**SCHEDULE 7**

**SERVICE LEVELS**

**PURPOSE**

This Schedule 7 sets out the Service Levels and Service Level Penalties for the Services included in the Reference Offer.

**DEFINITIONS**

Terms used but not otherwise defined in this Schedule shall have the meanings ascribed to them in Schedule 8 – (Dictionary) of the Reference Offer.

**CONDITION PRECEDENT TO MEETING SERVICE LEVELS**

BNET’s ability to meet certain Service Level may be dependent on authorisations from relevant Government authorities, municipalities and/or other departments. Where BNET has duly filed for such authorisation in a timely manner, the applicable Service Level will be suspended until such a time BNET receives the appropriate approval and is able to proceed with the delivery of Services.

**WHOLESALE BITSTREAM SERVICE (WBS)**

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| **Service Level** | **Business Process** | **Service Level Terms** | **SLA** | **SLA Owner** | **Service Level Penalties** |
| Service Order Acknowledgement | Maximum Time for Service Order Acknowledgment & Expected RFS Date | During Working Hours | 15 minutes | Access Provider |  |
| Outside Working Hours | 15 minutes |
| **~~Service Request Confirmation~~** | **~~Maximum Time for Service Request Confirmation~~** |  | **~~1 Working Day~~** |  |  |
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| Order Completion RFS Date (New Provide) | Order-To-Payment Maximum Delivery Time | In case of Transfer order and Relocation Orders, the timeframe in clause 15 of imposed regulation by TRA and/or JWM shall apply | 10 Working Days | Access Provider | 10 SC for each additional working day thereafter until the Access Seeker receives the RFS Certificate.  ( The Maximum Penalty per Connection is Capped at 1 Month Rental equivalent to a total of 100 SC). |
| Order Completion RFS Date (New Provide) | Order-To-Payment Maximum Delivery Time  Premium Service Delivery | Premium Service Delivery in 24hours if no civil works is required. | 24 hours | Access Provider |  |
| Order Completion RFS Date (New Provide) |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  | Maximum delivery time for orders impacted with infrastructure issues | 67Working Days | Access Provider |  |
| Order Completion RFS Date (Internal Relocation, upgrade & downgrade) | Request to Change | service orders with maximum delivery time | 5 Working Days | Access Provider |  |
| Order Completion RFS Date (Service Termination) | Termination To Confirmation | service orders with maximum delivery time | 5 Working Days | Access Provider |  |
| Order Completion RFS Date (External Relocation) | Request to Change | service orders with maximum delivery time | 10 Working Days | Access Provider |  |
| Service Request Acknowledgement | Request to Answer: for service request for Fibre Cost Assessment Maximum Time for Service Request Acknowledgment | During Working Hours | 15 minutes | Access Provider |  |
| Outside Working Hours | 15 minutes | Access Provider |  |
| Service Request Answered | Request to Answer: for service request for Fibre Cost Assessment Maximum Time to answer a request | service requests for fiber cost assessment answered | 10 Working Days | Access Provider |  |
| Forecasting | Access Seeker Forecasting Process | Submission of forecasts at beginning of each quarter for next 5 quarters | 5 quarters | Access Seeker |  |
| Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | As per forecast plan | Access Seeker |  |
| Appointment Management | Appointment Rescheduling | original appointments attended by Access Seeker/end-user | Withing agreed appointment | Access Seeker |  |
| Appointment Attended | appointments attended / on designated date and time | Withing agreed appointment | Access Provider |  |
| Fault Acknowledgement Time | Problem-To-Solution Maximum Fault Acknowledgement Time |  | 15 minutes | Access Provider |  |
| Response Time | Problem-To-Solution Maximum Response Time | During Working Hours | 5 Working Hours | Access Provider |  |
| Outside Working Hours | 12 hours |  |
| Restoration Time | Problem-To-Solution Maximum Restoration Time | 48 hours |  | Access Provider | 10 SC for each hour exceeding the Maximum Restoration Time.  ( The Maximum Penalty per Connection is Capped at 1 Month Rental equivalent to a total of 100 SC). |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets supplied with correct information | Supplying correct information At the time or raising trouble tickets is access seeker responsibility | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets where fault not found | End-user fault is access seeker responsibility | Access Seeker |  |
| Invoice Issuance | Usage-To-Payment | Issue billing invoice | According to Access Provider billing cycle | Access Provider |  |
| Invoice Payment | Usage-To-Payment | Billing Invoice Value To be paid by access seeker | Within 30 days once billing invoice is issued | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Disputes to be raised for the generated billing invoice. | Within 10 working days from billing invoice issuance | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Billing Dispute resolution response | Within 10 working days | Access Provider |  |
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**WHOLESALE DATA CONNECTION (WDC)**

