



SERVICE LEVEL AGREEMENT

between

METRO FIBRE NETWORK PROPRIETARY LIMITED

and

[INSERT]

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1. DEFINITIONS

1.1. In this Service Level Agreement, unless the context indicates a contrary intention, the following words and expressions bear the meanings assigned to them below and cognate expressions bear corresponding meanings:

- 1.1.1 **“Activation Date”** the date when the Customer is able to access and use the Services at the Customer Premises;
- 1.1.2 **“Affected Service”** a Service that experienced a Service Level Failure;
- 1.1.3 **“Business Day”** any day which is not a Saturday, Sunday or gazetted public holiday in the Republic of South Africa;
- 1.1.4 **“Clock Start Time”** the initiation (timestamp) of an Incident on the MetroFibre Incident management system;
- 1.1.5 **“Clock Stop Time”** when the status of the Incident is resolved;
- 1.1.6 **“Customer”** the company that has concluded a Master Services Agreement with MetroFibre;
- 1.1.7 **“Customer Premises”** the location or locations occupied by the Customer and/or its end users to which the Services are delivered;
- 1.1.8 **“Degraded” or**
 “Degradation” the presence of anomalies or defects that cause a degradation in QoS, but do not result in total failure of the Services;
- 1.1.9 **“DownTime”** the average time that the Services are unavailable or Degraded to such an extent that it is unusable, measured over the period of a month, commencing after expiry of the relevant MTTR excluding any service interruption outside of MetroFibre’s contracted Services supplied to the Customer and or any Service exclusions in clause 5. Service Downtime will not include Scheduled Maintenance and/or Emergency Maintenance or any unavailability resulting from (a) any

local loop provider, (b) the Customer's applications, equipment or facilities, (c) acts or omissions of the Customer or any use of the service authorised by the Customer, (d) reasons of Force Majeure, or (e) power loss and/or interruptions at the Customer Premises;

1.1.10 **"Emergency Maintenance"**

may occur in the following circumstances:

1.1.10.1 failure of equipment or software that has already impacted Services;

1.1.10.2 failure of equipment or software where failure to Services appears imminent; or

1.1.10.3 repairs to infrastructure due to a force majeure event;

1.1.11 **"Force Majeure"**

any event or circumstance, other than a lack of funds required for payment, which is not within the reasonable control of a Party and shall include without limitation, acts of God, war, epidemic, pandemic, national lockdown, state of emergency, riots, floods, fire, natural disaster, explosion, prohibitive legislation or regulations, failure of power or utility supplies (including electronic communications) and acts or omissions of other providers of telecommunications services;

1.1.12 **"Incident"**

an unplanned interruption of a Service, a Degradation in the quality of a Service or an event that has not yet impacted the Service to the Customer;

1.1.13 **"Master Services Agreement" or "MSA"**

the Wholesale Master Services Agreement or Retail Master Services Agreement entered into between MetroFibre and the Customer contemporaneously with this Service Level Agreement;

1.1.14 **"MetroFibre"**

Metro Fibre Networx Proprietary Limited, a company duly registered under the company laws of the Republic of the South Africa with registration number

1.1.15	“MTTR” or “Mean Time to Repair”	the average time from the Clock Start Time to the Clock Stop Time;
1.1.16	“MTT(r)” or “Mean Time To respond”	the average time from when an Incident is detected by MetroFibre, or a Ticket is logged by the Customer, to initiation (timestamp) of an Incident on the MFN Incident management system;
1.1.17	“Network”	the fixed fibre optic communications network used for the distribution of the Services which are provided by MetroFibre;
1.1.18	“NNI”	Network to Network Interface between distinct metro ethernet network operators operated by one or more carriers;
1.1.19	“Off-Net Services”	those Services provided at any Customer or end user premises that are not on MetroFibre’s electronic communications network or where an infrastructure build will be required to connect the Customer and/or the end user to MetroFibre’s electronic communications network;
1.1.20	“On-Net Services”	those Services provided to the Customer or the end user that are on MetroFibre’s electronic communications Network;
1.1.21	“Parties”	MetroFibre and the Customer collectively and “Party” shall mean either one of them, as the context dictates;
1.1.22	“QoS”	quality of service;
1.1.23	“Root Cause”	the underlying reason for the outage, which is determined after an in-depth analysis of the problem;
1.1.24	“Scheduled	regular maintenance on the Network as notified to the

