
GTELECOM BUSINESS SLA

Service Level Agreement For Business Products and Services (Oct 2021)

Table of Contents

- 1. Products and Services
- 2. Assurance Details
 - 2.1 Support Hours
 - 2.2 Fault Handling
 - 2.3 Onsite Support
 - 2.4 Additional Installation Fees
 - 2.5 Service Assurance Contacts
 - 2.6 Exclusions
 - 2.7 Liability
- 3. Definitions

Gtelecom products and services are divided into several Product Families and Service Categories which will be referred to throughout this document. Refer to Tables 1 below.

Internet and Data	Fixed and wireless products and services
Voice	SIP, VOIP Hosted PBX and Unified Communications products and services
Managed IT Services	Small and Medium business IT products and services
Managed Cloud	Private and Public Cloud Products and services

2. Assurance Details

2.1 Support Hours: Products are covered by 12/6 Monday to Saturday and 9am to 6pm on Sunday.

2.2 Fault Handling Product or service faults reported to Gtelecom go through two phases:

- 1. Response – calculated from the moment we receive notification of a fault until we acknowledge receipt of the notification.
- 2. Resolution – calculated from the Response time until the service is restored to working condition.

Note: Delays due to the following factors outside of Gtelecom’s control do not count towards the total Resolution time:

- Delays waiting on information from customer sources or vendors
- Hardware replacement through vendor warrantee
- Technician travel times for onsite assistance
- Weather disruptions or other major events

2.4 Additional Fees and onsite Support

Additional fees are charged on a fee for service basis, as set out in Table

Time	Additional Installation Fees
During Business Hours	Applicable
Outside Business Hours	Applicable

2.5 Service Assurance Contacts

If deemed necessary, End Users may request support by reaching us on 1300 659 442

Email: support@gtelecom.com.au

2.6 Exclusions

Service Activation delay does not include any delays caused by:

- Planned Network outages
- Acts, omissions and delays by an End User including installation requirements beyond SLA activation period.
- Behaviour of End User equipment, facilities or applications
- Acts of God and any other situations beyond the reasonable control of Gtelecom’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 Gtelecom Equipment; or
 - Damage from any external cause that may prevent the service or the Equipment working.
 - Acts or omissions of an End User.
 - Third party equipment that is not installed by Gtelecom.
 - The removal of Gtelecom Equipment

Network Unavailability does not include any unavailability resulting from:

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

- Gtelecom may, but is not obliged to, provide the End User with onsite technical support. This is a charged service with separate terms and conditions.
- Gtelecom may access End User content and other parts of the service as necessary to identify and resolve technical problems or to respond to service complaints.
- Residential grade ADSL and NBN services are not covered under the terms of this SLA

2.11 Liability of Gtelecom

This document is written for installations where the CPE is supplied and installed by Gtelecom. Gtelecom is not responsible for overall system performance, thermal characteristics and safety issues where the End User uses third party equipment and/or the system integration has been completed by parties other than Gtelecom.

Gtelecom is not responsible for:

- The correct operation and functioning of the End User's intruder detection alarm systems associated directly or indirectly with the operation of Gtelecom services
- Delays and or outages due to circumstances outside Gtelecom's control, such as "Mass Service Disruption" including damages to exchange facilities (Telstra and NBN) by a third party
- Natural disasters or extreme weather conditions (e.g. bushfire, flood, cyclones) or where delays and outages are caused by wholesale carrier infrastructure shortfalls - including staffing and physical resources or impact of compliance with other circumstances beyond the control of Gtelecom such as laws and obligations imposed by the Commonwealth, State, Territory or Local Government.
- Software not distributed, approved or recognised by Gtelecom including software downloaded from the Internet. If an End User uses such software in connection with the Gtelecom service, Gtelecom will not be liable for any fault, loss and/or damage resulting directly or indirectly from such use.
- Any fault which is within the network of any interconnected other supplier. Gtelecom will notify the other supplier of the fault and request that the fault be repaired promptly but Gtelecom will not bear liability.
- The correct operation and functioning of 3rd party telephone service delivered over a Gtelecom service.