

Service Level Agreement (SLA)

Introduction

This document outlines the service level options, associated response times, and potential rebates for Move Up Internet's Business and Enterprise Fixed Wireless services. These service levels are applicable only when there is a mutual agreement for Move Up Internet to deliver Business and Enterprise services.

Customers seeking rebates must submit an application for consideration. The Business Support Hours are from 8 am to 8 pm (AEST), available seven days a week, providing support for a total of 12 hours each day.

Response & Resolution Target Times

Business Level Support – Fixed Wireless					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.9% uptime	—
Service Incident	Response	Mon – Sun: 8am – 8pm	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 5pm	Critical	Best efforts	—
			Major		
			Minor		
Service Request	Response	Mon – Sun: 8am – 8pm	—	2 hours	—

Enterprise Level Support – Fixed Wireless					
Category	Type	Period	Priority	Target	Rebate
Service Availability	—	—	—	99.9% uptime	—
Service Incident	Response	Mon – Sun: 8am – 8pm	Critical	1 hour	—
			Major	2 hours	
			Minor	8 hours	
	Resolution	Mon – Fri: 8am – 5pm	Critical	Best efforts	—
			Major		
			Minor		
Service Request	Response	Mon – Sun: 8am – 8pm	—	2 hours	—

Move Up Internet aims for a minimum demonstrated performance of 90% of the applicable speed profile for the service, averaged over the preceding calendar month. The quoted service speeds for Your Service represent the maximum achievable throughput speeds under optimal conditions. Variations in service speeds are expected during the duration of Your Service due to the inherent characteristics of telecommunications, electrical, and Internet technologies and equipment. Consequently, you acknowledge and agree that maintaining the quoted service speeds for Your Service at all times may not be feasible.

Service Incident response pertains to the time elapsed between an End User logging a fault with our Helpdesk at 1300 983 886 and Move Up Internet's acknowledgment of the incident.

Service incident resolution is the time period between acknowledging a fault and rectifying the service.

- Critical incidents are characterized by a complete loss of connectivity or a link degradation exceeding 70% of the plan speed.
- Major incidents significantly impact end-user operations, requiring attention, and may include recurring outages or a speed reduction exceeding 30% of the plan speed.
- Minor incidents affect the service but allow the end user to remain operational.

Incorrect Callout Fee

Fees are detailed in the table below:

Time of Callout	Call Out fee
During Business hours — Mon-Fri 8:00 a.m. – 5:00 p.m.	\$100 initial fee plus \$50 per 30 mins

Exclusions to the SLA

Move Up Internet's service assurance obligations do not extend to faults caused as a result of:

- Any fault in equipment, software or any network not forming part of the service or the Move Up Internet Equipment; or
- Damage from any external cause that may prevent the service or the Move Up Internet Equipment from working.
- Acts or omissions of an End User.
- Third-party equipment that is not installed by Move Up Internet.
- The removal of Move Up Internet Equipment

Network Unavailability does not include any unavailability resulting from:

- Planned Network outages.
- Acts or omissions of an End User.
- Force Majeure, and any other situations beyond the reasonable control of Move Up Internet.
- Faults in the End User equipment or software.
- Damage due to external causes, e.g. vandalism, theft, loss of power, flooding, pests etc.