	Maintenance”	Customer from time to time;
1.1.25	“Services”	the Services provided by MetroFibre to the Customer as more fully described in the Service Confirmation Schedule, including the provision of MetroFibre equipment and facilities;
1.1.26	“Service Confirmation Schedule”	a schedule signed by both Parties in confirmation that the Service ordered has been implemented and completed and that the necessary tests have been executed, which Services Confirmation Schedule the Customer accepts as the formal Service handover document;
1.1.27	“Service Credit”	as more fully detailed in clause 6 below;
1.1.28	“Service Level”	the performance measurement of the Service by way of specified parameters within a given time period that defines the target or minimum level of Service the Customer will receive as more fully detailed in clause 4.2;
1.1.29	“Service Level Agreement” or “SLA”	this Service Level Agreement between MetroFibre and the Customer, the terms of which are incorporated by reference into the Master Services Agreement concluded between the Parties;
1.1.30	“Service Level Failure”	failure by MetroFibre to meet its obligations as defined by a Service Level,
1.1.31	“Service Unavailability”	the period of time where the Services are unavailable or Degraded to such an extent that it is unusable, measured after the expiry of the relevant MTTR period or Service Downtime period excluding any service interruption outside of MetroFibre’s contracted Services supplied to the Customer and/ or any Service exclusions in clause 5. Service Unavailability will not include Scheduled Maintenance and/or Emergency

Maintenance or any unavailability resulting from (a) any local loop provider, (b) the Customer's applications, equipment or facilities, (c) acts or omissions of the Customer or any use of the service authorised by the Customer, (d) reasons of Force Majeure, or (e) power loss and/or interruptions at the Customer Premises;

1.1.32 **"Suspended Time"**

where the clock is stopped or suspended when the progression of the resolution of an Incident is outside the control of MetroFibre, for example where MetroFibre does not have all the relevant information or MetroFibre cannot access the Customer Premises for any reason, etc;

1.1.33 **"Ticket"**

a file usually contained within an Incident management system which contains information regarding an Incident or customer information/service request and the support interventions made by the technical support staff in order to resolve the Incident or Customer request. The Ticket will contain a reference number that will be provided to the Customer; and

1.1.34 **"UNI"**

the physical interface or port that is the demarcation between the Customer and MetroFibre.

2. INTRODUCTION

2.1. Overview

2.1.1. This SLA between MetroFibre and the Customer relates to the support and maintenance of the Services provided by MetroFibre to the Customer and the end user.

2.1.2. This SLA is an annexure to the Master Services Agreement and is automatically applicable to the Customer upon signature of the Master Services Agreement.

2.1.3. All of the terms and conditions contained in the SLA shall which are not defined herein, shall unless the context otherwise requires, bear the same meaning as defined in the Master Services Agreement.

2.1.4. In the event that there is a conflict between the provisions of this SLA and the Master Services Agreement, the provisions of the Master Services Agreement shall prevail.

2.2. **Purpose and Objectives**

2.2.1. The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide consistent support and delivery of the Services to the Customer by MetroFibre.

2.2.2. The objectives of this SLA are to:

2.2.2.1. provide clear reference to the Service ownership, accountability, roles and/or responsibilities;

2.2.2.2. present a clear, concise and measurable description of the Service provision to the Customer; and

2.2.2.3. match perceptions of expected Service provision with actual Service support and delivery.

3. **DURATION AND VALIDITY**

This SLA shall commence on the Service Activation Date for the applicable Service as provided in each Service Confirmation Schedule entered into in respect of the Master Services Agreement and shall continue for the duration of the term of the relevant Service, unless terminated in accordance with the Master Services Agreement or until superseded by a revised SLA.