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| **Service Level** | **Business Process** | **Service Level Terms** | **SLA** | **SLA Owner** | **Service Level Penalties** |
| Service Order Acknowledgement | Order-To-Payment  Maximum Time for Service Order Acknowledgment | During Working Hours | 15 minutes | Access Provider |  |
| Outside Working Hours | 15 minutes | Access Provider |
| Service Order Confirmation | Order-To-Payment  Maximum Time for Service Order Confirmation |  | 2 Working Days | Access Provider |  |
| Notification of Expected RFS Dates | Order-To-Payment & Request to Change  Maximum Time for Notification of Expected RFS Date | Upgrade/Downgrade order and Cancellation Request | 5 Working Days | Access Provider | . |
| For a Cancellation Request the Access Provider shall only provide the Maximum RFS Date, which shall be the expected date of cancellation, taking into account the required Notification period for cancellation |  | Access Provider |
| New Connection order and Internal & External Relocation | 5 Working Days | Access Provider |
| RFS Date | Maximum Delivery Time –Order-To-Payment & Request to Change | Request to Change Upgrade/Downgrade order , internal relocation and Cancellation Request | 10 Working Days | Access Provider | 50 SC for failure to meet the Maximum RFS Date and 25 SC for each additional working day thereafter until the Access Seeker receives the RFS Certificate.  (The Maximum Penalty per Connection is Capped at 2 month rental i.e. the equivalent of 200 SC). |
| Order-To-Payment & Request to Change  New Connection& external relocation orders |  | Access Provider |
| * When a fiber cable is available for a new connection | 10 Working Days | Access Provider |
| * When a fiber cable is not available for a new connection but there is sufficient duct space to pull in an additional Service Access Resource access cable | 20 Working Days | Access Provider |
| * When new ducts must first be installed before deploying a new fiber access cable | 60 Calendar Days or Exceptional Delivery | Access Provider |
| Cancellation Requests do not have a Maximum Delivery Time: the Maximum RFS Date (i.e., expected cancellation date) must be defined to take account of the one month Notification period required for cancellation. |  | Access Provider |
| In case of Relocation Order, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption |  | Access Provider |
|  | For Bulk Projects (i.e. From 15 circuits per order), the Access Provider shall agree with the Access Seeker on a Time table to deliver the project | Terms on Agreement | Access Provider |
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|  | Service Request Acknowledgement | Request to Answer: for service request for Service Access Resource feasibility Assessment Maximum Time for Service Request Acknowledgment  Within Working Hours | 15 minutes | Access Provider |  |
|  |  | Outside Working Hours | 15 minutes | Access Provider |  |
| Service Request Answered | Request to Answer: for service request for Service Access Resource feasibility Assessment Maximum Time to answer a request | service requests for Service Access Resource feasibility assessment answered | 10 Working Days | Access Provider |  |
| Forecasting | Access Seeker Forecasting Process | Submission of forecasts at beginning of each quarter for next 5 quarters | 5 quarters | Access Seeker |  |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | As per forecast plan | Access Seeker |  |
| Appointment Management | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |  |
| Appointment Management | Appointment Rescheduling | original appointments attended by Access Seeker/end-user | Withing agreed appointment | Access Seeker |  |
| Appointment Management | Appointment Attended | appointments attended / on designated date and time | Withing agreed appointment | Access Provider |  |
|  |  |  |  |  |  |
| Fault Acknowledgement Time | Problem-To-Solution Maximum Fault Acknowledgement Time |  | 15 minutes | Access Provider |  |
| Response Time | Problem-To-Solution Maximum Response Time | During Working Hours | 1 Working Hours | Access Provider |  |
|  |  | Outside Working Hours | 2 hours |  |  |
| Restoration Time | Problem-To-Solution Maximum Restoration Time |  | 4 hours for Standard Support  2 hours for Premium Support | Access Provider | For Standard Support:  15 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time.  (The Maximum Penalty per Connection is Capped at 200 hours  For Premium Support:  50 SC for failure to meet the Maximum Restoration Time and 25 SC for each hour exceeding the Maximum Restoration Time.  (The Maximum Penalty per Connection is Capped at 200 hours |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets supplied with correct information | Supplying correct information At the time or raising trouble tickets is access seeker responsibility | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to end-user issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to end-user issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Invoice Issuance | Usage-To-Payment | Issue billing invoice | According to Access Provider billing cycle | Access Provider |  |
| Invoice Payment | Usage-To-Payment | Billing Invoice Value To be paid by access seeker | Within 30 days once billing invoice is issued | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Disputes to be raised for the generated billing invoice. | Within 10 working days from billing invoice issuance | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Billing Dispute resolution response | Within 10 working days | Access Provider |  |
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**WHOLESALE MOBILE DATA SERVICE (MDS)**

