

Support Commitments

Purpose

This document outlines our service commitments across two areas:

Helpdesk Support: Our action commitments when you contact us for technical assistance.

Infrastructure Reliability: Our uptime guarantees for managed infrastructure services such as internet, telephony, and cloud servers.

This document is referred to as our Service Level Agreement (SLA), which means a formal commitment to measurable service standards backed by defined remedies if those standards are not met.

Commitment to Service Quality

We are committed to providing high-quality managed services and transparent performance reporting. This SLA is written to ensure fairness, clarity, and accountability for both parties.

Claiming Credits

To claim a credit under this document, you must contact us within 90 days of the relevant service being provided. We will review the claim and, where we agree that a credit applies, issue it on your next invoice.

Amendments

We may update this document from time to time. Any changes will be communicated to you with a minimum of 30 days' notice before taking effect.

Business Hours

Our standard business hours are 8:30am to 5:00pm AEST, Monday to Friday, extending to 7:30am AEST during Australian Eastern Daylight Time periods.

All measurements, action targets, and compliance reporting in this document are calculated within these hours only.

Time outside of business hours does not count toward any action target. Public holidays observed in Brisbane, Queensland are excluded.

PART 1: HELPDESK SUPPORT

How We Measure Performance

SLAs are measured against **action targets** only. An action target is the time within which we commit to begin working on your issue, not the time to fully resolve it.

Action timeframes apply to remote support - our initial assessment and troubleshooting of your issue. Where on-site attendance is required for faults, visits are triaged based on business impact and technician availability, and typically scheduled within the next business day.

All SLA measurements are based on our internal systems and metrics, measured only during standard business hours.

Each priority level has a **compliance target** expressed as a percentage. If our compliance falls below the target for a priority level in a given month, the rebate for that level applies.

Priority Definitions

Each priority level is defined by the business impact of the issue:

P1 Critical – Entire business unable to operate. Core systems are completely down with no workaround available.

P2 Urgent – A department or critical business function is down, multiple staff are affected. Significant impact to operations.

P3 High – Multiple users are affected and no workaround is available. Work is impeded but not stopped.

P4 Standard – A single user is affected, or a workaround is available. Limited operational impact.

P5 Low – Informational monitoring alerts, minor inconveniences.

Work Order – Planned tasks such as new user setups, equipment provisioning, or project enquiries. These are not incidents requiring reactive support.

Right to Reclassify

You choose the priority of your support request when lodging it, and we will do our best to honour that selection. However, if the issue does not meet the criteria defined above, we reserve the right to adjust the priority accordingly. The adjusted priority will apply for SLA measurement purposes.

If we adjust the priority of a ticket, we will notify the submitter by email.

Priority Levels and Targets

The following table outlines our action targets, compliance thresholds, and rebate structure:

Priority	Action Target	Compliance Target	Allowable Misses	Rebate
P1 Critical	Within 1 hour	100%	None	15% per miss
P2 Urgent	Within 3 hours	95%	Minimum 1	15%
P3 High	Within 6 hours	90%	Minimum 1	15%
P4 Standard	Within 2 business days	90%	Minimum 1	10%
P5 Low	Within 4 business days	90%	Minimum 1	5%
Work Order	Within 7 business days	N/A	N/A	N/A

Allowable Misses

To ensure fairness at low ticket volumes, each priority level (except P1 Critical) has a minimum of 1 allowable miss per month before rebates apply. A single isolated miss is not statistically meaningful and does not trigger a rebate.

P1 Critical tickets have no allowance - every miss counts, because critical issues demand our full attention.

How Rebates Work

P1 Critical: 15% rebate applies for each missed action target. Two missed P1 tickets in a month results in a 30% rebate.

P2–P5: If we fail to meet the compliance target for a priority level (after accounting for the 1 allowable miss), the rebate for that level applies in full.

Rebate Cap

The total value of SLA rebates in any given month will not exceed **30%** of your monthly Managed IT Services fee. In cases where services are bundled, the SLA rebate applies only to the Managed IT Services component of your fees.

Definition of a Breach

A breach occurs when we fail to meet the action target for a ticket within the timeframe assigned to its priority level, as measured during standard business hours and according to our internal systems.

Exceptions

SLAs do not apply in cases of:

Unforeseen events affecting our operations: Events as defined in our Service Agreement (fire, flood, etc.) that prevent us from responding to requests.

Linked incidents: Where multiple tickets are created for the same underlying issue, or where multiple downstream issues are caused by a single upstream failure, these are treated as a single incident for SLA purposes. Example: Several staff report the same network outage—this counts as one incident.

Best Effort

Despite the above exceptions, we will always make every reasonable effort to meet our SLA targets and restore services as quickly as possible, even in circumstances beyond our direct control.

PART 2: INFRASTRUCTURE RELIABILITY

Reliability Guarantee

Unless otherwise specified in a Quote or Order, we offer a **99.9% reliability guarantee** for fixed-line internet, telephony, and cloud servers for each calendar month.

Uptime Credits

If the relevant service is completely non-functional for a longer period than guaranteed, we will provide you with a credit for the fixed monthly costs attributable to the specific affected service line item, based on the measured uptime:

Monthly Uptime	Credit
99.00% to 99.90%	30% of monthly service fee
95.00% to 98.99%	50% of monthly service fee
90.00% to 94.99%	70% of monthly service fee
Below 90.00%	100% of monthly service fee

Measurement

Uptime is measured using our internal monitoring systems.

Exceptions

The Reliability Guarantee does not apply where, acting reasonably, we determine that the outage was caused by:

Dependency on upstream services: Outages affecting third-party providers we rely on to deliver the service.

Power outage at your premises: Loss of mains power or electrical issues at your site.

Lead-in cabling or carrier faults: Damage to cabling between the street and your premises, or nation-wide carrier faults.

Failure of your equipment: Hardware or infrastructure owned by you that is not under our management.

Misuse or damage: Any misuse, tampering, or damage to the service by any party.

Failure to follow directions: You or your representatives failing to provide instructions or follow our reasonable directions.

Unforeseen Events: Events as defined in our Service Agreement (fire, flood, etc.).