

Critical Response SLA Factsheet

Tuatahi First Fibre Limited (**TFF**) offers a Service Level called the “Critical Response SLA”. This is a Miscellaneous Ancillary Service to initiate the on-site attendance of a TFF Field Services Technician in response to a fault on the TFF network for a fixed Charge.

The Critical Response SLA is where TFF offers to use all reasonable endeavours to achieve a target on- site attendance timeframe of:

- 2 hours for metro areas*; or
- 4 hours for non-metro areas^,

in response to a fault that is preventing the supply of a Service.

The Critical Response SLA process is set out in Attachment 1. The Critical Response SLA will start at the time the Retail Service Provider (RSP) has provided all of the required information to the TFF Network Operations Centre (NOC). The Critical Response SLA will be met when the TFF Field Services Technician is on-site within the applicable timeframe. The Critical Response SLA response times set out above will automatically extend if any of the Service Impairments outlined in Section 7 of the TFF Reference Offer Service Level Terms apply, and any such extension of the Critical Response SLA:

- a) will be limited to the time that the Service Impairment continues to prevent or make illegal TFF’s performance of the Critical Response SLA;
- b) is subject to TFF promptly taking all reasonable steps, in accordance with Best Industry Practice, to eliminate or avoid the Service Impairment and mitigate its effect; and
- c) will not apply to the extent the Service Impairment is caused or contributed to by TFF or its contractors’ wilful acts or omissions, the wilful acts or omissions of any TFF supplier, or any person within the direct control of TFF.

Fault restoration work may only be performed by the TFF Field Services Technician within the Fault Restoration Hours. For the avoidance of doubt, any work performed by the TFF Field Services Technician outside the Fault Restoration Hours will be at TFF’s sole discretion, and TFF is not liable for performing or completing any work to restore the affected Service, or for any network availability claims relating to faults that either occur or continue, outside of the Fault Restoration Hours.

If the Service Provider accepts the terms of the Critical SLA Response service and submit an order, and then subsequently cancels the request, TFF will invoice the Service Provider for the Critical Response SLA Charge, no refunds or rebates apply.

The Critical Response SLA Charge can be found in Appendix 3 in the TFF WSA Price List (as a Miscellaneous Ancillary Service Charge).

Attachment 1

Critical Response SLA Process

- 1) For a new fault, the RSP logs a fault from the end-user and carries out initial triage.
- 2) The RSP initiates the Critical Response SLA process with the TFF NOC by raising an Incident Management ticket and completing the relevant fields in lodgement form.
- 3) The RSP must follow up the lodgement of an Incident Management Ticket with a phone call to confirm the following information:
 - a) the fault details and type of Service that is affected and the description of the fault symptoms.
 - b) contact name and number of RSP who has invoked the Critical Response SLA
 - c) the name of the end-user and on-site contract person; and
 - d) the end-user's address and phone number; and
 - e) Confirmation that the RSP is authorised and accepts the Critical Response SLA Charge.
- 4) On receipt of the phone call and all the information required from the RSP, the TFF NOC will record the start of the Critical Response SLA in the Incident management ticket.
- 5) If no confirmation phone call is received, the TFF NOC will not proceed with the Critical response SLA and will process the Incident Management case in line with the applicable underlying SLA.
- 6) The TFF NOC will log the Incident Management Case with the Field Force Dispatch and follow up with a phone call.
- 7) The Field Force Dispatch will instruct a Field Technician to go to the Site. The term "Site" will mean either the End-User premises, cabinet, fibre cable damage point or Central Office based on the diagnostics of the fault.
- 8) If the Site is the End User premises, the Field Technician will contact the end-user contact person identified by the RSP to confirm that the Field Technician is on-site.
- 9) The Field Technician will contact the TFFNOC and confirm that they attended the end-user premises in person within the Critical Response SLA (or not).
- 10) The TFF NOC will contact the RSP to confirm that the Field Technician is on-site (and whether, or not, the Critical Response SLA timeframe was met) and, if applicable, that the necessary work to resolve the fault and/or restore the Service has commenced.
- 11) If applicable, the Field Technician will provide progress updates to the TFF NOC during fault restoration work and within 2 hours of restoration of the relevant Service.
- 12) The RSP will be invoiced for the Critical Response SLA Charge in the following months invoice.

** Metro Areas: Hamilton, Te Awamutu, Cambridge, Tauranga, Whanganui, New Plymouth.*

^ Non-Metro Areas: Hawera, Tokoroa, Omokoroa, Katikati, Putaruru, Raglan, Stratford, Te Kauwhata, Te Puke, Tirau, Waitara, Huntly, Inglewood, Eltham, Matangi/Tamahere, Papamoa, Ngaruawahia, and all other UFF locations not otherwise noted.