



ENTERPRISE (SIX HOUR RESTORE) SLA FACTSHEET

Ultrafast Fibre Limited (**UFF**), in response to a request from Retailer Service Providers (**RSPs**) on the UFF network, has agreed to release a 6 Hour Layer 1 and Layer 2 Fault Restore service level (**Enterprise SLA**) that will help RSPs to deliver better service expectations for their customers with their existing (Standard/Enhanced) SLA offerings to maintain continuity of services.

What the Enterprise SLA will do

The Enterprise SLA is a UFB non-CFH Miscellaneous Ancillary Service (with applicable POA Charges). It comprises a Layer 1 and Layer 2 restore service level in addition to UFF's existing SLA offerings. The Enterprise SLA is being offered to allow RSPs to effectively manage assure incidents on a per fault event basis.

The Enterprise SLA is an optional, incident based, SLA designed to provide a 6 hour Layer 1 or Layer 2 fault restoration target (including ONT failure) within UFF's normal Fault Restoration Hours (7am to 7pm, 7 days a week) associated to the Enterprise UFB Wholesale Services and existing SLA offerings. The Enterprise SLA will be available for RSPs to order with UFB BS3/3a/3b, BS4, E-NNI Handover (i.e. Layer-2), Direct Fibre Access (**DFA**) and Fibre Interconnection (i.e. Layer-1) Wholesale Services. The Enterprise SLA will not apply to any faults or events that are beyond UFF's reasonable control, including (but not necessarily limited to) cable cuts or network events and RSP equipment (RGW, CPE) failures.

UFF will use all commercially reasonable endeavours to achieve the Enterprise SLA for 90% of those faults within six (6) Fault Restoration Hours, provided that if the fault is not restored within the Enterprise SLA no Service Rebates will be payable by UFF. For the avoidance of doubt, all of the other terms and conditions (including, but not limited to, all of the provisions relating to the Wholesale Services and Charges) set out in the UFF Wholesale Services Agreement will apply to all of the underlying Wholesale Services ordered by the RSP.

Benefits

The Enterprise SLA is intended to provide the following benefits:

- a better understanding of what RSPs can expect in terms of single event fault restoration times
- restoring 90% of RSP reported faults for UFB Enterprise Wholesale Services within 6 Fault Restoration Hours
- better determine a RSP's customer expectations for their product offerings
- provide better focus on resiliency for high value UFB Wholesale Services, customer service and experience in developing niche applications, such as telemetry, point-of-sale and essential business web applications

Availability

The Enterprise SLA will be made available in the UFF Coverage Areas for BS3/3a/3b, BS4, E-NNI Handover, DFA and Fibre Interconnection Wholesale Services on the terms and conditions specified in this Enterprise SLA Fact Sheet. The Enterprise SLA will not be available for any other access services, including backhaul and co-location services. During emergencies, UFF will prioritise the restoration of services in accordance with the UFF Wholesale Services Agreement.

What will the Enterprise SLA cost?

The Service Charge for the Enterprise SLA is POA. However, UFF wants to offer the Enterprise SLA at no additional charge for all new BS3/3a/3b, BS4, E-NNI Handover, DFA and Fibre Interconnection Wholesale Services ordered between the release date (16 May 2016) until 31 December 2018 (the **Offer Term**). On the expiry of the Offer Term, the applicable Charges for the Enterprise SLA will be as stated in the UFF Wholesale Services Agreement Price List and, unless agreed otherwise by UFF in writing, all RSPs will be required to pay the applicable Charges if they wish to continue receiving the Enterprise SLA.

Existing UFB Service Levels

The existing UFF Wholesale Services Agreement Service Level Terms for Bitstream Services, including the deliverables and service levels that apply, will remain unaffected by the Enterprise SLA. The Enterprise SLA will be offered inclusive to the existing standard SLA offerings.

For more information

This information is an overview of the Enterprise (Six Hour Restore) SLA. For more information in relation to the standard fault restoration terms, please refer to the UFF Wholesale Services Agreement. If you have any further questions in relation to Enterprise SLA, please contact your UFF Account Manager.