Technology Type	Service Class	Installation Location	Dependencies	Total Delivery SLA (Business Days)	Restoration SLA
ADSL	N/A	National	PSTN Service	10	Best efforts – could be days
nbn™ (nbn Business Line & Dedicated Access)					
NBN Co FTTP Network	0	Urban Area	nbn-ready area	0	N/A
	1			20	N/A
	2			15	N/A
	3			3	End of next business day
	1	Major Rural Area or Minor Rural Area		25	N/A
	2			20	N/A
	3			3	End of second business day
	1	Remote Area		25	N/A
	2			25	N/A
	3			3	End of third business day
NBN Co Wireless Network	4	Urban Area		N/A	N/A
	5			15	N/A
	6			3	End of next business day
	4	Major Rural Area or Minor Rural Area		N/A	N/A
	5			20	N/A
	6			3	End of second business day
	4	Remote Area		N/A	N/A
	5			25	N/A
	6			3	End of third business day
NBN Co FTTB Network and NBN Co FTTN	10	Urban Area		N/A	N/A
	11			21	N/A
	12			15	N/A
	13			3	End of next business day
	10	Major Rural Area or Minor Rural Area		N/A	N/A
	11			25	N/A
	12			20	N/A
	13			3	End of second business day
	10	Remote Area		N/A	N/A
	11			25	N/A
	12			20	N/A
	13			3	End of third business day
NBN Co HFC Network	20	Urban Area		N/A	N/A
	21			20	N/A
	22			15	N/A
	23			15	N/A
	24			3	End of next business day
NBN Co FTTC Network	30	Urban Area		N/A	N/A
	31			20	N/A
	32			15	N/A
	33			15	N/A
	34			3	End of next business day
Dedicated Access (See above for NBN)					
ADSL	N/A	National	PSTN Service	10	Best efforts – could be days
Business nbn™ Enterprise Ethernet					
Enterprise Ethernet	N/A	National	Business Fibre Zone area	70	12 hours

Performance Objectives:

Commander aim to achieve 90% or more of the total of customers' End User connections and rectifications of customers' End User faults in accordance with the relevant Service Levels for each product.

Conditions:

a. The Service Levels do not apply to End User Faults or Network Faults caused by use of an Ordered Product which breaches the Fair Use Policy.
b. The Service Levels for Service Faults do not apply if Customer does not use the correct notification procedure.
c. The Service Levels for Service Fault rectification are the Service Levels that apply at the time the relevant Trouble Ticket is raised. If a nbn technician is required at your premises, Commander is unable to commit to a timeframe for resolution.
d. Commander do not provide or Support Priority Assistance services.
e. If your have Priority Network Support on your service the above SLA timeframes are not relevant.
f. If a modem or voice porting is required as part of your Commander solution the above timeframes may not be able to be met.

01/12/2022 - Information was correct at time of printing. The Service levels in the document are subject to change without notice.