

# VicTrack Service Level Agreements



VicTrack offers a range of Service Level Agreements (SLAs) that define the service we provide and the level of performance our customers should expect, meeting industry standard repair and restoration times.

The VicTrack core network is monitored 24/7/365, excluding VicTrack Dark Fibre services. VicTrack classifies the priority of an incident based on the table below.

| Classification | Definition   | Response* | Restoration* |
|----------------|--|-----------|--------------|
| P1             | <b>Major Incident</b><br>Outage impacting VicTrack core network and telecommunications infrastructure or single services of 5GB and above. | 15 mins   | 4 hours      |
| P2             | <b>Service Outage</b><br>Service outage where service is completely down and not operating.  | 15 mins   | 8 hours      |
| P3             | <b>Service Degradation</b><br>Service is degraded or at reduced speed, or component issue or minor cosmetic issue.                         | 30 mins   | 48 hours     |

\* Terms and conditions apply to restoration and response times. Service restoration times apply to services that are delivered by VicTrack fibre access, for services delivered on access types other than fibre, a 'best effort' classification applies. Full terms and conditions are available on request.

VicTrack Services on access types other than fibre, will have a best efforts/reasonable endeavours SLA. 3rd party services provided by VicTrack will default to the SLA provided by the 3rd party. Upgrades may be available subject to feasibility.

## Telecommunications

### Response and restoration times

Restoration times are measured from the time VicTrack detects the incident, or when the customer reports the incident to the Network Management Centre (NMC). Response time is the interval between the detection or alert of a network incident and the moment a ticket is logged and assigned to a qualified technician.

Restoration times apply to incidents that occur within the metropolitan area. For point-to-point services, restoration time is calculated based on the service that is located the furthest away. Outside the metro area, travel times apply as per the table below.

### Travel times

Additional travel times apply to incidents that occur outside the metro area.

| Distance from Melbourne GPO* | Travel time |
|------------------------------|-------------|
| 0-50km                       | 0hrs        |
| 51-120km                     | +4hrs       |
| 121-180km                    | +24hrs      |
| 181km+                       | +48hrs      |

\*Travel time is based on estimated driving distance.

### VicTrack SLAs – your peace of mind

Using advanced analytics, and automated alerts, the skilled technical officers and engineers of our NMC detect and resolve issues quickly – often before customers are even aware of them.

When you call our NMC, a Victorian local will take your call. On average, 70% of faults reported to the NMC are resolved by the person who takes the call. Our specialist technicians and engineers are experienced in various technologies, which enables them to triage and rectify faults quickly and efficiently.

VicTrack's SLAs give our customers confidence, protection, and transparency. They set clear service expectations, improve accountability, reduce operational risks, and enhance customer satisfaction.

### Benefits for our customers



#### 24/7/365 network monitoring and support

Around-the-clock oversight for reliability and performance.



#### Coordinated incident management

Seamless communication between field teams and operators.



#### Proactive fault detection and fast recovery

Rapid response to minimise downtime and disruption.



#### Confidence and peace of mind

Your network is in safe, expert hands.

### About VicTrack Telecommunications

VicTrack is the custodial owner of Victoria's transport land, assets and infrastructure – and works to protect and grow the value of the portfolio to support a thriving transport system, and make travel and living better for Victorians.

VicTrack is a licensed telecommunications carrier that owns and operates one of the largest fibre optic networks in Victoria. Our secure, scalable, multi layered network delivers speeds of up to 100Gbps. Monitored by our Melbourne-based 24/7/365 Network Management Centre, the core network has an availability target of 99.999%.

A data specialist, VicTrack partners with customers that include Metro Trains, V/Line, Yarra Trams, other carriers and various state and local government departments.

### For more information

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