



Our Community Broadband Pty Ltd
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Business Customer - Operations Manual

Statement of Confidentiality

The information contained in this agreement is confidential and proprietary to Our Community Broadband. It is given to the Customer or its agents on the basis that it will be treated as Commercial in Confidence and will not be disclosed to third parties. In no event shall all or any portion of the agreement be disclosed or disseminated by the Customer or its agents without the express written permission of Our Community Broadband.

Background

Our Community Broadband (OCB) is a Wireless Internet Service Provider (WISP) established on the Sunshine Coast in March 2015 by private investors Andy Whitmore and Steve Dunton. With a belief that all homes and businesses should have a fast internet connection, our vision is to enable those communities who currently suffer from poor quality or no broadband provision from the current telecoms infrastructure.

Network Operation Centre (NOC)

The OCB NOC will provide the customer with 24x7x365 support.

In the first instance, any incident should be logged with the OCB NOC to ensure it is recorded, managed and tracked by the OCB ticket management system. There are two mechanisms for logging an incident, via email or telephone.

Contact	
Service Desk Telephone	07 5322 5380 ext 2
Service Desk Email	support@ourcommunitybroadband.com.au

Incident Management

The OCB service desk consists of 1st and 2nd line engineers that are engaged depending on the severity and/or complexity of the incident logged. The service desk is responsible for managing each incident to ensure the correct level of engagement.

Incident Capture

Telephone

Upon receipt of an incident log, a member of the service desk will begin the process of creating a ticket. They will ask a series of questions including but not exclusive to the following:

- Caller name
- Caller telephone number
- Caller email address
- Caller hours of operation
- Site name and identification
- Incident site contact /telephone number/hours of operation
- Time problem first occurred and was discovered
- Power and equipment checks

On completion of preliminary questions, a ticket reference number and severity level will be verbally assigned. Please refer any further correspondence regarding any incident with this ticket reference.

Email

Upon receipt of an incident log, a member of the service desk will begin the process of creating a ticket. Please ensure the email has as much information relating to the incident as possible. This will assist in resolving a quicker resolution.

Examples of detail to assist include the following:

- Contact name
- Contact telephone number
- Contact email address
- Contact hours of operation
- Site name and identification
- Incident site contact /telephone number/hours of operation
- Time problem first occurred and was discovered
- Power and equipment checks

Out of Hours

The OCB NOC standard office hours are 08:00 – 20:00 Monday to Friday. Out of these hours, OCB support staff reverts to an on-call rota and are available via email for general incidents or inquiries. Tickets are logged automatically via email and escalated to the relevant on-call technician.

Escalation Management

An escalation is defined as when the customer feels that the reported incident is not being handled in the correct manner, or the severity has increased since logging the initial incident or has exceeded beyond agreed SLAs.

Type	Contact	Contact Method
Escalation 1	Service Desk	07 5322 5380 ext. 2
Escalation 2	Account Manager	TBC on Introduction after Contract Signature

Maintenance

There will be instances where maintenance will be carried about by OCB or one of its carrier partners.

OCB Planned and Emergency Maintenance

Where required, OCB or one of its carrier partners may conduct hardware and/or software maintenance on a customer network. Where possible, any maintenance will be performed outside general business hours. Planned maintenance notifications will be sent to the customer by text message advising of times and dates for the works. OCB will endeavor to send notifications at least 48 hours prior to commencement of any works.

In the unlikely event of maintenance being scheduled during normal business hours, OCB will notify the customer in no less than 48 hours from time of works.

Customer Planned Maintenance

A customer may need to conduct some maintenance that may have an effect on the OCB network. The customer should contact the OCB NOC and provide details of the planned activity including sites impacted with dates and times. This will allow the OCB NOC to ignore any alarms during the maintenance period and contact the customer should there be any issue after the maintenance window has expired.

Service Level Agreement (SLA)

NETWORK OPERATIONS CENTRE (NOC)

- The OCB Network Operations Centre ("NOC") shall provide the Customer with support 24 hours a day, 7 days a week, 52 weeks per year including public holidays.
- This support will be second line to the Customer's internal helpdesk.
- The Services shall include monitoring of all circuits and OCB Equipment.
- OCB will manage Faults through to resolution and provide updates to the Customer
- OCB will send email notifications and place calls to the Customer in the event of a service Incident reported by its monitoring tools.
- All Incidents will be tracked and managed by the NOC on the ticket management system.

Site Availability

OCB provides monthly site availability SLA for Business services of 99% Uptime for each site based on the number of minutes the site was unavailable.

In the Clause, "**Downtime**" means any material degradation in or interruption to the availability of the Services, including for the avoidance of doubt any Incident which is or ought to be allocated by OCB as Severity level 1 or Severity level 2, unless the material degradation or interruption has resulted from planned outages for scheduled Maintenance and Support, any Third Party Equipment or Third Party Software, or a Force Majeure Event.