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| **Service Level** | **Business Process** | **Service Level Terms** | **SLA** | **SLA Owner** | **Service Level Penalties** |
| Service Order Acknowledgement | Order-To-Payment  Maximum Time for Service Order Acknowledgment | During Working Hours | 15 minutes | Access Provider |  |
| Outside Working Hours | 15 minutes | Access Provider |
| Service Order Confirmation | Order-To-Payment  Maximum Time for Service Order Confirmation |  | 2 Working Days | Access Provider |  |
| Notification of Expected RFS Dates | Order-To-Payment & Request to Change  Maximum Time for Notification of Expected RFS Date | Upgrade/Downgrade Order and Cancellation Request | 5 Working Days | Access Provider | . |
| For a Cancellation Request the Access Provider shall only provide the Maximum RFS Date, which shall be the expected date of cancellation, taking into account the required Notification period for cancellation |  | Access Provider |
| New Connection order and Internal & External Relocation | 5 Working Days | Access Provider |
| RFS Date | Maximum Delivery Time –Order-To-Payment & Request to Change | Request to Change Upgrade/Downgrade Order,internal relocation and Cancellation Request | 10 Working Days | Access Provider | 50 SC for failure to meet the Maximum RFS Date and 25 SC for each additional working day thereafter until the Access Seeker receives the RFS Certificate.  (The Maximum Penalty per Connection is Capped at 2 month rental i.e. the equivalent of 200 SC). |
| Order-To-Payment & Request to Change  New Connection & external relocation orders |  | Access Provider |
| * When a Service Access Resource is available for a new connection | 10 Working Days | Access Provider |
| * When a Service Access Resource is not available for a new connection but there is sufficient duct space to pull in an additional Service Access Resource access cable | 20 Working Days | Access Provider |
| * When new ducts must first be installed before deploying a new Service Access Resource access cable | 60 CalendarDays or Exceptional Delivery | Access Provider |
| Cancellation Requests do not have a Maximum Delivery Time: the Maximum RFS Date (i.e., expected cancellation date) must be defined to take account of the one month Notification period required for cancellation. |  | Access Provider |
| In case of relocation order, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption |  | Access Provider |
|  | For Bulk Projects (i.e. From 15 circuits per order), the Access Provider shall agree with the Access Seeker on a Time table to deliver the project | Terms on Agreement | Access Provider |
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|  | Service Request Acknowledgement | Request to Answer: for service request for Service Access Resource feasibility Assessment Maximum Time for Service Request Acknowledgment within working hours | 15 minutes | Access Provider |  |
|  |  | Outside Working Hours | 15 minutes | Access Provider |  |
| Service Request Answered | Request to Answer: for service request for Service Access Resource feasibility Assessment Maximum Time to answer a request | service requests for Service Access Resource feasibility assessment answered | 10 Working Days | Access Provider |  |
| Forecasting | Access Seeker Forecasting Process | Submission of forecasts at beginning of each quarter for next 5 quarters | 5 quarters | Access Seeker |  |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | As per forecast plan | Access Seeker |  |
| Appointment Management | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |  |
| Appointment Management | Appointment Rescheduling | original appointments attended by Access Seeker | Withing agreed appointment | Access Seeker |  |
| Appointment Management | Appointment Attended | appointments attended / on designated date and time | Withing agreed appointment | Access Provider |  |
|  |  |  |  |  |  |
| Fault Acknowledgement Time | Problem-To-Solution Maximum Fault Acknowledgement Time |  | 15 minutes | Access Provider |  |
| Response Time | Problem-To-Solution Maximum Response Time | During Working Hours | 1 Working Hours | Access Provider |  |
|  |  | Outside Working Hours | 2 hours |  |  |
| Restoration Time | Problem-To-Solution Maximum Restoration Time |  | 4 hours | Access Provider | 15 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time.  (The Maximum Penalty per Connection is Capped at 200 hours |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets supplied with correct information | Supplying correct information At the time or raising trouble tickets is access seeker responsibility | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Invoice Issuance | Usage-To-Payment | Issue billing invoice | According to Access Provider billing cycle | Access Provider |  |
| Invoice Payment | Usage-To-Payment | Billing Invoice Value To be paid by access seeker | Within 30 days once billing invoice is issued | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Disputes to be raised for the generated billing invoice. | Within 10 working days from billing invoice issuance | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Billing Dispute resolution response | Within 10 working days | Access Provider |  |