4. **SERVICES AND SERVICE LEVELS**

4.1. **General**

4.1.1. MetroFibre is committed to providing a reliable, high-quality network to support its offered Services. Accordingly, MetroFibre offers commitments in respect of network availability as set out in this clause 4.

4.1.2. If MetroFibre fails to meet the network availability commitments, it may where applicable, provide eligible Customers with a Service Credit in accordance with clause 6 below.

4.2. **Service Levels**

4.2.1. **MEAN TIME TO RESPOND AND REPAIR TO INCIDENTS**

- 4.2.1.1. The Service Levels are measured on a monthly basis and the measurements are restarted on the first day of each calendar month (“**Service Level Measurement Period**”).

Service Level Package	Service Hours/Service Cover Period		MTTR
Metro Services Core Routes	24 hours 7 days a week.		8 hours
Metro Services Last Mile:			
		MTT(r)	MTTR
Standard	8 hours 5 days a week	8 hours	24 hours
Bronze	24 hours 7 days a week	1 hour	8 hours
Silver	24 hours 7 days a week	30 minutes	6 hours
Gold	24 hours 7 days a week	30 minutes	4 hours

4.2.2. **SERVICE LEVEL CONFIGURATION – STANDARD SERVICE**

- 4.2.2.1. There is no redundancy offered in the Access or Network ports at the CPE;
- 4.2.2.2. Single fibre entry;
- 4.2.2.3. NID has 1 x Access Port configured;
- 4.2.2.4. NID has 1 x Network Port configured; and
- 4.2.2.5. NID has an option of one AC power supply.

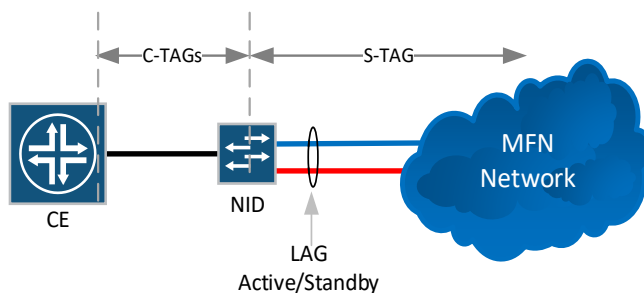
4.2.3. **SERVICE LEVEL CONFIGURATION – BRONZE SERVICE**

- 4.2.3.1. There is no redundancy offered in the Access or Network ports at the CPE;
- 4.2.3.2. Single fibre entry;

- 4.2.3.3. NID has 1 x Access Port configured;
- 4.2.3.4. NID has 1 x Network Port configured; and
- 4.2.3.5. NID has an option of one AC power supply.

4.2.4. **SERVICE LEVEL CONFIGURATION – SILVER SERVICE**

- 4.2.4.1. There is redundancy on the CPE Network Port only;
- 4.2.4.2. Dual fibre entry;
- 4.2.4.3. NID has 1 x Access port configured;
- 4.2.4.4. NID has 2 x Network ports configured;
- 4.2.4.5. NID has 2 x AC Power supplies; and
- 4.2.4.6. The CPE network ports are configured using LACP and are configured in 1:1 configuration.

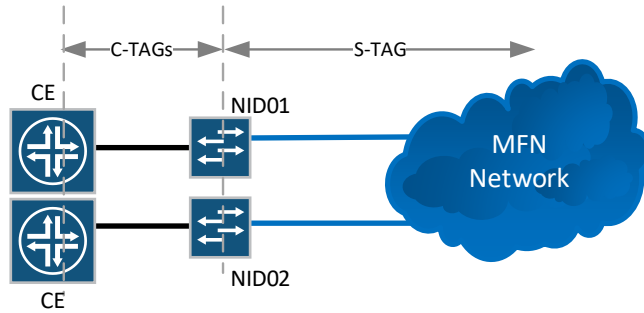


Ethernet Service Resiliency against network port and last mile link failure managed by MetroFibre.

