

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			7	End of next business day	
	1	Major Rural Area or Minor Rural Area		25	N/A	
	2			20	N/A	
	3			7	End of second business day	
	1	Remote Area		25	N/A	
	2			25	N/A	
	3			7	End of third business day	
	NBN Co Wireless Network	4		Urban Area	N/A	N/A
		5			15	N/A
6		7	End of next business day			
4		Major Rural Area or Minor Rural Area	N/A	N/A		
5			20	N/A		
6			7	End of second business day		
4		Remote Area	N/A	N/A		
5			25	N/A		
6			7	End of third business day		
NBN Co FTTB Network and NBN Co FTTN		10	Urban Area	N/A	N/A	
		11		21	N/A	
		12		15	N/A	
	13	7		End of next business day		
	10	Major Rural Area or Minor Rural Area	N/A	N/A		
	11		25	N/A		
	12		20	N/A		
	13	Remote Area	7	End of second business day		
	10		N/A	N/A		
	11		25	N/A		
	12	20	N/A			
	13	7	End of third business day			
	NBN Co HFC Network	20	Urban Area	N/A	N/A	
21		20		N/A		
22		15		N/A		
23		15		N/A		
24		7		End of next business day		
NBN Co FTTC Network	30	Urban Area	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.