**Transmission Managed SERVICE(TMS)**

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| **Service Level** | **Business Process** | **Service Level Terms** | **SLA** | **SLA Owner** | **Service Level Penalties** |
| Service Order Acknowledgement | Order-To-Payment  Maximum Time for Service Order Acknowledgment | During Working Hours | 15 minutes | Access Provider |  |
| Outside Working Hours | 15 minutes | Access Provider |
| Service Order Confirmation | Order-To-Payment  Maximum Time for Service Order Confirmation |  | 2 Working Days | Access Provider |  |
| Notification of Expected RFS Dates | Order-To-Payment & Request to Change  Maximum Time for Notification of Expected RFS Date | Cancellation Request | 5 Working Days | Access Provider | . |
| For a Cancellation Request the Access Provider shall only provide the Maximum RFS Date, which shall be the expected date of cancellation, taking into account the required Notification period for cancellation |  | Access Provider |
| New Connection Order and external relocation Order | 5 Working Days | Access Provider |
| RFS Date | Maximum Delivery Time –  Order-To-Payment & Request to Change | Request to Change  Cancellation Request | 10 Working Days | Access Provider | 50 SC for failure to meet the Maximum RFS Date and 25 SC for each additional working day thereafter until the Access Seeker receives the RFS Certificate.  (The Maximum Penalty per Connection is Capped at 2 month rental i.e. the equivalent of 200 SC). |
| Order-To-Payment & Request to Change  New Connection& external relocation orders |  | Access Provider |
| * When a Service Access Resource is available for a new connection | 10 Working Days | Access Provider |
| * When a Service Access Resource is not available for a new connection but there is sufficient duct space to pull in an additional Service Access Resource access cable | 20 Working Days | Access Provider |
| * When new ducts must first be installed before deploying a new Service Access Resource access cable | 60 Calendar Days or Exceptional Delivery | Access Provider |
| Cancellation Requests do not have a Maximum Delivery Time: the Maximum RFS Date (i.e., expected cancellation date) must be defined to take account of the one month Notification period required for cancellation. |  | Access Provider |
| In case of External Relocation Order, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption |  | Access Provider |
|  | For Bulk Projects (i.e. From 15 circuits per order), the Access Provider shall agree with the Access Seeker on a Time table to deliver the project | Terms on Agreement | Access Provider |
|  | Service Request Acknowledgement | Request to Answer: for service request for Service Access Resource feasibility Assessment Maximum Time for Service Request Acknowledgment within working hours | 15 minutes | Access Provider |  |
|  |  | Outside Working Hours | 15 minutes |  |  |
| Service Request Answered | Request to Answer: for service request for feasibility Assessment Maximum Time to answer a request | service requests for Service Access Resource feasibility assessment answered | 10 Working Days | Access Provider |  |
| Forecasting | Access Seeker Forecasting Process | Submission of forecasts at beginning of each quarter for next 5 quarters | 5 quarters | Access Seeker |  |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | As per forecast plan | Access Seeker |  |
| Appointment Management | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |  |
| Appointment Management | Appointment Rescheduling | original appointments attended by Access Seeker | Withing agreed appointment | Access Seeker |  |
| Appointment Management | Appointment Attended | appointments attended / on designated date and time | Withing agreed appointment | Access Provider |  |
|  |  |  |  |  |  |
| Fault Acknowledgement Time | Problem-To-Solution Maximum Fault Acknowledgement Time |  | 15 minutes | Access Provider |  |
| Response Time | Problem-To-Solution Maximum Response Time | During Working Hours | 2 Working Hours | Access Provider |  |
|  |  | Outside Working Hours | 4 Working hours |  |  |
| Restoration Time | Problem-To-Solution Maximum Restoration Time |  | 48 hours | Access Provider | 15 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time.  (The Maximum Penalty per Connection is Capped at 200 hours |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets supplied with correct information | Supplying correct information At the time or raising trouble tickets is access seeker responsibility | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Invoice Issuance | Usage-To-Payment | Issue billing invoice | According to Access Provider billing cycle | Access Provider |  |
| Invoice Payment | Usage-To-Payment | Billing Invoice Value To be paid by access seeker | Within 30 days once billing invoice is issued | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Disputes to be raised for the generated billing invoice. | Within 10 working days from billing invoice issuance | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Billing Dispute resolution response | Within 10 working days | Access Provider |  |



