

ADSL2+ SLA & REBATE INFORMATION

Core Network Availability: 99.30%
Equates to: Downtime: 5 hours 2 minutes 24 seconds
Uptime: 29 days 18 hours 57 minutes 36 seconds

Support Coverage

Monday to Friday 8am to 10pm
Saturday 9am to 6pm
Sunday & PH 9am to 5pm

Repair Coverage

Monday to Friday 8am to 7pm
Sat, Sun & PH Closed

Response Times

Urban Area 8 Business Hours (within coverage window)
Rural Area 8 Business Hours (within coverage window)
Remote Area 8 Business Hours (within coverage window)

Repair Times

Urban Area 1 Clear Business Day (As per Telstra SLA)
Rural Area 2 Clear Business Days (As per Telstra SLA)
Remote Area 3 Clear Business Days (As per Telstra SLA)

Scheduled Outages

Powercom Pacific will use best efforts to provide notification of any scheduled or planned service outage ("Planned Service Outages") to its customers. Where practicable, Planned Service Outages will occur between 11pm and 6am. Eastern Time.

Rebates

For each hour outside SLA, rebate is 1 days worth of access for service per calendar month
Maximum rebate is 1 monthly access fee for the plan you are on at the time of the outage occurred

A rebate form must be completed and signed by the end customer and with Powercom Pacific. Rebate Forms can be obtained by calling 1300 731 503 or by emailing enquiries@powercompacific.com.au

The rebate form will be assessed by Powercom Pacific and the customer advised of the outcome.