

# Jet Interactive - Service Level Agreement

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If you have any questions or require support during your time with us, our Customer Support team can be reached through the following:

**Support Enquiries:** [support@jetinteractive.com.au](mailto:support@jetinteractive.com.au) - 1300 10 13 10

Staffed hours: Monday to Friday 8.30am - 5.30pm

## Description

Telecommunications Services include, but are not exclusive to, Virtual Tracking Numbers, Inbound Services, phone lines, data connections, mobile phones, phone calls, telephone, video systems, IVRs, Cloud Telephone Systems and Call Recordings supplied by Jet Interactive.

Reporting Services include the Jet Portal, Jet Source Tracker (JST) software, Jet CallTracker™ reporting interface, Jet Call Exporter, JetPhone applications (all versions and platforms inclusive) and all Jet call integrations with third party platforms such as CRM and analytics partners.

## Service Level Agreement

The following Service Levels relate to performance of the Telecommunications Services, but do not apply to the quality of the voice calls as there are factors that may affect voice quality which are beyond our control, and Reporting Services.

### Telecommunications Services – Lead Times

The installation lead times are the targets that we use our best endeavours to adhere to, they commence on the signed date set out in the Order.

All Lead Times are in Business Days.

<b>New Telephone Numbers</b>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
Basic Configuration	3 Business Days	3 Business Days	2 Business Days
Standard Configuration	3 Business Days	3 Business Days	2 Business Days
Advanced Configuration	15 Business Days	15 Business Days	15 Business Days
Service Name Change	2 Business Days	2 Business Days	2 Business Days
Porting of Inbound	10 Business Days	N/A	2 Business Days

Basic Number Configuration – Phone number has a single answering point

Standard Number Configuration – Phone number has any diversions, multiple answering points, time, date or volume base routing. All phone numbers with Premium Call Features.

Advanced Number Configuration – Phone number requiring State Based, Moli or Exchange based routing.

<b>Premium Services</b>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
Recording	5 Business Days	5 Business Days	5 Business Days
Missed Call Alerts	5 Business Days	5 Business Days	5 Business Days
Call Whisper – From the time final call recordings and design is received by us	5 Business Days	5 Business Days	2 Business Days

<b>IVR &amp; Call Wrap Up</b>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
IVR - 1 Level – From the time final call recordings and design is received by us	5 Business Days	5 Business Days	2 Business Days
IVR - 2 Level – From the time final call recordings and design is received by us	5 Business Days	5 Business Days	2 Business Days
IVR – Advanced - Post Code Routing, Round Robin, Custom Builds	TBA	TBA	2 Business Days
Standard Call Wrap Up	5 Business Days	5 Business Days	2 Business Days
Custom Call Wrap Up – From the time final call recordings and design is received by us	5 Business Days	5 Business Days	2 Business Days

<b>Telephone or Video Systems</b>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
User or Extension	5 Business Days	5 Business Days	2 Business Days
System	10 Business Days	10 Business Days	2 Business Days

<i>Telephone lines, video networks &amp; data connections</i>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
PSTN, ISDN, SIP Trunks and Data connections	40 Business Days	40 Business Days	3 Business Days
Porting of Local numbers to Jet (Local Number Portability) Simple 'CAT A' – ie single line PSTN	10 Business Days	N/A	N/A
Porting of Local numbers to Jet (Local Number Portability) Complex 'CAT C' – ie Indial 100 on an ISDN	40 Business Days	N/A	N/A

<i>Hardware - including - video end points, telephone handsets and modems</i>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
Modem and Routers	5 Business Days	5 Business Days	10 Business Days
Video End Points and Bridges	10 Business Days	10 Business Days	10 Business Days
Handsets	10 Business Days	10 Business Days	10 Business Days

**Note 1:** The Customer notes that in some cases we will not be able to deliver the ordered Service by the Installation Lead Times due to limitations imposed on us by Third Party or Incumbent Service Providers.

**Note 2:** Single orders requiring more than 20 numbers/Extensions or Users will take longer and Installation Lead Times will need to be quoted on a per order basis.

**Note 3:** Urgent orders can be accepted with a Rush Fee only if resources are available and at our discretion. Please see Master Price List for associated costs.

**Note 4:** Installation Lead Times are from the time a completed and signed order is received by Jet. If an order form is incomplete, incorrect or further information is subsequently required the installation lead time is push out until a new SOW is supplied.

**Note 5:** Hardware Lead Times are based on stock being held at Jet at the time of Order.



## Reporting Services – Lead Times

The installation lead times are the targets that we use our best endeavours to adhere to, they commence on the signed date set out in the Order.

All Lead Times are in Business Days

<b>Call Tracking Services</b>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
Jet CallTracker™ - reporting portal	10 Business Days	10 Business Days	2 Business Days
Jet Source Tracker - Dynamic Java Script	10 Business Days	10 Business Days	2 Business Days
Jet Exporter – FTP site	10 Business Days	10 Business Days	2 Business Days
Jet Exporter - API	10 Business Days	10 Business Days	2 Business Days

<b>Integrations</b>			
	<b>Installation</b>	<b>Modification</b>	<b>Cancellation</b>
Google Analytics, Google Ads	10 Business Days	10 Business Days	2 Business Days
Bid Management tools we are integrated with	10 Business Days	10 Business Days	2 Business Days
Tag Managers we are integrated with	10 Business Days	10 Business Days	2 Business Days
CRM	TBA based on needs analytics	TBA based on needs analytics	2 Business Days

Due to the reliance on data from 3<sup>rd</sup> party telecommunications systems and networks we do not guarantee the timeliness of the call data into any of the above Reporting Services.