**FIBER FRONTHAULSERVICE (FFS)**

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| **Service Level** | **Business Process** | **Service Level Terms** | **SLA** | **SLA Owner** | **Service Level Penalties** |
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| Service Order Confirmation | Order to Payment Maximum Time for Service Order Confirmation | Return to Access Seeker if incomplete information | 5 Working Days | Access Provider |  |
| Notification of Expected RFS Dates | Order-To-Payment  & Request to Change  Maximum Time for Notification of Expected RFS Date | Solution design will be provided based on FFSrequirement with expected RFS | 30 working days | Access Provider | . |
| Confirm solution design acceptance . | 15 Working days | `  Access Seeker |
|  |  |  |
| RFS Date | Maximum Delivery Time –Order-To-Payment & Request to Change | RFS date is based on the proposed solution. |  |  |  |
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| Implementation of the requested FFS as provided in Solution Design stage after the confirmation by Access Seeker | Based on the proposed plan | Access Seeker and Access Provider |
| In case of external relocation, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption |  | Access Provider |
|  |  |  |  |
|  |  |  |  |  |  |
|  |  | Outside Working Hours | 15 minutes |  |  |
|  |  |  |  |  |  |
| Forecasting | Access Seeker Forecasting Process | Submission of forecasts at beginning of each quarter for next 5 quarters | 5 quarters | Access Seeker |  |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | As per forecast plan | Access Seeker |  |
| Appointment Management | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |  |
| Appointment Management | Appointment Rescheduling | original appointments attended by Access Seeker | Withing agreed appointment | Access Seeker |  |
| Appointment Management | Appointment Attended | appointments attended / on designated date and time | Withing agreed appointment | Access Provider |  |
|  |  |  |  |  |  |
| Fault Acknowledgement Time | Problem-To-Solution Maximum Fault Acknowledgement Time |  | 15 minutes | Access Provider |  |
| Response Time | Problem-To-Solution Maximum Response Time | During Working Hours | 5 Working Hours | Access Provider |  |
|  |  | Outside Working Hours | 12 hours |  |  |
| Restoration Time | Problem-To-Solution Maximum Restoration Time |  | 48 hours | Access Provider | 15 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time.  (The Maximum Penalty per Connection is Capped at 200 hours |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets supplied with correct information | Supplying correct information At the time or raising trouble tickets is access seeker responsibility | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Service Trouble Ticket Creation | Problem-To-Solution | service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found |  | Access Seeker |  |
| Invoice Issuance | Usage-To-Payment | Issue billing invoice | According to Access Provider billing cycle | Access Provider |  |
| Invoice Payment | Usage-To-Payment | Billing Invoice Value To be paid by access seeker | Within 30 days once billing invoice is issued | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Disputes to be raised for the generated billing invoice. | Within 10 working days from billing invoice issuance | Access Seeker |  |
| Billing Dispute | Usage-To-Payment | Billing Dispute resolution response | Within 10 working days | Access Provider |  |











