



Product Terms

MetroConnect

1. INTERPRETATION

- 1.1 Unless the context clearly indicates the contrary, any term defined in the General Terms when used herein, shall bear the same meaning as defined in the General Terms.
- 1.2 To the extent that there is any contradiction between the General Terms and these Product Terms the following order of precedence shall apply: (i) these Product Terms; and (ii) the General Terms.
- 1.3 By using or subscribing to the MetroConnect, Customer agrees that he/she/it has read, understand and is bound by:
 - 1.3.1 the General Terms and Conditions and Use Policies under “**General Terms**” and other notices under “**Notices**” on our Legal Website; and
 - 1.3.2 the Product Terms set out herein,
(collectively “the **MWEB Business Terms**”).
- 1.4 Customer’s use of MetroConnect indicates Customer’s acceptance without modification of the MWEB Business Terms, which will constitute a legal agreement between Customer and MWEB Business.
- 1.5 Unless the context clearly indicates to the contrary, the following words bear the meanings ascribed thereto:
 - 1.5.1 “**Application Form**” means the application form completed and signed by Customer for the initiation of the MetroConnect, as same may be amended from time to time in terms of the Agreement;
 - 1.5.2 “**ECA**” means the Electronic Communications Act No 36 of 2005, as amended;
 - 1.5.3 “**EVC**” means Ethernet Virtual Circuit;
 - 1.5.4 “**Equipment**” means the router (including software, hardware, cables, connectors, programmes, interfaces, associated media, printed materials, and/or on-line or electronic documentation associated with it) which meets the requirements of the MetroConnect Services selected by Customer in the Application Form, which router is either (i) provided by Customer; or (ii) owned by MWEB Business and rented to Customer in terms of the Equipment Rental Product Terms; or (iii) owned by MWEB Business and rented to Customer in terms of the Equipment Rent To Own Product Terms; or (iv) sold by MWEB Business to Customer in terms of the Equipment Purchase Product Terms, which Equipment shall enable connectivity to the MetroConnect Network;
 - 1.5.5 “**Equipment Purchase Product Terms**” means the terms and conditions applicable to the purchase of the Equipment by Customer from MWEB Business which are available at <http://www.mwebbusiness.co.za/legal/ProductTerms.aspx>;
 - 1.5.6 “**Equipment Rental Product Terms**” means the terms and conditions applicable to the rental of the Equipment by MWEB Business to Customer which are available at <http://www.mwebbusiness.co.za/legal/ProductTerms.aspx>;



Product Terms

MetroConnect

1.5.7 **“Equipment Rent To Own Product Terms”** means the terms and conditions applicable to the rental of the Equipment by MWEB Business to Customer which are available at <http://www.mwebbusiness.co.za/legal.aspx>;

1.5.8 **“Failover”** means a period within which the MetroConnect e-Line is not available to enable access and/or use of the Services being accessed via MetroConnect e-Line by Customer;

1.5.9 **“Failover Services”** means the: (i) Broadband Services; (ii) MWEB ADSL Services; and (iii) MWEB Connectivity Services (as defined in the Failover Service Product Terms), used by Customer to access and/or use the Services during Failover;

1.5.10 **“Failover Services Product Terms”** means the terms and conditions applicable to the Failover Services provided by MWEB Business to Customer in accordance with the Failover Product Terms which can be found under the name “Failover” at <http://www.mwebbusiness.co.za/legal/ProductTerms.aspx> under the heading “Product Terms”. Such Product Terms shall be applicable to Customer during a Failover as set out in clause 7 below and shall for these purposes be deemed to be included in the Agreement;

1.5.11 **“Force Majeure”** means any of the following events to the extent such events are beyond the reasonable control of a party-

- i. acts of God;
- ii. fires, floods or other catastrophes;
- iii. acts or failures to act of any governmental authority;
- iv. acts of war or civil disturbances;
- v. terrorism;
- vi. severe weather;
- vii. strikes and other labour actions;
- viii. theft and vandalism
- ix. other external aggression, including cable cuts; and
- x. other similar events beyond such party's reasonable control;

1.5.12 **“General Terms”** means the terms and conditions set out in the general terms and conditions for MWEB Business’ customers, which is available at <http://www.mwebbusiness.co.za/legal/GeneralTerms.aspx> under the heading “General Terms”;