4.2.5. **SERVICE LEVEL CONFIGURATION – GOLD SERVICE**

- 4.2.5.1. This option offers a dual NID at the Customer Premises;
- 4.2.5.2. The 1st NID has 1 x Access and Network port configured;
- 4.2.5.3. The 2nd NID has 1 x Access and Network port configured;
- 4.2.5.4. Each NID has a single AC Power Supply;
- 4.2.5.5. Single link failure will not count towards the service unavailability; and
- 4.2.5.6. Both links are active and the Customer can load the balance of their traffic over the

links.



Ethernet Service Resiliency against port, link and node failure. Customer managed failover.

4.2.6. **SERVICE LEVEL CONFIGURATION - Wireless On-Net PtP/PtMP SLA**

4.2.6.1. Single terminal/CPE;

4.2.6.2. AC power Injector; and

4.2.6.3. Availability – 96% (Link availability limitations due to weather conditions, limited access to high points, health and safety regulations applicable to work conducted on high-points).

4.2.7. **SERVICE AVAILABILITY AND DOWNTIME METRICS**

4.2.7.1. The Service availability and DownTime for each Service for any Service Level Measurement Period are the following:

Service Level Package	Service Availability	Service DownTime
Metro Services Core Routes	99.99%	4 minutes
Metro Services Last Mile		
Standard (business internet)	96.00%	29 hours
Bronze	99.00%	7 hours
Silver	99.90%	40 minutes
Gold	99.99%	4 minutes

4.2.7.2. The Service DownTime scope set out in clause 4.2.7.1 details the time that the relevant Service may be unavailable, dependant on the type of Service level package provided to the Customer. No Service Credits will be granted to the Customer for the unavailability of any Service during the DownTime periods.

5. SERVICE LEVEL EXCLUSIONS

5.1. MetroFibre will abide by the Service Levels set out in this SLA except in respect of Off-Net Services. Any Off-Net Services will be limited to a Bronze or Standard services dependant on the nature of the service provided by MetroFibre to the Customer. However, in certain circumstances, MetroFibre may offer the Customer a Silver or Gold Off-Net Service, based on the applicable service level agreements that MetroFibre has in place with the relevant third-party service provider/(s).

5.2. No Service Levels will apply for unavailability or non-performance of the Service caused by any event or being the result of:

5.2.1. any actions of the Customer, its end users, or third parties unrelated to MetroFibre;

5.2.2. interruptions due to failure of power, power surges, failure of the Customer to provide clean power and/or lightning at the Customer's Premises.

5.2.3. inclement weather, third-party equipment causing spectrum interference, restriction of site access to third-party high sites and health and safety regulations, the only

undertaking and service delivery standards offered by MetroFibre to On-Net Customers requiring radio frequency spectrum for the delivery of any Services, whether wholly in part, shall be the Bronze Service.

- 5.2.4. circumstances beyond MetroFibre's reasonable control. Such events, including the following, will be excluded from the Service Level calculations:
- 5.2.4.1. the Customer restricts MetroFibre from monitoring the Customers Premises router;
 - 5.2.4.2. the Customer tampering with any equipment;
 - 5.2.4.3. the Customer does not provide the necessary reasonable access to personnel and facilities at the Customer's Premises to enable MetroFibre to perform comprehensive troubleshooting;
 - 5.2.4.4. where the Customer is indebted to MetroFibre for any amounts that are due and unpaid;
 - 5.2.4.5. failure of hardware/equipment that is not in the sole control of MetroFibre;
 - 5.2.4.6. Service level failures due to the negligence of the Customer, its employees or third parties;
 - 5.2.4.7. Service level failures and or Incidents due to power failures, power surges and/or lightning at the Customer Site(s);
 - 5.2.4.8. any delay in Service restoration due to an act or omission by the Customer and or Service level failures and/or Incidents due to Force Majeure;
 - 5.2.4.9. Emergency Maintenance and/or Scheduled Maintenance;
 - 5.2.4.10. unavailability due to any local loop provider, the Customers applications, equipment, or facilities; and
 - 5.2.4.11. where the provision of the Service is dependent on a single POP, the POP will act as a single point of failure and will thus be excluded from DownTime and/or MTTR calculations.

