

Home Fibre Network Operator Service Level Agreements

Updated: 30/09/2019

1. General Overview

- 1.1. PacketSky partners with various Fibre Network Operators (“FNOs”) in order to offer our home fibre services. The FNOs manage and maintain the physical network infrastructure (fibre cables, ONT, etc), whilst PacketSky makes use of this infrastructure to provide you with an internet service.

Therefore, should there be a fault on the FNOs infrastructure or devices, PacketSky is unable to directly attend to these faults or fix any issues, as we are not involved in the operations of these Networks. We do however contact the FNOs on your behalf, log tickets with their network engineers and follow up on existing faults, in order to ensure your service interruption is kept to a minimum.

2. PacketSky Home Fibre SLA

- 2.1. Home fibre is a best effort service, and PacketSky offers back to back SLAs with your selected FNO. PacketSky is therefore unable to provide a refund or credit as a result of service downtime, performance issues or direct, indirect or consequential damages or losses of any kind, if this takes place outside of our Network (i.e. caused by any third parties, including but not limited to infrastructure breaks, maintenance or backhaul issues experienced on an FNOs network).
- 2.2. PacketSky offers 24/7 support, however FNOs generally follow standard business hours and do not attend to faults over weekends or public holidays. Response and repair times vary from FNO to FNO but can take up to two weeks depending on the failure experienced. Fibre Network Operator SLAs can be viewed below or are available on request.
- 2.3. PacketSky provides a free to use MikroTik router to our customers in order to offer Wi-Fi access. This router has additional advantages which allows us to access the device remotely and adjust various settings if necessary, including those related to Wi-Fi. These routers also allow us to provide 24/7 remote support to our customers and pro-actively monitor your line. Should you make use of your own router, PacketSky will not be held liable for degraded services or failure of services.
- 2.4. Due to the nature of Wi-Fi technology, the strength of a routers wireless signal cannot be guaranteed as this is susceptible to interference, which is different in each home. PacketSky’s responsibility is to ensure the speed of your line to the router approximates your selected service speed, however we cannot and do not guarantee full coverage of Wi-Fi within the home. We do however do our best to ensure you receive the highest quality Wi-Fi possible on the router provided, whilst providing various options for the extension of Wi-Fi within your home, including recommendations of additional hardware, such as Ethernet over Power units, or a more powerful router.



3. Fibre Network Operation SLAs

| FNO | FNO Fault Restoration Time | FNO Credit Policy |
|--------------------|---|---|
| Clearaccess | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | No credits will be issued for downtime |
| Evotel | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | No credits will be issued for downtime |
| FibreSuburb | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | No credits will be issued for downtime |
| Frogfoot | Within 5 business days | No credits will be issued for downtime |
| MTN | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | No credits will be issued for downtime |
| Netstream | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | No credits will be issued for downtime |
| Openserve | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | No credits will be issued for downtime |
| SADV | Best Effort - Fibre breaks will be repaired in the shortest available timeframe | Credit dependent on severity, nature and duration of outage |
| Vumatel | Within 14 days | No credits will be issued for downtime or failure to meet the SLA |

4. General Provisions

- 4.1. PacketSky and the Fibre Network Operators reserve the right to amend the Service Level Agreements from time to time. Any new version will be displayed on our Website together with the date on which it will become effective. It is your obligation to visit our web site on a regular basis in order to determine whether any amendments have been made. Any use by you of the PacketSky services after the effective date of any such amendment, shall be deemed to constitute acceptance by you of such amendment