**KEY PERFORMANCE INDICATORS (KPI)**

| **Service** | **Process** | **KPI** | **Target** | **Owner** |
| --- | --- | --- | --- | --- |
| Wholesale Bitstream Service (WBS) | Order-To-Payment | Maximum Delivery Time | 95% within 10 Working Days | Access Provider |
|  |  |  |  |
|  |  |  |  |  |
|  | Order-To-Payment | Maximum delivery time for orders impacted with infrastructure issues (New Provide) | 95% within 67 Working Days | Access Provider |
|  | Request to Change | service orders with maximum delivery time (Internal Relocation, upgrade & downgrade) | 95% within 5 Working Days | Access Provider |
|  | Termination To Confirmation | service orders with maximum delivery time (service termination) | 95% within 5 Working Days | Access Provider |
|  | Request to Change | service orders with maximum delivery time (External Relocation) | 95% within 10 Working Days | Access Provider |
|  | Request to Answer: | Maximum Time to answer a request for service request for Fibre Cost Assessment | 95% within 10 Working Days | Access Provider |
|  | Access Seeker Forecasting Process | Number of Submission of forecasts at beginning of each quarter | 5 quarters | Access Seeker |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | 80% of forecasted orders to be converted to orders. | Access Seeker |
|  | Appointment Rescheduling | Maximum original appointments to be re-scheduled by Access Seeker/end-user | 4% of Total booked appointment | Access Seeker |
|  | Appointment Attended | Maximum appointments attended / on designated date and time | 95% of original booked appointment | Access Provider |
|  |  | Maximum Restoration Time | 95% within 48 hours | Access Provider |
|  | Problem-To-Solution | Maximum Fault Response Time | 95% within 5 Working Hours  During Working Hours | Access Provider |
|  | 95% within 12 hours  Outside Working Hours | Access Provider |
|  | Problem-To-Solution | Maximum Restoration Time Repair Service 48 hours | 95% within 48hours | Access Provider |
|  | Problem-To-Solution | Maximum service trouble tickets supplied with correct information | 99% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets attended due to end-user/access seeker issues | 1% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets where fault not found | 1% of all raised service trouble tickets | Access Seeker |
|  | Usage-To-Payment | Maximum time to issue billing invoice | 100% according to Access Provider billing cycle | Access Provider |
|  | Usage-To-Payment | Billing invoice value to be paid by access seeker | Undisputed amount to be paid within 30 days once billing invoice is issued | Access Seeker |
|  | Usage-To-Payment | Maximum time for disputes to be raised for the generated billing invoice. | All disputes should be raised within 10 working days from billing invoice issuance | Access Seeker |
|  | Usage-To-Payment | Billing Dispute resolution response | 95% Within 10 working days | Access Provider |
| **WHOLESALE DATA CONNECTION (WDC)** | Order-To-Payment (New Provide) & Request to Change (External & Internal Relocation) | Maximum Time for Notification of Expected RFS Date | 95% within 5 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When a Service Access Resource is available for a new connection | 95% within 10 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When a Service Access Resource is not available for a new connection but there is sufficient duct space to pull in an additional Service Access Resource access cable | 95% within 30 Working Days |  |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When new ducts must first be installed before deploying a new Service Access Resource access cable | 95% within 67 Working Days |  |
|  | Request to Change | service orders with maximum delivery time (Internal relocation, upgrade & downgrade) | 95% within 10 Working Days | Access Provider |
|  | Termination To Confirmation | service orders with maximum delivery time (service termination) | 95% within 5 Working Days | Access Provider |
|  | Request to Answer: | Maximum Time to answer a request for service request for Service Access Resource Feasibility Assessment | 95% within 5 Working Days | Access Provider |
|  | Access Seeker Forecasting Process | Number of Submission of forecasts at beginning of each quarter | 5 quarters | Access Seeker |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | 80% of forecasted orders to be converted to orders. | Access Seeker |
|  | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |
|  | Appointment Rescheduling | Maximum original appointments to be re-scheduled by Access Seeker/end-user | 4% of Total booked appointment | Access Seeker |
|  | Appointment Attended | Maximum appointments attended / on designated date and time | 95% of original booked appointment | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum Fault Response Time | 95% within 1 Working Hours  During Working Hours | Access Provider |
|  |  |  | 95% within 2 hours  Outside Working Hours | Access Provider |
|  | Problem-To-Solution | Maximum Restoration Time – for Standard Support | 95% within 4 hours | Access Provider |
