



Enterprise Six Hour Restore Factsheet

Retailer Service Providers have requested the flexibility of a range of service options that will enable you to meet your customers' needs for enterprise network performance. Enterprise 6 Hour Restore will help you deliver a better service to your customers and to maintain continuity of services, particularly for critical applications.

What we do

Enterprise Six Hour Restore is designed to improve overall service availability by reducing the average time taken to repair a fault.

With this service, we commit to endeavouring to restore 90% of a Retail Service Provider's faults reported on Enterprise UFB access services within six consecutive restoration hours (7am to 7pm, seven days a week) from the time the fault is reported to us. The SLA is unlikely to be available for circuits affected by major cable cuts, however best endeavours will be made to restore enhanced SLA services ahead of other services e.g. Bitstream 2.

Benefits

With Enterprise Six Hour Restore you can bring extra focus on resiliency for your high value or business customers and may develop niche applications in such areas as telemetry, medical, point-of-sale, alarm and essential business web applications.

Availability

The Enterprise Six Hour Restore service is available in Enable Networks Limited's coverage area for Bitstream 3/3a/3b and Bitstream 4 Services on the terms and conditions specified in our Reference Offer.

Enterprise Six Hour Restore is not available for our other access services, including backhaul and co-location services. During emergencies, we prioritise installation and restoration services in accordance with our Crisis Management Plan.

What does the service cost?

Enterprise Six Hour Restore is available at no additional charge for Bitstream 3/3a/3b and Bitstream 4 services. In the near future a chargeable 6hour restore may be available for DFAS services.

Service Levels

The UFB Service Level Terms, including the deliverables and service levels that apply, are unaffected except that:

- a. the new Enterprise Six Hour Restore Service is offered in addition to the existing Enhanced SLAs which are still available to order; and
- b. we will report separately on our performance in relation to the enhanced service level.

This service is also supported by monthly performance reporting.

For more information

This information is an overview of the Enterprise Six Hour Restore Service. For more detail please refer to our Reference Offer, or get in touch with your Enable account manager.
