

Fact sheet: Enhanced Service Level Agreements

Enhanced service levels on the nbn™ broadband access network.

The most important things you need to know when talking to your phone and internet provider is that their solution for you may be supported by nbn’s wholesale service agreements.

Enhanced Service Level Agreements (eSLAs) on nbn™ powered plans

If you have business critical data needs, we recommend you speak with your phone and internet provider about enhanced Service Level Agreements (eSLAs) in place with your bundle or package. This means nbn will provide a higher level of support to your provider, who in turn should be able to provide a better level of support to you.

All of the wholesale products which nbn offers come with a Standard Service Level Agreement, which can be enhanced to provide faster fault rectification and a wider window of time during which faults will be addressed.

So when discussing fault rectification on your nbn™ powered plan, you’ll need to take three things into account:

The operational period of the eSLA

These are the hours of the day during which your service providers is able to raise faults with nbn - ranging from 8am-5pm to 24*7.

The response time of the eSLA

This is the maximum time within which you should expect to hear from your service provider to let you know your issue is being addressed. nbn’s response times are usually only valid during operational periods - so if a fault occurs at 11pm on a Standard SLA, your response may not be until business hours the next business day.

The rectification time of the eSLA

This is the maximum length of time you should expect a fault to take to be rectified once responded to. Like response times, this is affected by your operational period - so that if fault rectification begins at 8pm, it may not be completed until the morning or even afternoon of the next day. That’s why for mission-critical services, we recommend considering a 24*7 operational period.

(What happens when eSLA conditions are not met will depend on your specific contract with your phone and internet service provider.)

eSLAs - a quick reference guide of the wholesale options nbn offers to phone and internet providers

Please note that all times assume an urban area. Rectification time may vary depending on the location of premises. All times refer to the times offered by nbn to retail service providers and the times offered to you by your retail service provider may differ from those listed below.

SLA or eSLA	Operational period	Rectification time
Standard	8am-5pm, business days	5pm next business day
Enhanced-12	7am-9pm	12 hours
Enhanced-8	7am-9pm	8 hours
Enhanced-12 (24*7)	24*7	12 hours
Enhanced-8 (24*7)	24*7	8 hours
Enhanced-6	7am-9pm	6 hours
Enhanced-4	7am-9pm	4 hours
Enhanced-6 (24*7)	24*7	6 hours
Enhanced-4 (24*7)	24*7	4 hours

Please note

Remember that nbn is a wholesale only broadband access network which means that your broadband data services must be bought from a phone and internet provider. Not all your faults with your retail service will relate to a fault with the nbn network. Faults may relate to matters in your providers network, your premises equipment or network resources being accessed.