6. SERVICE CREDITS

- 6.1. Should MetroFibre fail to achieve the applicable Service Levels as set out in this SLA for any Service Level Measurement Period, then the Customer will be entitled to applicable Service Credits. Service Credits for Service Unavailability will be calculated as a

percentage of the applicable monthly recurring charge (“**MRC**”) payable by the Customer to MetroFibre for the Service.

6.2. A minimum stabilisation period of 24 (twenty-four) hours from the Activation Date of the Service will apply (“**Stabilisation Period**”) and no Service Credits can be claimed during the Stabilisation Period.

6.3. **Service Credit Calculation**

6.3.1. Services Credits can only be claimed in respect of periods of Service Unavailability, which means that Service Credits are only calculated in respect of periods running after the relevant MTTR and DownTime periods have expired.

6.3.2. Service Credits will be calculated as follows, subject to clauses 6.3.3 and 6.3.4 below,

6.3.2.1. 1 (hour) Service Unavailability = 1/24th of one day of the Customer’s MRC;

6.3.2.2. 1 (one) day Service Unavailability = 1/30th of the Customer’s MRC; and

6.3.2.3. 1 (one) week Service Unavailability = 7/30th of the Customer’s MRC.

6.3.3. Service Credits can only be claimed for each full hour that the Service is unavailable in any Service Unavailability period.

6.3.4. Notwithstanding anything to the contrary in this SLA, the maximum Service Credits for Service Unavailability shall be capped at 20% of the Customer’s MRC for the Affected Service, which was actually paid by the Customer in the relevant month.

6.4. **Service Credit Claim Process**

6.4.1. In order to initiate a claim for a Service Credit, the Customer must contact MetroFibre’s Finance Department (finance@metrofibre.co.za) within 7 (seven) Business Days after the end of the month for which Service Credit is requested. No claims for Service Credits will be entertained by MetroFibre after this period.

6.4.2. The Service Credit request must include:

6.4.2.1. the Ticket number;

6.4.2.2. the Customer/end user name and contact information;

6.4.2.3. the date and beginning/end time of the claimed outage or failed metric; and

6.4.2.4. a brief description of the characteristics of the claimed outage or failed metric.

- 6.4.3. The Customer will be notified via e-mail upon resolution of the request. If rejected, the notification will specify the basis for rejection. If approved, MetroFibre will issue the Service Credit to the Customer's account, appearing on the next invoice issued. Service Credits will be credited against the Customer's due and payable MRC and will not be received in the form of a refund. Multiple Service Credits will not be given for the same period of time, i.e., failure to meet multiple criteria during a period of time generates only a single Service Credit.
- 6.4.4. The commitments and Service Credits provided for in this SLA assume compliance by the Customer with the terms and conditions of its Master Services Agreement with MetroFibre, and the failure of the Customer to comply with those terms and conditions may invalidate MetroFibre's undertakings provided herein.
- 6.4.5. No Service Credits are available to a Customer in respect of any of the Service Level exclusions set out in clause 5 above.
- 6.4.6. The Customer accepts and agrees that should the Customer claim a Service Credit as provided for herein, this shall be the Customer's sole remedy against MetroFibre and the Customer shall not be entitled to any further or additional remedy provided in the Master Services Agreement or elsewhere.

7. CUSTOMER SUPPORT

- 7.1. MetroFibre's Technical Service Desk is staffed on a 24/7 (twenty-four hour, seven days a week) basis and equipped with the necessary infrastructure to facilitate efficient communication in order to manage and support all user and or Service-related issues reported by the Customer.
- 7.2. The MetroFibre Technical Service Desk will be available to attend to all telephonic, e-mail and web-based support queries. The Technical Service Desk can be contacted telephonically on 087 151 4049. Additional information can be sent to the Technical Service Desk via e-mail at businesssupport@metrofibre.co.za. If for any reason the Technical Service Desk cannot be reached telephonically, the Customer shall follow the agreed escalation procedure.
- 7.3. The Customer shall report all Incidents to MetroFibre in accordance with the notification procedure set out in clause 7, using either telephonic, e-mail or web-based media.
- 7.4. 85% of incoming telephone calls to the MetroFibre Technical Service Desk will be answered within an estimated 45 (forty-five) seconds.

