SECURE YOUR FUTURE.

SPIRIT SERVICE LEVEL COMMITMENTS

6 February 2025

Spirit Service Level Commitments

Spirit supplies a variety of products, including products and services from third party vendors.

The customer agreement contains service level commitments for Spirit Managed Services solutions.

Note: Support arrangements, and service level commitments, for third party vendor products and services can be found in the vendors terms and conditions.

A. Fault Handling

Product or service faults reported to Spirit go through two phases:

(1) *Response* – calculated from the moment we receive notification of a fault until we acknowledge receipt of the notification (refer to Table 1).

(2) *Resolution* – calculated as defined in the Spirit Agreements.

Note:

(i) Service level commitments for third party vendor products and services, are defined in the vendors' terms of service.

(ii) Delays due to the following factors outside of Spirits control do not count towards the total Resolution times:

- Delays waiting on information from customer sources or vendors
- Hardware replacement through vendor warranty
- Technician travel times for onsite assistance
- Weather disruption or other major events

(iii) Business Hours means 8.00am – 6.00pm AEST weekdays, excluding local and national public holidays

B. Service Level Agreements – Managed Services

Table (1)   SLA Response[1] (DURING BUSINESS HOURS)

Severity	Response time (Business Hours) [2]	Target monthly %
Critical	1 hours	100%
Major	3 hours	95%
Minor	8 hours	90%
Service Request	24 hours	90%

[1] *These are Spirits standard managed services response times. Review customer agreement for details of applicable service level commitments.*

[2] *The Response Times are measured in terms of Business Hours eg if an incident is classified as Minor, and reported 5pm Monday, the Response Time is measured as Monday 5pm to Tuesday 3pm.*

C.   Service Desk Classification & Prioritisation of Incidents

Once a fault is reported to Spirit Service Desk, Spirit performs an assessment to determine how best to categorise resolution of the reported incident. The following tables identify the different levels of analysis used to determine priority for resolution of the incident.

Spirit Service Desk:

(i)   classifies the severity of reported incidents (Table 1)

(ii)   categorises the impact / urgency of a reported incident (Table 2 /Table 3)

(iii)   prioritises the resolution of the reported incident based upon urgency and priority (Table 4)

(Table 2)   Classification of Severity

Severity	Classification Description
Critical	Represents a complete loss of service or significant feature. The issue affects a substantial number of end-users. No workaround is available. e.g., infrastructure outage
Major	Any issue that affects a team, department, or business function by a degraded or non-performing service.
Minor	Any issue that has minimal to no impact to users and where a workaround is available, request relates to functional improvements.
N/A	Any request that has no immediate impact on business operations - Includes Service Requests and improvements

Table (3)   **Categorisation of Impact**

Impact	Definition	Examples
(1) Whole of Business	Whole organization (or multiple sites) are impacted by: o An outage or substantial reduction in infrastructure for multiple sites or entire company o Complete loss of business-critical application or system	o Company wide application outage affecting company's primary business function o Sensitive site outages – head offices etc o Loss or failure of service impacting health and safety such as emergency services, hospitals, etc – OHS issues
(2) Site	Whole site (or multiple business units within a site) are impacted by: o An outage or substantial reduction in infrastructure for an entire site or multiple business units o Partial loss or any impact to a business critical application or system	o Loss of data comms to a single non-critical site o Loss or degradation of service to a customer building / premises however critical business services continue to function o Loss of a business-critical application however critical business functions continue to function o Loss of service to a large number of users where critical functions are impacted but critical business services continue to function
(3) Multiple Users	Whole business unit (or whole team within a business unit) are impacted by: o An outage or substantial reduction in infrastructure impacting multiple users o Complete or partial loss of non-core business application or system	o Site is reporting slow internet – all users onsite impacted o Loss of service to a small number of users where critical functions are impacted but critical business services continue to function. o Loss of a business application deemed not to be a critical business function. o Data service intermittently bouncing, has service majority of the day but is causing some interruption to the customer o Site primary data link is down, customer is using a redundant link so still functional
(4) User	Single user impact: o Complete or partial loss of a non-core application or system o An issue related to a user request or information query	o Loss or degradation of service to a single user o An issue related to a user request or information query o No impact to services however risk scenarios exist for existing service users – redundant link down etc o Password resets

Urgency Assessment

Urgency – SEVERITY

A measure of **time** at which the client would expect a result. The longer a client is willing to wait or can afford to be delayed the lower the urgency. Any significant Impact on business operations is considered more urgent than standard requests. For example, a VIP user's request or a cloud service outage will require shorter response and resolution times because it is more urgent.