1.5.13 **“Last Mile Fibre Line”** means physical fiber connection from Customer’s Equipment to MetroConnect Network;



Product Terms

MetroConnect

1.5.14 "**MetroConnect**" means the Services contemplated in these Product Terms which MWEB Business renders to Customer in accordance with Customer's choices, as set out in the Application Form under such heading or description comprising of: (i) the leasing of the MetroConnect e-Line to Customer; (ii) configuration of the Equipment; and (iii) the management of the MetroConnect e-Line on behalf of Customer, as contemplated in clause 5 below;

1.5.15 "**MetroConnect e-Line**" means the EVC provided by the Operator to MWEB Business which is a dedicated virtual transmission network connected between MWEB Business' network infrastructure and Customer's Equipment over the MetroConnect Network to provide access to and/or use of the MetroConnect by Customer and shall include any software, cables, connectors;

1.5.16 "**MetroConnect e-Line Fees**" means the fees which are payable by Customer to MWEB Business in respect of all fees and charges levied by the Operator to MWEB Business attributable to the MetroConnect e-Line, including, but not limited to application, installation maintenance, support and repair fees;

1.5.17 "**MetroConnect Network**" means the PECN operated by the Operator in terms of the provisions of the ECA over which the system is connected;

1.5.18 "**Operator**" means any municipality (established as such by the applicable Local Government Acts) and given the authority to provide the services by the ECA and Local Government Acts, Regulations and/or Notices, who will be responsible for the MetroConnect Network; and

1.5.19 "**PECN**" means private electronic communications network as defined in the ECA.

2. DURATION

2.1 MetroConnect shall commence with effect from the date of activation of MetroConnect by MWEB Business and endure for an initial period selected by Customer in the Application Form (hereinafter referred to as the "**Initial Period**"). Notwithstanding the aforesaid, the provisions of this clause 2.1 are subject to Customer's termination rights detailed in clauses 7.5, 7.6 and 7.11 of the General Terms where clauses 7.5, 7.6 and 7.11 of the General Terms are applicable to Customer.

2.2 Either Party may terminate MetroConnect at the end of the Initial Period by giving the other Party 3 (three) calendar months written notice of termination prior to the end of the Initial Period. Any notice of termination given by Customer during the Initial Period shall only become effective upon the expiry of the Initial Period.

2.3 If neither Party has given notice as contemplated in clause 2.2 above, MetroConnect shall endure indefinitely thereafter on the same terms and conditions, provided that either Party shall be entitled to terminate MetroConnect on 3 (three) calendar months written notice to the other to that effect.



Product Terms

MetroConnect

- 2.4 Notwithstanding the provisions of clause 2.1 and 2.2 above, Customer acknowledges that MWEB Business shall (without payment of any penalty of whatsoever nature), be entitled to terminate MetroConnect at any time during the Initial Period including any renewal period thereof, on 30 (thirty) days written notice to Customer should MWEB Business' agreement with the Operator terminate and/or in the event the Operator ceases to provide MetroConnect e-Line.
- 2.5 In the event of a termination, (and such termination does not fall within the provisions of clause 2.4 above), Customer's use of MetroConnect shall be deemed terminated. However, in the event that Customer logs on to MetroConnect following a termination, the terms and conditions of the Agreement will apply to Customer and Customer shall be liable to pay the full usage costs to MWEB Business however, this shall in no way constitute a revival of the Agreement between the Parties and MWEB Business shall furthermore be entitled to terminate MetroConnect without notice to Customer.
- 2.6 To the extent that MetroConnect provided to Customer is suspended by MWEB Business in terms of the provisions of clauses 9 and 12 of the General Terms or for any other reason whatsoever Customer acknowledges that it will forfeit its access to and/or use of MetroConnect, but Customer shall still be liable to pay the Service Fees during such suspension.

