Standard Support SLA

SmileTel ABN 51 123 952 232

Overview

The Standard Support package is a cost-effective option for businesses that need reliable support during business hours.

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 affecting all users.	1 hour	8 hours
High (P2)	Significant degradation in service but partial functionality available.	2 hours	1 business day
Medium (P3)	Minor service impact, some users affected.	4 hours	2 business days
Low (P4)	General support requests, information requests.	8 hours	3 business days

Support Channels

Phone and Email Support: Available during standard business hours.

Additional Details

Standard Triage: Issues are addressed in order of priority.
Reactive Troubleshooting: Support is provided upon request; no proactive monitoring.
On-Site Support: Available as a billable service.

Upstream Provider Disclaimer

The services provided under this Service Level Agreement (SLA) are subject to the availability and performance of upstream providers, including but not limited to [Telstra, Vocus, ABB, Optus,

NBN]. While we endeavour to maintain a high standard of service, any faults, outages, or performance issues originating from these upstream providers are outside of our direct control.

Accordingly, any service levels, guarantees, or remedies offered under this SLA may not apply in cases where service disruptions result from upstream provider issues. In such instances, the resolution times and service commitments will be subject to the terms and conditions of the relevant upstream provider, and we will work diligently to escalate and facilitate communication on your behalf.

For more details on the specific SLA terms of our upstream providers, please refer to their respective documentation or contact us for further information.

Brisbane Trading Hours

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