



Premium Support SLA

SmileTel ABN 51 123 952 232

Overview

The Premium Support package is designed for businesses requiring high-priority service, proactive issue resolution, and rapid response times.

Service Availability

Support Hours: 7 days per week, 8:00 AM – 5:00 PM AEST (excluding public holidays).

Network Monitoring: Internal monitoring for proactive issue detection.

Response and Resolution Targets

Severity Level	Description	Initial Response Time	Target Resolution Time
Critical (P1)	Complete service outage or severe degradation affecting business operations.	15 minutes	2 hours
High (P2)	Significant service impact with degraded performance or intermittent issues.	30 minutes	4 hours
Medium (P3)	Minor service impact, non-critical functionality affected.	2 hours	8 hours
Low (P4)	General support requests, non-urgent issues, or minor concerns.	4 hours	Next Business Day

Support Channels

Dedicated Support Line: Direct phone number and email access for priority assistance.

Additional Benefits

Priority Triage: Issues are escalated ahead of Standard Support customers.

Proactive Issue Resolution: Our team actively works to prevent service disruptions.

Unlimited Remote Support: Extensive troubleshooting and resolution remotely at no additional charge.

On-Site Support: Available as a billable service if required.

Conditions:

Network Provision: Target SLA's apply when Hardware devices are supported and provided by SmileTel and with supported upstream provider (ABB- Aussie Broadband).

Brisbane Trading Hours

8am to 5pm, 7 days a week excluding public holidays.