|  |  | Maximum Restoration Time – for Premium Support | 95% within 2 hours | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum service trouble tickets supplied with correct information | 99% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets attended due to end-user/access seeker issues | 1% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets where fault not found | 1% of all raised service trouble tickets | Access Seeker |
|  | Usage-To-Payment | Maximum time to issue billing invoice | 100% according to Access Provider billing cycle | Access Provider |
|  | Usage-To-Payment | Billing invoice value to be paid by access seeker | Undisputed amount to be paid within 30 days once billing invoice is issued | Access Seeker |
|  | Usage-To-Payment | Maximum time for disputes to be raised for the generated billing invoice. | All disputes should be raised within 10 working days from billing invoice issuance | Access Seeker |
|  | Usage-To-Payment | Billing Dispute resolution response | 95% Within 10 working days | Access Provider |
|  |  |  |  |  |
| **MOBILE DATA SERVICE (MDS)** | Order-To-Payment (New Provide) & Request to Change (External & Internal Relocation) | Maximum Time for Notification of Expected RFS Date | 95% within 5 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When a Service Access Resource is available for a new connection | 95% within 10 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When a Service Access Resource is not available for a new connection but there is sufficient duct space to pull in an additional Service Access Resource access cable | 95% within 30 Working Days |  |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When new ducts must first be installed before deploying a new Service Access Resource access cable | 95% within 67 Working Days |  |
|  | Request to Change | service orders with maximum delivery time (Internal relocation, upgrade & downgrade) | 95% within 10 Working Days | Access Provider |
|  | Termination To Confirmation | service orders with maximum delivery time (service termination) | 95% within 5 Working Days | Access Provider |
|  | Request to Answer: | Maximum Time to answer a request for service request for Service Access Resource Feasibility Assessment | 95% within 5 Working Days | Access Provider |
|  | Access Seeker Forecasting Process | Number of Submission of forecasts at beginning of each quarter | 5 quarters | Access Seeker |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | 80% of forecasted orders to be converted to orders. | Access Seeker |
|  | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |
|  | Appointment Rescheduling | Maximum original appointments to be re-scheduled by Access Seeker | 4% of Total booked appointment | Access Seeker |
|  | Appointment Attended | Maximum appointments attended / on designated date and time | 95% of original booked appointment | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum Fault Response Time | 95% within 1 Working Hours  During Working Hours | Access Provider |
|  |  |  | 95% within 2 hours  Outside Working Hours | Access Provider |
|  | Problem-To-Solution | Maximum Restoration Time | 95% within 4 hours | Access Provider |
|  | Problem-To-Solution | Maximum service trouble tickets supplied with correct information | 99% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets attended due to access seeker issues | 1% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets where fault not found | 1% of all raised service trouble tickets | Access Seeker |
|  | Usage-To-Payment | Maximum time to issue billing invoice | 100% according to Access Provider billing cycle | Access Provider |
|  | Usage-To-Payment | Billing invoice value to be paid by access seeker | Undisputed amount to be paid within 30 days once billing invoice is issued | Access Seeker |
|  | Usage-To-Payment | Maximum time for disputes to be raised for the generated billing invoice. | All disputes should be raised within 10 working days from billing invoice issuance | Access Seeker |
|  | Usage-To-Payment | Billing Dispute resolution response | 95% Within 10 working days | Access Provider |
|  |  |  |  |  |
| **TRANSMISSION MANAGED SERVICE(TMS)** | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum Time for Notification of Expected RFS Date | 95% within 5 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When a Service Access Resource is available for a new connection | 95% within 10 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When a Service Access Resource is not available for a new connection but there is sufficient duct space to pull in an additional Service Access Resource access cable | 95% within 30 Working Days |  |
|  | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum delivery time When new ducts must first be installed before deploying a new Service Access Resource access cable | 95% within 67 Working Days |  |
|  | Termination To Confirmation | service orders with maximum delivery time (service termination) | 95% within 5 Working Days | Access Provider |
