Standard Support SLA

SmileTel · ABN 51 123 952 232

Overview

Standard Support is a cost-effective option for businesses that need reliable, responsive support. It includes our 24/7 after-hours fault line, so a critical outage is attended to whatever the hour, with day-to-day requests handled by our service desk during business hours.

Service availability

Service desk hours: 8:00 am – 5:00 pm AEST, seven days a week, excluding public holidays.

After-hours fault support: 24 hours a day, seven days a week, for critical (P1) and high (P2) severity faults.

Network monitoring: Not included with Standard Support. Proactive 24/7 connectivity monitoring is available with Premium Support.

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, with 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 and information requests.	8 hours	3 business days

Critical and high severity faults are accepted and actioned 24 hours a day. Medium and low severity requests are actioned during service desk hours, and their targets are expressed in business days.

Support channels

Phone and email: Available during service desk hours.

After-hours fault line: Available 24/7 for critical and high severity faults.

What is included

- Standard triage — issues are actioned in order of severity and time received.
- Reactive troubleshooting — support is provided on request. Standard Support does not include proactive network monitoring.
- Remote support during service desk hours.
- On-site support, available as a billable service.

Upstream providers

The services provided under this Service Level Agreement are subject to the availability and performance of upstream providers, including Aussie Broadband, Vocus, AAPT, Telstra, Optus and nbn co. While we endeavour to maintain a high standard of service, any faults, outages or performance issues originating with these upstream providers are outside our direct control. Accordingly, the service levels and remedies

offered under this agreement may not apply where a disruption results from an upstream provider issue. In those cases the resolution times and commitments of the relevant upstream provider will apply, and we will escalate and manage communication on your behalf. For details of an upstream provider's own service levels, please contact us.

Office trading hours

Our Brisbane office trades 8:00 am – 5:00 pm, seven days a week, excluding public holidays. Office trading hours are separate from the after-hours fault support described above.