3. SERVICE FEES

- 3.1 Customer shall pay MWEB Business the Services Fees specified in the Application Form in accordance with the provisions set out in the General Terms.
- 3.2 Customer acknowledges that the MetroConnect e-Line Fees payable by Customer shall be deemed to be Service Fees and all provisions in the Agreement relating to the payment of the Service Fees will be applicable to the MetroConnect e-Line Fees. MetroConnect e-Line Fees might not be payable in advance, but in arrears. However MWEB Business may include such MetroConnect e-Line Fees in the Service Fees even if it is not due or paid by MWEB Business to the Operator yet, provided that the Operator has invoiced MWEB Business for such fees and charges.
- 3.3 Customer acknowledges that in the event that he/she/it moves and/or relocates to a different location and/or premises, MWEB Business shall charge Customer any fee chargeable by the Operator for the moving and/or relocation of the Equipment and/or Last Mile Fibre to new premises and/or location which includes without limitation the: (i) installation fees; (ii) penalty fees; (iii) line transfer fees; (iv) set up fees; and/or (v) any other fee that might be imposed on MWEB Business by Operator. Customer acknowledges and agrees that the aforementioned fees shall be included in Customer's monthly invoice, which shall be payable by Customer in accordance with the provisions of the General Terms.



Product Terms

MetroConnect

3.4 Customer acknowledges and agrees that the Services Fees are payable until the termination date and shall include any costs involved in the moving and/or relocation of the Equipment and/or Last Mile Fibre from Customer's premises and/or location to the new premises and/or location. Customer undertakes to pay all such Services Fees even if MWEB Business holds Customer liable for it after the termination date of the MetroConnect.

4. UNDERTAKINGS AND ACKNOWLEDGEMENTS

4.1 MWEB Business undertakes to use its reasonable endeavours to provide Customer with MetroConnect on a 24 (twenty four) hour per day basis on each and every day for the continued duration of MetroConnect Services.

4.2 Although MWEB Business uses reasonable care and diligence to ensure that MetroConnect is available, accurate, complete, correct, error-free, secure, up-to-date and/or reliable MWEB Business does not warrant, represent or in any way guarantee, either expressly or by implication that MetroConnect including the MetroConnect e-Line and the MetroConnect Network are available, accurate, complete, correct, error-free, secure, up-to-date and/or reliable. MWEB Business furthermore does not warrant, represent or in any way guarantee, either expressly or by implication the merchantability or fitness for a particular purpose. Customer therefore agrees that MetroConnect including the MetroConnect e-Line is rendered "*as is*" and "*as available*" and is used at Customers' own discretion and risk.

4.3 Customer acknowledges that the following circumstances and events may impact upon its access and/or use of the MetroConnect including MetroConnect e-Line and further that these circumstances and/or events are beyond MWEB Business' control: (i) use of MetroConnect including MetroConnect e-Line and the MetroConnect Network by other customers; (ii) limitations upon national and/or international bandwidth capacity including MetroConnect Network capacity; (iii) telecommunication service Operator failures, which includes telecommunication links, e-line failures, line failures; (iv) operating systems; (v) access technology failures; (vi) quality of service of telecommunication links, e-line or lines; (vii) any action, omission and/or failure by Customer and/or his/her/its systems, software, network and/or equipment which has an impact on MetroConnect and/or MetroConnect e-Line; and (viii) any other action, omission and/or failure not within MWEB Business' control which has an impact on MetroConnect.

5. TERMS AND CONDITIONS SPECIFIC TO METROCONNECT

5.1 MWEB Business will provide MetroConnect in accordance with Customer's selection, as indicated in Application Form subject to the Product Terms set out herein.

5.2 Customer acknowledges that:

5.2.1 in order to have access to the MetroConnect Services, a MetroConnect e-Line and the Equipment are required;



