

NewSat Standard Support Levels

1. Service Availability

NewSat aims to meet 99.95% availability for its Teleports.

The End-to-End Service Availability is not applicable in this case.

2. Planned Outages

Where planned outages are required for network maintenance or reconfiguration, NewSat will endeavour to provide the Customer with at least 7 days notice prior to the outage.

Generally outage times will be non-negotiable although Customers have 24 hours from the issue of the Outage Notification to notify NewSat if the outage will cause them significant inconvenience.

It should be noted that some outages required to effect repairs to safeguard health or property or reduce the likelihood of further outages (Emergency Outages) and some outages involving 3rd Party providers may not permit 7 days notice to be given and will be non-negotiable. Nonetheless, NewSat will still provide as much notification as reasonably possible for such outages.

3. Fault Management

3.1 Fault Reporting

The NewSat Teleport is staffed 24 hours a day, 7 days a week, 52 weeks a year to ensure rapid response and resolution to Customer service difficulties.

In the event of a service problem, Customers should initially confirm there are no local issues responsible, e.g. power outage, bad weather, etc. before contacting the Shift Engineer at the NewSat Satellite Technical Operations Centre (STOC).

STOC: Telephone: +61 8 6467 1100
Email: stoc@newsat.com
Facsimile: +61 8 6467 1177

In conjunction with the reporting Customer, NewSat will categorise the Fault Severity which will determine the priority it receives in the NewSat work queue.

3.2 Fault Response

Response Time is the time between a Customer reporting a problem to the STOC and the STOC commencing investigation into the problem.

NewSat aims to meet the following target performance Fault Response Time.

Fault Severity	Severity Definition	Fault Response	
		Time	Target Performance
Critical	Service is not functioning due to failure of	0.5 hrs	95%

	an essential network or platform component		
Urgent	Service is operational however performance is impaired	2 hrs	95%
Minor	Service is not affected but is at risk due to a fault condition	8 hrs	95%
No Impact	A problem exists but is not jeopardising service availability	24 hrs	95%

3.3 Service/Fault Restoration

Service Restoration Time is the time between a Customer reporting a problem to the NewSat NOC and the service being fully restored (Critical and Urgent faults) or the fault being rectified (Minor and No Impact faults).

NewSat aims to meet the following target performance for Service/Fault Restoration Time.

Fault Severity	Severity Definition	Service/Fault Restoration	
		Time	Target Performance
Critical	Service is not functioning due to failure of an essential network or platform component	4 hrs	80%
Urgent	Service is operational, however, performance is impaired	24 hrs	95%
Minor	Service is not affected but is at risk due to a fault condition	5 days	95%
No Impact	A problem exists but is not jeopardising service availability	6 months	100%

3.4 Escalation

Escalation will occur within NewSat after a pre-determined Escalation Time has elapsed if there is likelihood that the Service/Fault Restoration Time Target will not be achieved.

The following Escalation times and levels apply:

Fault Severity	Severity Definition	Escalation Time	Escalation Level	
Critical	Service is not functioning due to failure of an essential network or platform component	2 hrs	1	• State Operations Manager
		3 hrs	2	• Vice President Eng & Ops • Account Manager
Urgent	Service is operational, however, performance is impaired	12 hrs	1	• State Operations Manager
		18 hrs	2	• Vice President Eng & Ops • Account Manager
Minor	Service is not affected but is at	2 days	1	• State Operations Manager

	risk due to a fault condition	4 days	2	• Vice President Eng & Ops
No Impact	A problem exists but is not jeopardising service availability	3 months	1	• State Operations Manager
		n/a	n/a	n/a

3.5 Status Updates

Customers will be provided with progress updates for Critical faults on an hourly basis and for Urgent faults on a four hourly basis.

Updates on Minor and No Impact faults will be provided on request.

4. Support Services

NewSat supports all co-located equipment at it's Teleports on either an Unmanaged or a Managed basis as follows:

4.1 Unmanaged Services

Responsibility	Description
NewSat Responsibility:	NewSat supplies rack, UPS power, airconditioning and IF feeds to radio frequency equipment
Customer Responsibility	Supplies, maintains and operates Customer equipment.
	Installs Customer Equipment or may request NewSat install equipment in accordance with Customer specification at a pre-determined NewSat Service Fee.
NewSat Level 1 Support:	<p>At Customer direction NewSat provides:</p> <p>a) simple checking of equipment for visual alarms</p> <p>b) on specific request of Customer, manual intervention (e.g. reboot, power on/off, swap cards).</p> <p>The performance of support services resulting in an employee or contractor of NewSat working in excess of 30 minutes per event or per month shall be charged as an additional Service Fee.</p> <p>Level 1 Support does not include monitoring of Customer equipment or its performance.</p>

4.2 Managed Services

Responsibility	Description
NewSat Responsibility:	NewSat supplies rack, UPS power, airconditioning and IF feeds to radio frequency equipment
Customer Responsibility	Supplies equipment and operational procedures and specifications
	Installs Customer Equipment or may request NewSat install equipment in accordance with Customer specification at a pre-determined NewSat Service

	Fee.
NewSat Level 1 Support:	<p>At Customer direction NewSat provides:</p> <p>a) simple checking of equipment for visual alarms</p> <p>b) on specific request of Customer, manual intervention (e.g. reboot, power on/off, swap cards).</p>
NewSat Level 2 Support:	<p>Under Customer direction NewSat will perform service activation activities including carrier line ups and equipment interconnect.</p> <p>NewSat will provide monitoring, reconfiguration and on going support in accordance with Customer supplied procedures.</p>