- 7.5. All e-mail requests to the MetroFibre NOC (businesssupport@MetroFibre.co.za) will be answered within approximately 8 (eight) hours.
- 7.6. Where assistance is required by either Party, this shall be requested through the MetroFibre Technical Service Desk in the Network Operations Centre (NOC).
- 7.7. A copy of all contact telephone numbers and an escalation matrix shall be made available by each Party to the other Party and must be updated as and when changes occur.
- 7.8. From time-to-time, testing and Scheduled Maintenance will be required on the network infrastructure. Where testing or Scheduled Maintenance is required a standard Service interruption notification will be communicated to the Customer at least 7 (seven) calendar days prior to such testing or Scheduled Maintenance, where possible.

8. INCIDENT AND SERVICE REQUEST REPORTING

- 8.1. MetroFibre shall monitor the infrastructure platform and notify the Customer in the event of disruptions that will affect the delivery of Service to the Customer.
- 8.2. Tickets shall be logged in accordance with the procedures detailed in Annexure A. The Customer will be contacted after the Clock Start Time and provided with the initial diagnosis of the Incident.
- 8.3. The Customer will provide a complete description of the Incident and any reasonable information requested by MetroFibre. In the event that the requested information is not provided by the Customer, MetroFibre reserves the right to return the Incident to the Customer requesting the missing information and suspend the Incident until such outstanding information is provided. The clock will be suspended during this period and the Clock Start Time will restart afresh after all information has been provided.
- 8.4. MetroFibre will use an automated Incident Management System to log all the Customer Service requests and Incidents.
- 8.5. Each Ticket logged shall be linked to a unique reference number.
- 8.6. MetroFibre shall keep a Ticket log, which includes at least the following details:
 - 8.6.1. reference number;
 - 8.6.2. time reported
 - 8.6.3. reported by whom;

- 8.6.4. service affected;
 - 8.6.5. symptoms;
 - 8.6.6. action taken;
 - 8.6.7. time restored;
 - 8.6.8. Root Cause of the problem; and
 - 8.6.9. comments.
- 8.7. The Customer shall supply MetroFibre with the following details when logging an Incident:
- 8.7.1. reference number;
 - 8.7.2. start time of the fault;
 - 8.7.3. service affected;
 - 8.7.4. symptoms and nature of the downtime; and
 - 8.7.5. first line support performed by the Customer.
- 8.8. Clock hours shall be defined as the difference in hours between the Clock Start Time and Clock Stop Time, excluding Suspended Time.
- 8.9. The Customer will at all times provide reasonable cooperation to MetroFibre. In the event that the Customer does not provide such cooperation, MetroFibre reserves the right to return the Ticket to the Customer requesting the missing information and suspend the Ticket.

9. REPAIRS AND MAINTENANCE

- 9.1. Scheduled Maintenance of the MetroFibre network (or portion thereof) will not normally result in Service interruption or outage. However, in the event that Scheduled Maintenance should require a Service interruption or outage, MetroFibre will exercise commercially reasonable efforts to (a) provide Customer with 7 (seven) days' prior written notice of such Scheduled Maintenance, (b) work with Customer in good faith to attempt to minimise any disruption to Customer's services that may be caused by such Scheduled Maintenance.
- 9.2. MetroFibre will arrange for the necessary repairs arising in terms of this SLA. MetroFibre

will carry the costs for faults arising in/from MetroFibre's equipment. For faults arising in/from the Customer's equipment, the Customer shall be liable for all costs incurred in effecting repairs.

10. REPORTS

- 10.1. MetroFibre will provide the Customer with an Incident report for any major Service affecting Incidents within 3 (three) Business Days of such Incident occurring.
- 10.2. MetroFibre will indicate, in the Incident report, measures taken or to be taken in rectifying the Incident, and to prevent recurrence of the Incident.
- 10.3. When prearranged, reports will be provided by MetroFibre at monthly intervals to the Customer.