|  | Request to Answer: | Maximum Time to answer a request for service request for Service Access Resource Feasibility Assessment | 95% within 5 Working Days | Access Provider |
|  | Access Seeker Forecasting Process | Number of Submission of forecasts at beginning of each quarter | 5 quarters | Access Seeker |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | 80% of forecasted orders to be converted to orders. | Access Seeker |
|  | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |
|  | Appointment Rescheduling | Maximum original appointments to be re-scheduled by Access Seeker | 4% of Total booked appointment | Access Seeker |
|  | Appointment Attended | Maximum appointments attended / on designated date and time | 95% of original booked appointment | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum Fault Response Time | 95% within 2 Working Hours  During Working Hours | Access Provider |
|  |  |  | 95% within 4 hours  Outside Working Hours | Access Provider |
|  | Problem-To-Solution | Maximum Restoration Time | 95% within 48 hours | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum service trouble tickets supplied with correct information | 99% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets attended due to access seeker issues | 1% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets where fault not found | 1% of all raised service trouble tickets | Access Seeker |
|  | Usage-To-Payment | Maximum time to issue billing invoice | 100% according to Access Provider billing cycle | Access Provider |
|  | Usage-To-Payment | Billing invoice value to be paid by access seeker | Undisputed amount to be paid within 30 days once billing invoice is issued | Access Seeker |
|  | Usage-To-Payment | Maximum time for disputes to be raised for the generated billing invoice. | All disputes should be raised within 10 working days from billing invoice issuance | Access Seeker |
|  | Usage-To-Payment | Billing Dispute resolution response | 95% Within 10 working days | Access Provider |
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| **FIBER FRONTHAUL SERVICE (FFS)** | Order-To-Payment (New Provide) & Request to Change (External Relocation) | Maximum Time for Notification of Expected RFS Date | 95% within 60 Working Days | Access Provider |
|  | Order-To-Payment (New Provide) | Maximum Time to accept or reject MFPS solution design | 95% within 90 Calendar Days | Access Provider |
|  |  |  |  |  |
|  |  |  |  |  |
|  | Termination To Confirmation | service orders with maximum delivery time (service termination) | 95% within 5 Working Days | Access Provider |
|  |  |  |  |  |
|  | Access Seeker Forecasting Process | Number of Submission of forecasts at beginning of each quarter | 5 quarters | Access Seeker |
|  | Access Seeker Forecasting Process | Access Seeker forecast which was converted to actual orders | 80% of forecasted orders to be converted to orders. | Access Seeker |
|  | Appointment Booking | original appointments to be booked by Access Seeker | 2 Working Days | Access Seeker |
|  | Appointment Rescheduling | Maximum original appointments to be re-scheduled by Access Seeker | 4% of Total booked appointment | Access Seeker |
|  | Appointment Attended | Maximum appointments attended / on designated date and time | 95% of original booked appointment | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum Fault Response Time | 95% within 5 Working Hours  During Working Hours | Access Provider |
|  |  |  | 95% within 12 hours  Outside Working Hours | Access Provider |
|  | Problem-To-Solution | Maximum Restoration Time | 95% within 48 hours | Access Provider |
|  |  |  |  |  |
|  | Problem-To-Solution | Maximum service trouble tickets supplied with correct information | 99% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets attended due to access seeker issues | 1% of all raised service trouble tickets | Access Seeker |
|  | Problem-To-Solution | Maximum service trouble tickets where fault not found | 1% of all raised service trouble tickets | Access Seeker |
|  | Usage-To-Payment | Maximum time to issue billing invoice | 100% according to Access Provider billing cycle | Access Provider |
|  | Usage-To-Payment | Billing invoice value to be paid by access seeker | Undisputed amount to be paid within 30 days once billing invoice is issued | Access Seeker |
|  | Usage-To-Payment | Maximum time for disputes to be raised for the generated billing invoice. | All disputes should be raised within 10 working days from billing invoice issuance | Access Seeker |
|  | Usage-To-Payment | Billing Dispute resolution response | 95% Within 10 working days | Access Provider |
|  |  |  |  |  |
| Early Life Faults |  | Faults reported within 10 Working Days of the Service order being completed | <5% |  |
| Faults on Service Provisions |  | Faults within 48 hours of the Service order being completed (Dead on Arrival) | <3% |  |
| Repeat and persistent Faults |  | Faults within 5 Calendar Days of Fault Restoration on the same Connection or Installation (as appropriate) | <5% |  |