

Corporate Data Services SLA

1. INTRODUCTION

- 1.1 This SLA covers Corporate Data Services
- 1.2 Beam Barossa may vary this SLA if reasonably required for technical, operational and commercial reasons provided such variation does not have a material adverse effect on the Customer.

2. SERVICE SUPPORT

SERVICE SUPPORT

- 2.1 The Beam Barossa Support Centre will receive an Incident or Service Request from a Customer via email, phone or from automatic alerts that are generated from Beam Barossa Network Management Systems. Automatic alerts are logged as Incidents and will be addressed by the Beam Barossa Support Centre.

BEAM BAROSSA SUPPORT CENTRE CONTACT

The Beam Barossa Support Centre is the primary point of contact for the recording and managing of all technical support related Incidents and Service Requests from the Customer. The Beam Barossa Support Centre comprises of our Nuriootpa Office to provide business hours support and after hours on call technicians to provide 24x7 customer support when required. The support Centre can be contacted on 1300 591 261 24x7 or via email support@beambarossa.com.au.

- 2.2 The Customer must report perceived Priority 1 (P1) and Priority 2 (P2) Incidents to the Beam Barossa Support Centre by phone to ensure prompt attention and support.
- 2.3 All phone calls will be answered by a Beam Barossa technician who will record the Incident or Service Request and assign a Priority. Where possible the Beam Barossa technician will also convey a target restoration time to the Customer.
- 2.4 Where possible, Customers must provide a Service ID when reporting issues to the Beam Barossa Support Centre.

CUSTOMER RESPONSIBILITIES

2.5 Prior to reporting an Incident to Beam Barossa, the Customer must take all reasonable steps to ensure that the Incident is not a problem with any Customer Equipment or within the Customer's administrative domain. Some suggested actions are:

- ❖ Perform a power recycle/reset of Customer Equipment.
- ❖ Perform a software reboot of IT systems.
- ❖ Record the status of indicators/LEDs on Customer Equipment.
- ❖ Run a diagnostic program (if available) on Customer Equipment and record the results.
- ❖ Record log files and traceroutes around the time of the event.
- ❖ Note any recent changes that were made.

2.6 Customers who rely on Beam Barossa supplied customer premise equipment must specifically ensure that the equipment is receiving the required power and cooling to be operational.

2.7 It is vital that Customers provide Beam Barossa with the correct information related to their service when reporting issues.

2.8 The more information a Customer can provide on the problem, the more accurately Beam Barossa will be able to determine the root cause and implement a solution in the quickest timeframe. When contacting the Beam Barossa Support Centre a Customer must, as a minimum, provide the following information:

- ❖ Customer name;
- ❖ Service ID of the Service affected by the Incident (if available);
- ❖ Name and contact details of the person reporting the Incident on behalf of the Customer;
- ❖ Description of the Incident;
- ❖ Details of any diagnostics that have been performed by the Customer;
- ❖ Customer Site contact;
- ❖ Name and location of the Customer Site that is affected by the Incident; and Business or trading hours of the site.

INCIDENT MANAGEMENT

2.9 Beam Barossa reserves the right to charge a Customer in the event that Beam Barossa is called to diagnose an Incident that is subsequently proven to be in the Customer's Equipment, or infrastructure used by the Customer that is supplied by a third party provider (e.g. not Beam Barossa or Beam Barossa's third party suppliers). This also applies to Incidents that occur on Beam Barossa Equipment or Beam Barossa Infrastructure caused by negligent use or misuse by the Customer or its agents, suppliers, customers or contractors.

2.10 Beam Barossa defines Incident priorities as outlined in the table below:

SEVERITY LEVEL	DESCRIPTION
PRIORITY 1	Severe business impact. Critical business services down.
PRIORITY 2	High business impact. Non-critical services down. Service degradation
PRIORITY 3	Minor service degradation, specific service functionality unavailable
PRIORITY 4	A minor service issue

2.11 Beam Barossa will respond to Incidents and work to restore a service as detailed in the service table in section 5 of this SLA.