Product Terms

MetroConnect

- 5.2.2 MWEB Business will contract directly with the Operator in its own name for the MetroConnect e-Line to enable Customer's access to and use of the MetroConnect e-Line;
- 5.2.3 MetroConnect is provided subject to ECA, Operator's terms and conditions applicable to the MetroConnect e-Line and all applicable laws and regulations applicable from time to time;
- 5.2.4 MWEB Business will only provide Customer with access and/or use of the MetroConnect e-Line provided Customer pays the Services Fees set out in the Application Form;
- 5.2.5 MWEB Business will manage the MetroConnect e-Line on behalf of Customer.
- 5.3 Upon approval of MWEB Business' application for the MetroConnect e-Line, MWEB Business shall notify Customer on the date of installation of the Equipment and/or Last Mile Fibre Line (where applicable) and/or the date on which MWEB Business or the Operator will come to set up and configure the Equipment, which notification shall in MWEB Business' discretion be in writing.
- 5.4 MWEB Business and/or the Operator including any of their respective agents or contractors shall attend to:
- 5.4.1 the installation of the Equipment and/or Last Mile Fibre Line (where applicable); and/or
- 5.4.2 set-up and/or configuration of the Equipment
- during business hours and the relevant Service Fees shall be applicable. Customer shall allow MWEB Business and/or the Operator or their respective agents or contractors, all reasonable access to Customer's premises for the purposes set out in clauses 5.4.1 and 5.4.2 above. A signed confirmation by Customer (including his/her/its employee, representative, carrier, agent or nominee) that installation and/or set-up and/or configuration, whichever is/are applicable, of the Equipment and/or Last Mile Fibre Line was done shall constitute prima facie proof that it was done according to specification and Agreement.
- 5.5 Customer warrants that it shall have the necessary permissions to install the MetroConnect e-Line and/or Last Mile Fibre Line at its premises.
- 5.6 Customer shall supply the necessary consents and co-operation required by MWEB Business to enable MWEB Business to arrange for the:
- 5.6.1 installation of the Equipment (where applicable) and the Last Mile Fibre at Customer's premises (if necessary);
- 5.6.2 set up and configuration of the Equipment in order to enable Customer's access to and/or use of the MetroConnect e-Line.
- 5.7 Customer shall allow MWEB Business, its agents and/or the Operator all reasonable access to its premises for the purposes of the installation, set-up, configuration and maintenance and repair of the Equipment and/or MetroConnect e-Line.



Product Terms

MetroConnect

- 5.8 MWEB Business shall use its reasonable endeavours to comply with the agreed delivery and/or installation and/or set-up and/or configuration date/s, whichever is/are applicable, but Customer shall not be entitled to cancel MetroConnect or refuse to accept installation, set-up and or configuration because of MWEB Business' and/or Operator's failure to do so on such date/s.
- 5.9 Customer shall, without limiting the generality of the General Terms, not be able to hold MWEB Business, Operator and/or their respective agents and/or contractors liable under any circumstances, for any loss, damage, costs, expense or injury, including without limitation direct, indirect, incidental, special, punitive or consequential loss, loss of profit, loss of anticipated savings, loss of goodwill, loss of revenue, loss of customers or clients caused by or arising in any manner whatsoever from the installation and/or set-up and/or configuration of the Equipment and/or Last Mile Fibre or failure to do so on the agreed date/s.
- 5.10 Customer shall, without limiting the generality of the General Terms, not be able to hold MWEB Business liable under any circumstances, for any loss, damage, costs, expense or injury, including without limitation direct, indirect, incidental, special, punitive or consequential loss, loss of profit, loss of anticipated savings, loss of goodwill, loss of revenue, loss of customers or clients caused by or arising in any manner whatsoever (directly or indirectly) by/from Customer's breach of the aforementioned undertakings or warranties or for any damages caused to Customer's premises because of the installation of the Equipment and/or Last Mile Fibre. Customer furthermore hereby unconditionally and irrevocably indemnifies MWEB Business and agrees to hold MWEB Business harmless from and against any costs, losses, harm, liabilities, expenses, damages, fines or injury of whatever nature, directly and/or indirectly suffered or incurred by MWEB Business or for any such claims instituted against MWEB Business by a third party, including the Operator arising out of or relating to a breach of the aforementioned undertakings or warranties in or for any damages caused to Customer's premises because of the installation of the Equipment and/or Last Mile Fibre.
- 5.11 Customer acknowledges and agrees that:
- 5.11.1 the quality of the MetroConnect e-Line is dependent upon the quality and capacity available to the MetroConnect Network which is subject to any technological constraints affecting the Operator's network. Customer shall therefore not be entitled to terminate MetroConnect as a result of any impairment to the quality of the MetroConnect e-Line and/or quality and/or capacity of the MetroConnect Network which impacts on Customer's access and usage of the MetroConnect e-Line;
- 5.11.2 MWEB Business shall be entitled to change the MetroConnect Services at any time during the Initial Period and/or any renewal thereof on 30 (thirty) business days written notice to Customer;
- 5.11.3 he/she/it may not terminate MetroConnect, other than as contemplated in clause 2 above or in terms of clause 7.11 of the General Terms where clause 7.11 of the General Terms is of application to Customer, should such MetroConnect e-Line not be available to Customer at any stage during the term of MetroConnect for any reason whatsoever;



