

## **Fault Management Process – Lightning Wholesale**

### **1. Fault Reporting**

#### **1.1 Prior to reporting a Fault**

Prior to logging a Fault with Lightning Broadband, the RSP must provide the End-customer with the following 'level 1' helpdesk assistance for the problem or Fault in question

- (a) if the RSP suspects that a Fault has occurred or is likely to occur or the Service is not available, the RSP will:
  - a. assist the End-Customer in diagnosing any problem which may exist with the End-customers' own equipment;
  - b. complete a diagnostic check of its own internal equipment to ensure that the Fault is not due to its own internal systems; and
  - c. conduct some preliminary investigation of the problem using tools provided by Lightning Wholesale.

After providing this 'level 1' support, the RSP may then report the Fault to Lightning Wholesale in accordance with the fault reporting methods in the following table

|          |                                |  |
|----------|--------------------------------|--|
| By Email | help@lightningbroadband.com.au | Preferred communication Method for all minor and major faults as defined in paragraph 1.3. |
| By Phone | 1300 596 426                   | Only for Major or Critical Faults as defined in paragraph 1.3                              |

When identifying the Fault, the RSP must provide Lightning Wholesale with the following information.

- (b) the RSP's name and contact;
- (c) the Service ID affected by the Fault; and
- (d) a description of the Fault

Each time a Fault is reported by the RSP, Lightning Wholesale will issue the Fault a unique identifier (Support Ticket), which will be:

- (e) logged by The RSP or Lightning Wholesale; and
- (f) quoted by the parties for all future references on the same regard.

This is to assist with the management of the Fault and for future analysis and reporting.

Lightning Wholesale reserves the right to charge the RSP for costs incurred in the event that Lightning Wholesale is called to either the RSP's or its End-Customer's site regarding a Fault that is:

- (g) subsequently proven to be with the RSP's or End-customer's equipment; or
- (h) caused by negligent use or misuse of the Service or equipment by the RSP, its employees, agents, suppliers, End-customer or other third parties.

**1.2. Accepting and Managing Faults** Lightning Wholesale will operate a network management center for the monitoring and management of Faults and a call center for the logging of Faults, which will be contactable via the assigned number 24-hours a day.

Upon the lodgment of a Fault by an RSP, and unless otherwise mutually agreed, Lightning Wholesale will communicate according to the following process:

| Communication process  | Description  | Time frame  |
|--|--|---|
| Lodgment of Fault via a phone call or an e-mail / support ticket | Upon receipt of a call / E-mail, confirm whether there is a Fault, ticket will be logged by the call center. | Immediately upon lodgment   |
| Acknowledgement  | The fault has been acknowledged and is being dealt with by the NOC   | Target within 30 minutes of the issue being logged, unless otherwise mutually agreed.           |
| Progress   | For Major or Critical Faults, Lightning Wholesale will provide ongoing updates of the restoration progress   | First update to be provided within 2 hours of acknowledgement, unless otherwise mutually agreed |
| Resolution   | Advise to the RSP that the issue has been resolved   | As soon as practical  |

### 1.3 Fault Classification & Restoration Time Frame

The following table gives a description of the Fault classifications by Lightning Wholesale:

| Fault Severity | Description  | Communication Method  | Fault Restoration Time*^ |
|----------------|--|---|--------------------------|
| Critical       | A fault which is affecting all the End-customers of an RSP at a particular state (for example: an outage at the point of interconnect), and there is a risk of recurrence. | Must be reported over the phone, updates will be provided over the phone or via support ticket                    | 2 Hours                  |
| Major          | A fault which is affecting numerous End-customers of an RSP and there is a risk of recurrence.   | Can be reported over the phone or via a support tickets, updates will be provided in either way of communication. | 4 Hours                  |
| Minor          | A fault which is affecting one or a small number of End-customers of an RSP  | Can be reported over the phone or via a support tickets, updates will be provided via support ticket              | 6 Hours                  |

\*The period of time between Lightning Wholesale determining that a reported failure in the normal operation on service is a fault and repair of the fault by Lightning Wholesale.

^ Where a fault is reported outside business hours the restoration target begins at the beginning of the next business day.

## 1.4 Escalation

Fault escalation will be activated by contacting the relevant party during the hours and on the contact details set out below.

Lightning Wholesale will assign a Fault priority in its sole discretion in accordance with paragraph 1.3 above.

As soon as it becomes apparent that the Response Time, Repair Time or Update Time may be exceeded, the RSP may at its own discretion escalate the Fault in accordance with the following table.

The aim of escalating the Fault is to ensure that adequate and appropriate resources are applied to the Fault.

| Escalation                  | Time of escalation  | Position of Action                |
|-----------------------------|---|-----------------------------------|
| <b>1<sup>st</sup> Level</b> | At the time when the Fault was initially logged   | <b>NOC</b>                        |
| <b>2<sup>nd</sup> Level</b> | (a) Immediately when a Major Fault occurs; or<br>(b) at the time when 100% of the Resolution Time for a Minor Fault has expired and the Fault is still outstanding. | <b>NOC Manager</b>                |
| <b>3<sup>rd</sup> Level</b> | (a) Immediately when a Critical Fault occurs; or<br>(b) at the time when 200% of the Resolution Time for a Minor Fault and the Fault is still outstanding.          | <b>General Operations Manager</b> |

## 1.5 Compensation related to Fault restoration

The RSP may be eligible to claim rebate if Lightning Wholesale fails to meet the agreed performance, based on the following method:

| Level of Service   | Compensation  |  |   |
|--------------------|---|--|---|
| <b>Residential</b> | Nil   |  |   |
| <b>Enhanced</b>    | 5% of monthly service Fee if not restored by end of 2nd Business Day      | 10% of monthly service Fee if not restored by end of 3rd Business Day                          | 25% of monthly service Fee if not restored by end of 5th Business Day       |
| <b>Essential</b>   | 5% of monthly service Fee if less than 60 minutes past restoration target | 10% of monthly service Fee if more than 60 min. but less than 240 min. past restoration target | 25% of monthly service Fee if more than 240 minutes past restoration target |