Downtime is calculated using the following formula:

Total Minutes and Hours Downtime in Month

Total Minutes and Hours In Month x 100% = % Downtime

Monthly Site Availability = 100% - % Downtime

Severity Definitions

The OCB severity is allocated when the call is logged by the NOC. The severity of an Incident is pre-defined and automatically allocated by the OCB ticket management system. This is based on the impact of the Incident on the Customer's business.

There are four levels of Severity; 1 being the most severe and 4 being the least severe other than for scheduled changes which have no severity level.

Severity	Definition
1	Loss of network or Site connectivity (affecting multiple users)
2	Degradation of network or Site connectivity (affecting multiple users)
3	Loss or degradation of Site connectivity (affecting single user)
4	Query

Service Credits

Where a Site falls below the relevant target monthly Site Availability, the Customer will be entitled to a credit which will be calculated as 5% of the monthly charge for the affected Site.

MAINTENANCE & TROUBLESHOOTING GUIDE

Completing your installation

The equipment has been installed, with the antenna pointing towards the Community Distribution Point. The final tuning of your system will take place remotely over the next 24 hours. You will receive a call from our Network Operations Centre to notify you when this is complete and your service is working effectively. At this point we will sign your installation off as complete and process your first payment.

Login details / changing your password

Login specific to your business and communicated at your installation

Password specific to your business and communicated at your installation

to change these passwords yourself, type the following into the search bar...

<http://192.168.88.1> or as communicated at your installation

username: ubnt password: letmein

Please do not reset your router to manufacturers settings. Please ensure that you have a record of your new user name and password if you change it. Both of these instances will require a technical visit to change out the router which will result in a call out charge.

Wifi / Router speeds

Our responsibility at OCB is to provide high speed internet into your premises. This will be provided to a 10 port router as an Network Termination Unit as part of the installation. This termination device will enable your IT consultant/technician to connect the internet service to your internal network.

The router provided does have some wifi capability – but we recommend you hardwire all computers to the router provided for the best possible service.

Should you wish to test the speed of your internet using a site such as www.speedtest.net, you should disable any wireless devices and then plug your computer into the router to get the most accurate measurement as the speed you have ordered is shared across your office. Ie. If you have a 10/10 Mbps service and if 3 people are downloading a file at 3Mbps at the same time you will be using 9Mbps of your available 10Mbps service. Conducting a speed test wirelessly, will not be an accurate reflection of the speed which we are delivering to the BUSINESS.

Maintaining your equipment

The equipment supplied for your Our Community Broadband internet connection should work effectively for many years when treated with care. Tips for ensuring its longevity and a continuous connection are:

- Ensure your Injector box is plugged directly into mains power at all times, is turned on, all cables connecting to this box are secure, and that the LED light indicator is on
- If you are using a router, ensure that the LED light indicator is on
- Dust equipment periodically, but do not use water
- Ensure that your outdoor antenna is not moved as it has been installed by a technician to achieve an optimum signal. Keep plants and trees away from it and if you need to move it for any reason, please contact us to arrange a quote for this work to be done.

Connecting multiple devices to the internet

You will be provided with a Ubiquiti RB2011AU 10 Port router, it is essential that the LAN cable from the injector is plugged into port ETH1 on the far left hand side of the router for the service to work OPTIMALLY.

Printers and faxes

With a new internet service installed, you may need to change settings for printer/fax functionality. IT IS OFTEN USEFUL TO INSTRUCT YOUR DEVICES TO “FORGET” THE OLD NETWORK OR REVERT TO FACTORY SETTINGS SO THEY DON’T CONTINUALLY TRY TO RE-CONNECT TO THE WRONG NETWORK

Change SMTP settings to: smtp.ourcommunitybroadband.com.au and when prompted, no authentication is required.

Troubleshooting

Before phoning for support, you can try the following steps to try and regain a connection:

1. In the rare case of a network outage occurring, we will send you a text message. We will advise you of any scheduled maintenance in advance and undertake it during non-peak periods where possible.
2. Check that your equipment is powered. Test the Injector
 - Turn the power off TO the injector, wait 30 seconds and power IT back on again
3. Test the Router
 - If you have a router connected, turn this off, wait 30 seconds and then power on again.
 - If this fails, disconnect the computer from the router and plug it directly into the Ethernet port. If you are able to receive a connection at this point, there is a problem with your router.
4. Inspect the outdoor Antenna
 - Have a look at your antenna for any obvious damage. ie. A fallen branch could have knocked it out of alignment

If you are still unable to regain a broadband service, please call for

Technical Support on (07) 5322 5380, and select Option 2.

You can also email us if you have mobile access to:

support@ourcommunitybroadband.com.au



INJECTOR