Product Terms

MetroConnect

- 5.11.4 the provision and/or availability of the MetroConnect e-Line is *inter alia* subject to the operation of the MetroConnect Network. MWEB Business does not have any control over such MetroConnect Network and therefore cannot take responsibility for any failures of the MetroConnect e-Line and/or the MetroConnect Network. MWEB Business shall however, use its reasonable commercial endeavours to attend to such failures in terms of any obligations placed on it in terms of these Product Terms;
- 5.11.5 the provision of the MetroConnect e-Line and/or any portion thereof by MWEB Business to Customer is subject to the approval of the Operator, the Authority, and/or any other approval required in terms of the ECA and/or any other law.
- 5.12 Notwithstanding anything that might indicate the contrary, Customer shall at all times comply with all terms and conditions and/or limitations imposed by the Operator on the MetroConnect e-Line for the duration of the MetroConnect Services.
- 5.13 Customer acknowledges and agrees that MWEB Business shall be entitled to terminate MetroConnect at any time during the Initial Period and/or renewal thereof:
- 5.13.1 for so long as Customer remains in material breach of its obligations in terms of these Product Terms and/or Agreement after receiving such due notice of such breach and after expiry of the period which the breach was to have been remedied;
- 5.13.2 for so long as Customer acts contrary to the provisions contained in these Product Terms and/or Agreement and/or these Product Terms;
- 5.13.3 if the quality of the MetroConnect e-Line or the operation of the MetroConnect Network is adversely affected owing to any act or omission of Customer;
- 5.13.4 if any Customer equipment and/or device infringes the intellectual property rights of any person, MWEB Business and/or the Operator;
- 5.13.5 upon request thereto by the Operator pursuant to a breach by Customer of any of the terms and conditions applicable to the access and/or use of the MetroConnect e-Line;
- 5.13.6 if Customer's access and/or use of MetroConnect e-Line is in contravention with MWEB Business' policies, ECA and/or any Act or regulation applicable to the access and/or use of MetroConnect e-Line; and/or
- 5.13.7 should the Operator cease to provide MWEB Business with MetroConnect e-Line.
- 5.14 Customer acknowledges that termination of the MetroConnect shall automatically terminate Customer's access and/or use of the MetroConnect e-Line.



Product Terms

MetroConnect

5.15 Upon termination of the MetroConnect for any reason whatsoever Customer shall supply the necessary consents and co-operation required by MWEB Business to enable MWEB Business to arrange for the removal of the Equipment (if rented from MWEB Business as envisaged in the Equipment Rental Product Terms), and Last Mile Fibre (if installed) from Customer's premises.

5.16 Customer acknowledges that:

5.16.1 MetroConnect Network is not available everywhere;

5.16.2 he/she/it is responsible for ensuring that MetroConnect Network is available should he/she/it decide to move and/or relocate to another premises or locations;

5.16.3 he/she/it shall not be allowed to terminate MetroConnect including the Agreement should he/she/it move to a location and/or premises where the MetroConnect Network is not available. In the event of termination, Customer shall remain liable to pay MWEB Business for the remainder of the Initial Period including the renewal period should he/she/it terminate MetroConnect and/or the Agreement prior to the expiry of such Initial Period and/or renewal period;

5.16.4 he/she/it shall remain liable to pay the set up fees incurred by MWEB Business to install, set up and/or configure the Last Mile Fibre Line and/or the Equipment (where applicable) at the new location and/or premises;

5.16.5 he/she/it shall not be allowed to downgrade the line speed of the MetroConnect e-Line during the Initial Period;

5.16.6 he/she/it is allowed to upgrade the line speed of the MetroConnect e-Line at any time during the Agreement provided that such upgrade is done via MWEB Business' sales department.

5.17 **Customer acknowledges and agree that:**

5.17.1 in the event that the MetroConnect is unavailable to Customer for a continuous period of more than 72 (seventy two) hours, Customer shall, upon proof thereof and on terms acceptable to MWEB Business and/or the Operator of claims against it, be entitled to a credit on the monthly invoice in relation to the Customer affected and to that month, *pro rata* to the number of days in which MetroConnect e-Line was unavailable, provided that such unavailability is not a result of –

5.17.1.1 a Force Majeure; or

5.17.1.2 any act or omission of the part of Customer and/or the Operator.

