Service Level Agreement

Voice Services

1. Introduction

Athena Networks is committed to delivering reliable, high-quality voice communication services through our SIP Trunking and Cloud PBX offerings. This SLA outlines the service levels you can expect, the performance metrics used to measure our service delivery, and the responsibilities of both Athena Networks and our customers.

2. Definitions

- **SIP Trunking:** A method by which voice calls are delivered over an IP network using the Session Initiation Protocol.
- **Cloud PBX:** A cloud-based private branch exchange that provides voice communications without the need for on-premise hardware.
- **Service Availability:** The percentage of time that the services are available to the customer, excluding scheduled maintenance.
- **Incident:** Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.
- **Mean Time to Repair (MTTR):** The average time taken to restore a service following an incident.
- **Service Credits:** Financial credits offered as compensation for service level failures.
- **Business Hours:** 9:00 AM to 5:00 PM QLD time, Monday through Friday, excluding public holidays.

3. Scope of Services

This SLA applies to the following services provided by Athena Networks:

- **SIP Trunking:** High-quality voice connectivity through IP-based telephony solutions.
- **Cloud PBX:** A hosted telephony solution featuring call routing, voicemail, conferencing, and other essential PBX functionalities.

The SLA covers service availability, performance metrics, support, maintenance, and security of the aforementioned services.

4. Service Performance Metrics

4.1. Service Availability

- **Target Availability:** 99.9% uptime per calendar month, excluding scheduled maintenance and force majeure events.
- **Measurement:** Availability is measured on a monthly basis using our network monitoring and reporting tools.
- **Calculation:**

$$\text{Service Availability} = \left(\frac{\text{Total Minutes in Month} - \text{Downtime Minutes}}{\text{Total Minutes in Month}} \right) \times 100$$

4.2. Latency and Jitter (SIP Trunking)

- **Latency:** End-to-end delay shall not exceed 50ms under normal network conditions.
- **Jitter:** Variance in latency shall remain below 30ms

4.3. Voice Quality

- **Mean Opinion Score (MOS):** A target MOS of 4.0 or above on a 5-point scale shall be maintained, reflecting satisfactory voice clarity and quality.
- **Packet Loss:** Should not exceed 1% on average.

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5. Service Support and Incident Management

5.1. Technical Support

Athena Networks provides multiple support channels for addressing technical issues:

- **Phone Support:** 1300 490 252
- **Email Support:** support@athenanetworks.com.au

5.2. Incident Response and Resolution

- **Severity Levels:**
    - **Severity 1 (Critical):** Complete service outage or severe degradation affecting a majority of users.
    - **Severity 2 (High):** Significant impact on service performance for a subset of users.
    - **Severity 3 (Medium):** Minor issues or intermittent disruptions.
    - **Severity 4 (Low):** Non-critical issues with little to no impact on operations.
- **Response Times:**
    - **Severity 1:** Response within 15 minutes; resolution target within 4 hours.

- o **Severity 2:** Response within 30 minutes; resolution target within 8 hours.
- o **Severity 3:** Response within 1 hour; resolution target within 24 hours.
- o **Severity 4:** Response within 4 hours; resolution target within 72 hours.
- **Escalation Procedures:**
    1. **Initial Contact:** Customer reports the incident through the designated support channel.
    2. **Tier 1 Support:** Preliminary diagnosis and resolution attempt.
    3. **Tier 2 Support:** Involvement of specialized technical staff if the issue persists.
    4. **Management Escalation:** If unresolved beyond the target resolution time, the incident is escalated to a service manager for further action.
- **Communication:** Regular updates will be provided to the customer on incident status and estimated resolution times.

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6. Scheduled Maintenance

6.1. Maintenance Windows

- Scheduled maintenance will typically occur during off-peak hours (1AM to 4AM)
- Customers will be notified at least 48 hours in advance of any scheduled maintenance that may impact service availability.

6.2. Unscheduled Maintenance

- Unscheduled maintenance due to unforeseen circumstances will be communicated as soon as possible, with efforts made to minimize any impact on service.

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7. Service Security

Athena Networks is committed to ensuring the security and integrity of voice communications:

- **Encryption:** All voice traffic will be encrypted using industry-standard protocols.
- **Access Controls:** Strict access controls and authentication mechanisms are in place to safeguard systems.
- **Monitoring and Auditing:** Continuous monitoring of network traffic and periodic audits to detect and prevent unauthorized access or anomalies.
- **Compliance:** Adherence to relevant industry standards and regulations regarding data and voice communications.

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8. Service Credits and Remedies

8.1. Service Credit Policy

- **Eligibility:** If Athena Networks fails to meet the monthly target availability or performance metrics, customers may be eligible for service credits.
- **Calculation:**
    - For each 0.1% drop below the target availability of 99.9%, a credit of 10% of the monthly service fee may be applied, up to a maximum of 100%
- **Claim Process:**
    - Customers must submit a service credit request within 30 days of the end of the billing period.
    - Athena Networks will review the request and, if approved, apply the service credit to the next billing cycle.

8.2. Exclusions

- Service credits will not apply to issues resulting from:
    - Scheduled maintenance
    - Force majeure events
    - Customer-configured equipment or third-party services
    - Issues caused by misuse or unauthorized modifications of the services

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9. Customer Responsibilities

To ensure optimal service performance, customers are responsible for:

- Providing accurate contact and technical information.
- Ensuring customer premises equipment (CPE) is correctly configured and maintained.
- Adhering to best practices for network security and usage.
- Promptly reporting any issues or service interruptions to Athena Networks.

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10. Review and Amendment

Athena Networks reserves the right to modify this SLA periodically. Customers will be notified of any changes at least 30 days prior to implementation. Continued use of our services following any modifications constitutes acceptance of the revised terms.