

Vorco Service Level Agreements (May 2020)

Service Type	Support Hours	Support Response SLA	Truckroll Hours	Truckroll SLA	Truckroll Breach Credit
ADSL2+/VDSL2	8AM-6PM Mon-Fri	≤4 Hours	7AM-7PM Mon-Sun	≤24 Hours	Yes
Home Fibre	8AM-6PM Mon-Fri	≤4 Hours	7AM-7PM Mon-Sun	≤24 Hours	Yes
Business Lite Fibre	8AM-6PM Mon-Fri	≤4 Hours	7AM-7PM Mon-Sun	≤24 Hours	Yes
Business Pro Fibre	7AM-7PM Mon-Sun	≤4 Hours	7AM-7PM Mon-Sun	≤6 Hours	Yes
Business Premier Fibre	7AM-7PM Mon-Sun	≤4 Hours	7AM-7PM Mon-Sun	≤6 Hours	Yes
Corporate Lite Fibre	7AM-7PM Mon-Sun	≤4 Hours	7AM-7PM Mon-Sun	≤6 Hours	Yes
Corporate Fibre	24x7	≤1 Hour	7AM-7PM Mon-Sun	≤6 Hours	Yes
Other Access Types	8AM-6PM Mon-Fri	≤4 Hours	8AM-6PM Mon-Fri	≤48 Hours	Yes
Managed Routers	8AM-6PM Mon-Fri	≤4 Hours	Not Applicable		
SkyPhone Premium	8AM-6PM Mon-Fri	≤4 Hours			
SkyPhone Premium	8AM-6PM Mon-Fri	≤4 Hours			
MS Teams Calling	8AM-6PM Mon-Fri	≤4 Hours			
SIP Trunk	8AM-6PM Mon-Fri	≤4 Hours			
Other Voice Types	8AM-6PM Mon-Fri	≤4 Hours			

Definition

Support Hours

Support Response SLA

Truckroll

Truckroll Hours

Truckroll SLA

Truckroll Breach Credit

Meaning

The hours during which you can contact Vorco and lodge a support request.

How fast we'll respond to your support request, during the Support Hours.

If there is a fault we cannot resolve remotely (e.g. a cable cut) we or one of our contractors will dispatch a technician to repair.

The hours during which Vorco or its contractors technicians are available to work on repairing a fault.

How fast Vorco or its contractors technician will be on-site to start on fault repair, during the Truckroll Hours. This time begins once Vorco determines that a truckroll is required.

If Vorco or its contractors miss the truckroll SLA, you may request we credit you a day's service for each day the service is down, rounded up to the nearest day. Credits cannot exceed an entire month's charges.