2.12 Beam Barossa does not guarantee that a Service will be restored within the times specified in the service tables in section 5 of this SLA however, Beam Barossa will use all reasonable endeavours to restore a Service within the times specified.

2.13 When an Incident is logged, the Beam Barossa Support Centre will:

- ❖ Agree with the Customer the level of Priority to be allocated to the Incident;
- ❖ Record the Incident in the Beam Barossa Service Management System and assign and quote a unique ticket number to the Customer;
- ❖ Manage any necessary escalations, remotely or at the Customer Site, to restore services within target restoration times;
- ❖ Update the Customer with the progress of the Incident via phone or email at mutually agreed intervals; and
- ❖ Advise the Customer when the Incident has been resolved via phone or email.

SERVICE REQUEST MANAGEMENT

2.14 Any urgent Service Requests logged via email should be followed up with a phone call to the Beam Barossa Support Centre with business justification for the urgent request. Complex Service Requests should be raised with the Account Manager.

2.15 Beam Barossa defines Service Request priorities as outlined in the table below:

SEVERITY LEVEL	DESCRIPTION
PRIORITY 5	Service Request is required to ensure continual operation of the business
PRIORITY 6	Service Request that has minimal impact to continual operation of the business
PRIORITY 7	Service Request that is non urgent, has no impact and is not required for continual operation of the business

2.16 Beam Barossa will respond to Service Requests and work to fulfil a request as detailed in the service tables in section 5 of this SLA.

2.17 Beam Barossa does not guarantee that a request will be fulfilled within the times specified in the service tables in section 5 of this SLA however, Beam Barossa will use all reasonable endeavours to fulfil a request within the times specified.

2.18 When a Service Request is logged, the Beam Barossa Support Centre will:

- ❖ Agree with the Customer the level of Priority to be allocated to the Service Request;
- ❖ Record the Service Request in the Beam Barossa' Service Management System and assign and quote a unique ticket number to the Customer;
- ❖ Manage any necessary escalations, remotely or at the Customer Site, to fulfil Service Requests within target fulfilment times;
- ❖ Update the Customer with the progress of the Service Request via phone or email at mutually agreed intervals; and
- ❖ Advise the Customer when the Service Request has been fulfilled via phone or email.

ESCALATION FOR INCIDENTS OR SERVICE REQUESTS

2.19 In the event:

- ❖ Customer's expectations have not been met;
- ❖ Customer is of the opinion that progress on an Incident or Service Request is unsatisfactory; or
- ❖ Incident or Service Request has not been resolved within SLA, the Customer may escalate in accordance with the Service Delivery Manager on 0419 666 312

POST INCIDENT REPORTS

2.20 Upon request by a Customer, for Priority 1 Incidents, Beam Barossa will use its reasonable endeavours to provide a draft post incident report within 48 hours from the time the service was restored. A full report will be provided within 5 Business Days thereafter. The post incident report will detail:

- › Details of the incident including impact to service(s)
- › Timeline of activities
- › Fix or work-around
- › The root cause
- › Mitigation strategies

3. SERVICE AVAILABILITY AND REBATES

SERVICE AVAILABILITY

1.1 Beam Barossa's technology platforms for delivering the Services are constructed using industry leading vendor equipment. The Targets for the relevant Services are described in the service tables located in section 5 of this document.

REBATES

1.2 The Customer is entitled to a Rebate as set out in section 5 of this SLA for the relevant Service where:

- ❖ Beam Barossa has failed to meet a Service Availability Target or Response Time Target against which a Rebate is applicable as stipulated in the service tables located in section 5 of this document; and
- ❖ the Customer has made a claim for the Rebate in accordance with section 3.3 within 5 Business Days of the end of the month in which the Incident was restored.

