



Service Snapshot

We know that a reliable communications network is critical to your success, because it's critical to ours, too. That's why we're committed to providing you with the most responsive support of any provider in Calgary. We have a small knowledgeable team and a flat organizational structure which allows us to respond quickly to your needs. This means, you don't have to go far to get the answers you need – and neither do we!

Network Quality

Our network gives you the performance and capacity that's required for optimal business connectivity. We back our availability by hassle-free Service Level Agreements and guarantees.

We offer 100% core network availability for our Calgary Metro Area Network, or your money back.* If an outage occurs, we'll give you a service credit on your next month's bill – it's that simple.

Service Level Agreement (SLA)*

Network Unavailability	Unavailability Credit
Less than 5 hours	For every hour or portion thereof, 1/30 of the monthly fee for the month in which those services were affected.
5 to 8 hours	25% of monthly fees for the month in which services were affected.
8 to 11 hours	50% of monthly fees for the month in which services were affected.
11 to 14 hours	75% of monthly fees for the month in which services were affected.
14 to 24 hours	100% of monthly fees for the month in which services were affected.
More than 24 hours	As agreed by the Parties on a case by case basis.

* Applies only to standard ENMAX Envision services. Does not apply to custom services or third party network segments. Credit for Network Unavailability is subject to a minimum outage time of ten (10) minutes. When the Envision network has been unavailable for 10:01 minutes or longer, the credit schedule shown above applies.

- ▶ 24 hour quote response time
- ▶ 15 day installation guarantee for network-ready locations
- ▶ 24 x 7 x 365 network monitoring and support
- ▶ 100% Core Network Availability backed by a Service Level Agreement and hassle free credits

Service Repair Time

We've been installing and servicing fibre-optic networks in Calgary for over 15 years. This experience allows us to evaluate problems accurately and repair them quickly. Any issue related to core network availability in the Metro Calgary area will be repaired within 4 hours.

Service Response Time

Our network specialists are on-call 24 x 7 to monitor the network and to resolve any issues that may arise. Day or night, you'll have **direct access** to our team through our local Network Operations Center (NOC) - there's no call centre to go through.

Installation Time

We'll install standard ENMAX Envision services to network-ready locations within 15 business days of Order Acceptance.

If we fail to meet this standard, ENMAX Envision will offer a one-time credit of 50% of the standard installation fee.