11. ESCALATION PROCEDURE

- 11.1. Should the Customer wish to escalate a problem, either because of the urgency of the problem, or because the Customer does not feel it is being given the priority it deserves, the Customer may contact the MetroFibre Technical Service Desk at the addresses detailed in the Annexure 1 hereto with the reference number and request that the problem be escalated.
- 11.2. If for whatever reason the Customer feels this to be insufficient, the MetroFibre Escalation Matrix in Annexure 1 hereto must be followed.
- 11.3. Each Party shall follow the sequence of escalation in accordance with the agreed Escalation Matrix.
- 11.4. The MetroFibre NOC/Service Manager will take the necessary steps to ensure that the call receives the appropriate priority and/or attention.

12. CHANGE MANAGEMENT PROCEDURE

- 12.1. Notification of all planned changes or Scheduled Maintenance events will be emailed to the Customer.
- 12.2. The MetroFibre NOC shall attempt to inform the Customer of any scheduled change or Scheduled Maintenance that will affect Service at least 7 (seven) calendar days before the planned implementation date.
- 12.3. If the Customer requires that the planned changes or maintenance be stalled, postponed or rescheduled because of business-affecting reasons, these reasons must be reported

to the MetroFibre NOC within 24 (twenty-four) hours of receiving the initial notification from MetroFibre.

- 12.4. The MetroFibre Technical Service Desk will inform and consult with the Customer regarding any emergency change or maintenance to correct a fault that will affect Service, at least 1 (one) hour before the implementation, if possible.
- 12.5. If and to the extent an emergency change is required and, after all attempts to inform the appropriate the Customer representative per the Customer escalation matrix have failed, MetroFibre may make such a change, provided it is otherwise in compliance with the Master Services Agreement, and shall as soon as reasonably practicable after making such a change provide the Customer representative with full written details of such change and the reason or reasons therefore
- 12.6. All changes are managed by the Technical Service Desk.

13. SERVICE PERFORMANCE REVIEWS

- 13.1. Service targets shall be reviewed every month at which time reviews may be held to discuss conformance to targets.
- 13.2. Each Party shall appoint an Account/Service Manager for the purposes of this SLA.
- 13.3. Either Party may amend the Account/Service Managers from time to time, in their sole discretion on written notice to the other Party.

ANNEXURE A - ESCALATION MATRICES

SUMMARY OF SEVERITY LEVELS

Severity Level		MTT(r)	Update Interval
1	Service impairment or Degraded Service	1 hour	1 hour
2	Request for information or changes, where the Service is not impaired or Degraded	4 hours	12 hours

LOGGING A TICKET

The following channels are available for the logging of a support ticket:

Email BusinessSupport@metrofibre.co.za

Web <https://ticket.metrofibre.co.za>

NOC Telephone 087 151 4049

INTERNAL METROFIBRE ESCALATION

All MetroFibre personnel in the Escalation Matrix in are automatically notified when a Severity 1 or Severity 2 fault occurs.

METROFIBRE CONTACT LIST

Title	Name	Phone	Email
NOC	NOC Technician	087 151 4049	BusinessSupport@metrofibre.co.za
NOC Supervisor	Tumo Makapane	083 269 7900	TumoM@metrofibre.co.za
Operational Network Engineer	Nuno de Almeida	083 402 5650	NunodA@metrofibre.co.za
Network Manager	Louis van Niekerk	071 751 6895	Louisvn@metrofibre.co.za
Logic Network Manager	Jaco Pienaar	083 419 9335	JacoP@metrofibre.co.za

METROFIBRE ESCALATION MATRIX

Should the times stated in the Summary of Severity Levels be exceeded, or should any update interval be exceeded by one hour, the Customer may contact the escalation personnel in priority order as below with the fault reference number.

If no response received within the said time frame, contact the following person in order of escalation:			
		If no response received within:	
	SEVERITY	1	2
1	NOC Supervisor	1 hour	3 hours
2	Operational Network Engineer	1.5 hours	2 hours
3	Network Manager	2 hours	4 hours
4	Logical Network Manager	3 hours	5 hours