

## OUR SERVICE LEVEL GUARANTEES

### | TO GET UP AND RUNNING, YOU NEED TO START OUT ON THE RIGHT FOOT

We know that in a hot market like Calgary's, competition is tough. We know that a reliable communications network is critical to your success, because it's critical to ours, too. It's why we work to give you the best customer service experience possible, from the moment you contact us for a quote, until well after your ENMAX Envision services are up and running.

### | NETWORK QUALITY

Our relationship with you hinges on the reliability of our network. We offer 100% core network availability for our Calgary Metro Area Network, or your money back.\*

### | SEE HOW WE'RE COMMITTED TO STARTING OFF RIGHT:

- **Quote Time** - You don't have time to mess around. We understand that. So we're committed to getting back to you in one business day.
- **Installation Time** - We'll install standard ENMAX Envision services at any network-ready location in **15 days or less**. If we fail to meet that standard, we'll give you a one-time discount of 50% off our standard installation fee.
- **"Last Mile Access"** - Thanks to our extensive network reach throughout Metro Calgary, our "last mile" access is often shorter, cheaper to build, and available within 45 days.

Network Unavailability Duration	Network Unavailability Credit "NUC"
Less than 5 hours _____	For every hour our 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.
Over 14 hours _____	100% of monthly fees for the month in which services were affected.

IF AN OUTAGE OCCURS,  
WE'LL GIVE YOU A  
SERVICE CREDIT.  
IT'S THAT SIMPLE.

\* Applies only to standard core ENMAX Envision services, Dedicated Internet Access, Optical Ethernet Metro Service and Dark Fibre. Does not apply to DSL, customized solutions, or solutions provisioned in other parts of Alberta.

### | SERVICE RESPONSE TIME

Sixty minutes, day or night. That's our guaranteed crisis response time. You'll speak directly to the team who'll be solving your problem the first time you call. Our Network Operations Centre (NOC) and its team of network specialists are on-call, 24-7. There's no call centre to go through. No Interactive Voice Response. Just us, talking directly to you.

### | REPAIR TIME

We've been installing and servicing fibre-optic networks in Calgary for 15 years, and our experience allows us to evaluate problems accurately and repair them quickly.