Table (4) Urgency Assessment

URGENCY	DEFINITION
(1) Critical	Urgent response and immediate action is required because; • *The impact will increase quickly over time placing the business at risk of incurring further loss or damages.* • *No workaround is available and those affected are unable to do any work.* • *Business critical and time sensitive work cannot be completed.*
(2) High	Quick response or action is needed because; • *The impact is expected to gradually increase over time.* • *No workaround is available but those affected can do other work.*
(3) Medium	Response can be scheduled because; • *Action can be completed within normal service levels by next available resource.* • *Workaround is available and those affected can continue work.*
(4) Low	Response can be scheduled for a later time because; • *Action is not time critical and can be completed when resources are available.* • *Workaround is available and it does not affect normal work.*

Priority Matrix

The relative **intersection** of Impact and Urgency. Priority scales with Impact and Urgency and is used to determine service levels and track performance measures.

Table 5 Priority Matrix

PRIORITY		Impact			
		1. Enterprise (Extensive/Widespread)	**2. Site / Dept.** (Significant/Large)	**3. Multiple users** (Moderate/Limited)	**4. User** (Minor/Localised)
Urgency	**1. Critical**	1. Critical	1. Critical	2. High	2. High
	2. High	1. Critical	2. High	2. High	3. Medium
	3. Medium	2. High	3. Medium	3. Medium	4. Low
	4. Low	3. Medium	3. Medium	4. Low	4. Low

D.   Monthly Service Charge Rebates

Spirit service level commitments are defined in the individual Spirit Customer agreements.

When seeking a rebate charge on a product or service provided (via Spirit) from a Third Party vendor, the terms of the vendor agreement apply. If required, Spirit will be happy to facilitate this process with the vendor.

E.   Exclusions

Spirits service assurance obligations do not extend to faults caused as a result of:

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

Note: Call out fees for third party provided services will be passed to the Customer.

Customer Premises Equipment (CPE) Supplied and Installed by Spirit

This document is written for installations where the Customer Premises Equipment (CPE) is supplied and installed by Spirit. Spirit is not responsible for overall system performance, thermal characteristics and safety issues where the End User uses third party equipment and / or the system integration has been completed by parties other than Spirit.

Spirit is not responsible for:

- o   The correct operation and functioning of the End Users intruder detection alarm systems associated directly or indirectly with the operation of Spirit services.

- o Delays and or outages due to circumstances outside Spirits control, such as "Mass Service Disruption" including damages to exchange facilities (Telstra and NBN) by a third party.
- o Natural disasters or extreme weather conditions (eg bushfire, flood, cyclones) or where delays and outages are caused by wholesale carrier infrastructure shortfalls – including staffing and physical resources or impact of compliance with other circumstances beyond the control of Spirit such as laws and obligations imposed by the Commonwealth, State, Territory or Local Government.
- o Software not distributed, approved or recognised by Spirit including software downloaded from the internet. If an End User uses such software in connection with the Spirit service, Spirit will not be liable for any fault, loss and / or damage resulting directly or indirectly from such use.
- o Any fault which is within the network of any interconnected other supplier. Spirit will notify the other supplier of the fault and request that the fault be repaired promptly but Spirit will not bear liability.
- o The correct operation and function of 3rd party telephone service delivered over the Spirit service.

Definitions:

Customer Premises Equipment (CPE) refers to any of the following:

- o Outdoor radio unit mounted on a secured mast
- o Spirit installed cabling between the radio unit into your communications room / rack
- o Powered ethernet network termination unit
- o Termination router
- o Spirit supplied and installed IP Handsets
- o Spirit supplied and installed IP Gateways

End User refers to the business customer who has purchased the product or service from Spirit.

Spirit Equipment is Spirit installed equipment, used in the Customer IT business environment.