

Technology Type	Service Class	Installation Location	Dependencies	Total Delivery SLA (Working Days)	Restoration SLA
ADSL	N/A	National	PSTN Service	10	Best efforts – could be days
SHDSL		On-Net	On-Net with ports available	20	End of next business day
MBE (On-Net)		On-Net	On-Net with ports available	20	12 coverage hours
MBE (Off-Net)		Off-Net	Available coverage	25	12 coverage hours (Metro)
nbn™ (inc Smart Voice & Dedicated Access)					
NBN Co Fibre Network	0	Urban Area	nbn-ready area	0	N/A
	1			20	N/A
	2			15	N/A
	3	Major Rural Area or Minor Rural Area		7	End of next business day
	1			25	N/A
	2			20	N/A
	3	Remote Area		7	End of second business day
	1			25	N/A
	2			25	N/A
3	Urban Area	7		End of third business day	
4		N/A		N/A	
5		15		N/A	
NBN Co Wireless Network	6	Major Rural Area or Minor Rural Area		7	End of next business day
	4			N/A	N/A
	5			20	N/A
	6	Remote Area		7	End of second business day
	4			N/A	N/A
	5			25	N/A
	6	Urban Area		7	End of third business day
	10			N/A	N/A
	11			21	N/A
NBN Co FTTB Network and NBN Co FTTN	12	Major Rural Area or Minor Rural Area		15	N/A
	13			7	End of next business day
	10			N/A	N/A
	11	Remote Area		25	N/A
	12			20	N/A
	13			7	End of second business day
	10	Urban Area		N/A	N/A
	11			25	N/A
	12			20	N/A
NBN Co HFC Network	13	Urban Area		7	End of third business day
	20			N/A	N/A
	21			20	N/A
	22			15	N/A
	23			15	N/A
NBN Co FTTC Network	24	Urban Area		7	End of next business day
	30		N/A	N/A	
	31		20	N/A	
	32		15	N/A	
	33		15	N/A	
34	7	End of next business day			
Dedicated Access (See above for NBN)					
ADSL	N/A	National	PSTN Service	10	Best efforts – could be days
SHDSL		On-Net	On-Net with ports available	20	End of next business day
Managed VPN					
PIPN	As per PiPN SLA Doc				
OneStream	As per OneStream Product Brief				

Performance Objectives:

Commander aim to achieve 90% or more of the total of customers' End User connections and rectifications of customers' End User faults in accordance with the relevant Service Levels for each product.

Conditions:

- The Service Levels do not apply to End User Faults or Network Faults caused by use of an Ordered Product which breaches the Fair Use Policy.
- The Service Levels for Service Faults do not apply if Customer does not use the correct notification procedure.
- The Service Levels for Service Fault rectification are the Service Levels that apply at the time the relevant Trouble Ticket is raised. If a nbn technician is required at your premises, Commander is unable to commit to a timeframe for resolution.
- Commander do not provide or Support Priority Assistance services.

01/12/2017 - Information was correct at time of printing. The Service levels in the document are subject to change without notice.