Due to variables that are out of our control such as java script and cookie settings on individual user browsers we cannot guarantee the accuracy and timeliness of session information collected and displayed.

## Telephone Service and Reporting Service performance targets

The table below describes the performance targets for the Telephone and Reporting Services.

<i>Telephone Calls</i>		
Parameter	Response	Service Restoration
<b>Interrupted Fault</b> - Call Failure	30 min	4 Hours
<b>Uninterrupted Fault</b> - Call quality complaint	60 min	2 days
<b>Enquiry</b> - Product or feature enquiry / request for number configuration or routing set up	1 day	5 days

<i>Call Tracking &amp; Analytics</i>		
Parameter	Response	Service Restoration
<b>Interrupted Fault</b> - Jet Code effecting website	60 min	2 days
<b>Uninterrupted Fault</b> - Numbers not appearing correctly – data not appearing in reports or integrations	60 min	5 days
<b>Enquiry</b> - Product or feature enquiry education about interpreting data – clients must have read all supplied material.	1 day	10 days

<i>IVR &amp; Call Wrap Up</i>		
Parameter	Response	Service Restoration
<b>Interrupted Fault</b> - Call Failure	30 min	4 Hours
<b>Uninterrupted Fault</b> - Call quality complaint	60 min	2 days
<b>Enquiry</b> - Product or feature enquiry / request for information on how the product works beyond supplied documentation	1 day	5 days

<i>Telephone &amp; Video Systems</i>		
Parameter	Response	Service Restoration
<b>Interrupted Fault</b> - Call Failure	30 min	4 Hours
<b>Uninterrupted Fault</b> - Call quality complaint	60 min	2 days
<b>Enquiry</b> - Product or feature enquiry / request for information on how the product works beyond supplied documentation	1 day	5 days

<i>Telephone lines, Data &amp; Video Networks</i>		
Parameter	Response	Service Restoration
<b>Interrupted Fault</b> - Call Failure	30 min	4 Hours
<b>Uninterrupted Fault</b> - Call quality complaint	60 min	2 days
<b>Enquiry</b> - Product or feature enquiry / request for information on how the product works beyond supplied documentation	1 day	5 days

<i>IVR &amp; Call Wrap Up</i>		
Parameter	Response	Service Restoration
<b>Interrupted Fault</b> - Hardware	30 min	5 days
<b>Interrupted Fault</b> - Hardware set up problem	30 min	5 days
<b>Uninterrupted Fault</b> - Call quality complaint	60 min	10 days
<b>Enquiry</b> - Product or feature enquiry / request for information on how the product works beyond supplied documentation	1 day	5 days



**Interrupted Fault** means a fault that renders a Service completely non-operational.

**Uninterrupted Fault** means a fault where the affected Service is degraded but still operational.

**Planned Outage** means a period of time as reasonably determined by Jet Interactive, that Jet Interactive may interrupt supply of the Service to the Customer for routine maintenance, upgrading or other similar activities, after giving the Customer reasonable prior notice.

**Service Restoration** means the elapsed time during Standard Service Hours:

- (a) between the Customer reporting the fault to Jet Interactive and the restoration of the Service; or
- (b) between Jet Interactive responding to an alarm on the Jet Interactive Network or an Attachment Access and the restoration of the Service.

**Standard Service Hours** means those hours between 8:30 am and 5:30 pm, Monday to Friday, Australian Eastern Standard Time.

## Rebates

### Rebates for failure to meet installation or modification lead times

Subject to the rebate exemptions listed below and in the event of an installation delay you will be entitled to claim a Rebate in accordance with the rates set out below.

<i>Installation &amp; Modification Time Frames</i>		
	<b>Installation Delay</b>	<b>Recurring Charge Rebate</b>
Installation Targets as defined above or as otherwise agreed with you in writing	Up to 5 Business Days	1 months recurring Fee
	6 to 10 Business Days	2 months recurring Fee
	11 to 20 Business Days	3 months recurring Fee
	> 20 Business Days	4 months recurring Fee

The Rebates are calculated based on the monthly recurring Fee payable in respect of the affected Telecommunications Service only.





## Rebate for Telephone Service

Subject to the Rebate exemptions listed below, in the event of a Telecommunications Service outage in any calendar month, You will be entitled to claim a Rebate in accordance with the rates set out below which are based on the duration of the outage,

Accumulated Outage on a Service (in a calendar month)	Rebate (% of previous month's Recurring Charge(s))
> 2 or < 4 hours	5%
> 4 or < 6 hours	10%
> 6 or < 12 hours	15%
> 12 hours	20%

An outage is calculated from the time that we receive a fault or trouble call from You to the time when that Service ceases to be unavailable, but does not include any downtime incurred as a result of or in the connection with equipment owned or controlled by You or the end user.

The rebates are calculated, based on the percentage of the preceding month's Recurring Charges relating to the affected Service only.

Without limiting the above, the actual end-to-end availability and performance of the Service may be affected by equipment provided by You, including, without limitation, by the type and quality of Your equipment. All equipment used by You to connect to our network must be approved by the ACMA proprietor prior to connection to our network.

## Rebate exemptions

You will not be entitled to claim any Rebates:

- A. If we have not provided You with a written, unconditional Ready for Service Date;
- B. An Outage occurs in respect of any component of the Service on the phone line;
- C. And/or the Outage is due to a third party network;
- D. Planned Outage - means a period of time as reasonably determined by Jet Interactive, that Jet Interactive may interrupt supply of the Service to the Customer for routine maintenance, upgrading or other similar activities, after giving the Customer reasonable prior notice.