1.3 In order to lodge a claim for a Rebate the Customer must make a written request containing reasonable details as required by Beam Barossa, and if applicable in the form provided by Beam Barossa which may be updated from time to time. Claims for Rebate must be submitted via email to support@beambarossa.com.au

Once a claim is received, Beam Barossa will review and calculate the Rebate (if applicable) and credit it to the Customer's account by deducting the Rebate from the Monthly Service Fee payable in the following month. A Rebate is not redeemable for cash.

1.4 Beam Barossa is not required to provide Service Availability during, and the Customer is not entitled to any Rebate for, any failure or failures by Beam Barossa to meet any Target that results from any of the following occurrences:

- ❖ An Excluded Event;
- ❖ Scheduled Maintenance;
- ❖ Customer Equipment or an Incident on the Customer's side of the Service Delivery Point;
- ❖ Customers removal of any Beam Barossa Equipment;
- ❖ Any failure to immediately report the Incident to Beam Barossa;
- ❖ The improper use, alteration, or damage of the Service by Customer;
- ❖ Service suspension in accordance with the relevant Service Order (if applicable);
- ❖ Third Party Software;
- ❖ Any modifications to the Service made by Customer or any party instructed or contracted by Customer and not provided or approved in writing by Beam Barossa

4. SCHEDULED MAINTENANCE

4.1 It is necessary from time to time to perform Scheduled Maintenance to maintain Beam Barossa Infrastructure. Beam Barossa will use all reasonable endeavours to limit the frequency and impact of Scheduled Maintenance to its Customers.

4.2 Beam Barossa will provide the Customer with notice via email to the technical contact listed on the Service prior to the Scheduled Maintenance, with the exception of Colocation Services or Scheduled Maintenance performed by Third Parties, as follows:

TYPE	EXPECTED IMPACT	NOTICE PERIOD
HAZARD	Work undertaken on Beam Barossa Infrastructure which may impact Customer's Service if the work does not go as planned	5 Business Days
SERVICE IMPACTING	Customer's Service will remain operational although impacted in some way, such as a one second switch hit or increased latency due to an alternate traffic path being used	5 Business Days
OUTAGE	Customer's Service will be unavailable for the period of time mentioned in the notice	10 Business Days
EMERGENCY*	As per Hazard, Service Impacting or Outage	As soon as reasonably practicable with a goal of 8 hours minimum notice

*Emergency means a planned activity that Beam Barossa deems necessary to be performed at short notice in order to: (a) correct any issue on a business critical system or service, or (b) protect the business or organization

4.3 In the case of Colocation Services or Scheduled Maintenance performed by Third Parties, Beam Barossa will provide the Customer with as much prior notice as is reasonably possible in the circumstances.

5. SERVICE TABLE

5.1 Beam Barossa will use all reasonable endeavours to meet the Service Level for the relevant Service in the following table

5.2 The Beam Barossa Target Restoration Time commences at the time the Incident or Service Request is first recorded with the Beam Barossa Support Centre and ends on resolution of the Incident or fulfilment of the Service Request.

SERVICE TABLE

Category	Priority	Period	Target	Rebate
Service Availability	-	24x7x365	≥ 99.9%	-
			< 99.9% - ≥ 99.7%	5%
			< 99.7% - ≥ 99.5%	10%
			< 99.5%	20%
Incident Response Time	P1	24x7x365	15 Mins	-
	P2	24x7x365	30 Mins	-
	P3	Business Hours	4 Hours	-
	P4	Business Hours	12 Hours	-
Target Restoration Time *	P1	24x7x365	12 Hours	-
	P2	24x7x365	48 Hours	-
	P3	Business Hours	7 Days	-
	P4	Business Hours	14 Days	-
Service Request Response Time	P5	Business Hours	2 Hours	-
	P6	Business Hours	4 Hours	-
	P7	Business Hours	24 Hours	-
Service Request Fulfilment Time	P5	24x7x365	12 Hours	-
	P6	Business Hours	24 Hours	-
	P7	Business Hours	5 Days	-
* Notes				
Excludes any time required for access to customer site and/or permits required				
Excludes any time where access to equipment is deemed unsafe eg. Extreme Weather events				