if a problem does occur, we will act proactively to minimise any service provisioning delays, and where Web Secure is at fault, ensure that our customers receive the rebate they are entitled to under this agreement.

Service provisioning milestones:

- Orders are acknowledged within one business day of being received.
- Customers are contacted to advise date of DSL line installation.
- Web Secure arranges the appointment for the service installation within two business days of DSL line installation.
- Web Secure will contact the customer on the day of the service installation and commissioning completion.

What is covered?

If the service provisioning takes more than 20 business days to complete, the customer will receive a rebate on the set-up fee.



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Additional set-up fee

Additional set-up fee applies where Web Secure or representative has to visit end-user site more than once due to any fault of end-user.

Delay One to three business days.

Four to nine business days.

Ten or more business days.

Rebate 10% of set-up fee

40% of set-up fee

100% of set-up fee

The fine print The service provisioning is invoked and days are counted from when a

successful pre-qualification of the end user customer

location is received, and from when a Quote Purchase Order (QPO) is received by Web Secure. Web Secure provisioning assurance does not cover

difficulties caused by:

- Acts or omissions of the customer.

- Acts of God, and any other situations beyond the control of Web Secure.

- Behaviour of customer

- equipment, facilities or applications.
- Delivery of local loop copper (ULL).

Inside normal business hours

\$60.00 initial fee plus \$30.00 per 15 min per person during normal business hours.

Outside normal business hours

\$220.00 initial fee plus \$40.00 per 15 min per person outside of normal business hours including public holidays.

The fine print

Normal business hours: 9am to 5pm
Monday to Friday EST Excludes Public Holidays

What is covered?

Service outage or severely degraded service.

(Refer to Service Outage definition)

Time interval of service outage

- More than 40 minutes and less than 4 hours.
- More than 4 hours and less than 6 hours.
- More than 6 hours and less than 48 hours.
- More than 48 hours.



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Rebate

- 5% of recurring charges
- 15% of recurring charges.
- 35% of recurring charges.
- 50% of recurring charges.

The fine print

Recurring charges include monthly base charges and the unused component of additional data charges in excess of the standard included data allowance. Customer must report a fault within 24 hours of the service outage. If you are running a firewall it must be configured to return ICMP echo requests (i.e. ping packets) from Web Secure's monitoring hosts or SLA rebates for Service Assurance will not apply. Web Secure service assurance does not cover service difficulties caused by:

- Planned network outages.
- Acts or omissions by customer or end-user.
- Behaviour of end-user equipment, facilities or applications.
- Faults in end-user equipment or software.
- Damages due to external causes, e.g. vandalism, theft, etc.
- Acts of God, and any other situations beyond the control of Web Secure.

Customers are responsible for isolating and rectifying technical faults within their Local Area network (LAN) based equipment and software. In cases where the customer believes that the fault is not in their equipment, but in the Premium Business DSL network, the customer lodges a fault report with the Web Secure Technical Support team.

Web Secure will inform the customer of the nature of the fault, repair action taken and estimate resolution timeframe.

Service restoration is conditional on Web Secure or an approved representative having access to customer premises.

Network availability definitions

Time interval:

Time interval is one calendar month beginning and ending on the first day of each month at 00:00 Australia Eastern Standard Time. All measures will be taken within that particular month.

Planned outages:

Planned outage is the periodic pre-announced occurrences when the network element will be taken out of service for maintenance or upgrade. Planned outages will be notified a minimum of 24 hours in advance. When an outage notification is sent it will include a notation of whether the outage is planned or unplanned.



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Service outage:

Service outage is when a network path is considered to be inaccessible if either:

- It is not possible to both transmit and receive between the two ends of the path for a period in excess of 5 minutes, or
- The performance of the path is severely degraded to an extent that the service is effectively unavailable. Severe degradation occurs where in excess of 60% of the packets transmitted on the path are lost during a period of 15 minutes.

Network availability

The network availability guarantee is a minimum of 99.9%. This means that the SLA will be put into affect after 40 minutes outage in any particular calendar month.

Web Secure network availability is expressed as a percentage of time when the network is operational in any particular calendar month.

Consequently:

$$\text{Network availability} = \frac{\text{Total minutes} - \text{Service outage time in minutes}}{\text{Total minutes}} \times 100$$

Incorrect callout fees apply where the customer reported fault is found to be in a network or equipment owned or maintained by any person other than Web Secure.

Incorrect callout fee is set as follows:

- \$60 initial fee plus \$20 per 15 min per person during normal business hours
- \$220 initial fee plus \$25 per 15 min per person outside of normal business hours including Public Holidays.

Terms and conditions

Web Secure will provide a rebate to our customers when a fault report has been acknowledged and when Web Secure network management tools indicate that outages have occurred over the Premium Business DSL network. These rebates will be applied within one calendar month after the last day of the month in which the outage occurred.

If a customer believes that they are entitled to a rebate that has not been provided, they must contact Web Secure Customer Service within 60 days of the calendar month in which the outage(s) occurred. This request will need to include sufficient information to allow the claim to be investigated. Web Secure will confirm receipt of the claim within two business days and will respond with a decision within ten business days.