

FIBRE NETWORK SLA'S



METROFIBRE

MetroFibre will only issue credit should the customer be down for a period of 19 days per a year.

1

MINOR

Repair Time: Within 4 days
Business Hours: 08:00 – 18:00, Monday to Friday

2

SERIOUS

Repair Time: 90% within 4 business days / 10% within 6 business days
Business Hours: 08:00 – 18:00, Monday to Friday