5.17.2 MWEB Business shall (without limiting the provisions of the General Terms and/or the law), not be liable to compensate Customer for any loss or damage incurred as a result of unavailability of the MetroConnect e-Line, otherwise than provided for in this clause 5.17.1 above;



Product Terms

MetroConnect

5.17.3 in the event that the MetroConnect e-Line is unavailable to Customer for a continuous period of more than 72 (seventy two) hours and the unavailability is due to a fault attributable to the Last Mile Fibre Line which connection has been damaged as a result of any Force Majeure event including but not limited to theft or vandalism, MWEB Business and the Operator will use their respective reasonable efforts to correct such fault as soon as is reasonably possible;

5.17.4 he/she/it shall (without prejudice to MWEB Business rights to claim payment for any outstanding amount for the services rendered), be entitled to terminate MetroConnect on 30 (thirty) days written notice to MWEB Business should the MetroConnect e-Line remain unavailable for a period of 3 (three) consecutive weeks as a result of a major suspension to the MetroConnect Network.

5.18 For the avoidance of doubt, Customer shall remain liable to pay MWEB Business the Services Fees during the period of unavailability as set out in clause 5.17 above.

6. NEW PREMISES AND/OR LOCATION

6.1 Customer acknowledges that in the event that he/she/it decide to move and/or relocate to a different location and/or premises, MWEB Business:

6.1.1 shall subject to the provisions of clause 3.3 above, move and/or relocate Customer's Equipment and/or Last Mile Fibre to the new premises and/or location;

6.1.2 may extend Customer's Agreement including these Product Terms to the same term that was originally selected by Customer in the Application Form.

7. FAILOVER (IF SELECTED)

7.1 Customer further acknowledges and agrees that:

7.1.1 in the event of a Failover of the MetroConnect e-Line, MWEB Business shall in its own discretion route Customer's current services ("the **Services**"), with MWEB Business to any of the Failover Services selected by Customer in the Application Form for Failover purposes;

7.1.2 MWEB Business shall provide Customer with access to and use of the Services subject to the terms and conditions applicable to: (i) each of the Services; and (ii) the Failover Services Product Terms;

7.1.3 MWEB Business will only provide Failover Services if Customer has selected Failover Services in the Application Form; and

7.1.4 termination of the Failover Services will not terminate the MetroConnect Services.

8. SERVICE LEVEL AGREEMENT

8.1 MWEB Business will provide Customer with the MetroConnect Services set out herein in accordance with this Service Level Agreement ("Service Level Agreement").



Product Terms

MetroConnect

- 8.2 MWEB Business will maintain an average availability of 99.7% service uptime, subject to the exclusion of any downtime, outage or interruption or unavailability of the Service, as a result of, or caused by:
- 8.2.1 any downtime, outage, interruption or unavailability of the Service caused by the services or facilities, including telecommunication facilities or network telecommunication facilities, of an external or third party telecommunications or network provider, including the Operator to which the MetroConnect e-Line is connected;
 - 8.2.2 any outage, interruption or unavailability caused by Customer's Equipment, software and/or applications;
 - 8.2.3 scheduled downtime, planned maintenance, outage, interruption in or unavailability of the MetroConnect for general, maintenance, enhancements, upgrades or modifications (or of an otherwise scheduled nature). MWEB Business shall use its reasonable endeavours to notify Customer of such downtime and shall furthermore use its reasonable endeavours to do such at least 24 (twenty four) hours prior notice of such scheduled downtime;
 - 8.2.4 Force Majeure;
 - 8.2.5 any action or omission of the Customer, including without limitation, accidental damage, operator errors, abnormal operating conditions, the connection of unauthorised peripheral equipment, improper use, misuse, neglect or abuse of the Service;
 - 8.2.6 any factor beyond the reasonable control of MWEB Business; and
 - 8.2.7 any interruption or unavailability which falls outside of normal business hours, unless after hours support service is agreed upon by the Parties;
- 8.3 All service requests and technical support calls can be logged 24 hours per day, 365 days per year with MWEB Business' Technical Assistance Centre by:
- 8.3.1 E-mail premier@mweb.com
 - 8.3.2 Telephone 0860 000 158
- 8.4 Customer will be required to provide the Technical Assistance Centre with its name, customer number, contact person, contact details and a complete description of the problem.
- 8.5 MWEB Business will endeavour to resolve the problem immediately. Should MWEB Business' Technical Assistance Centre not be able to resolve the problem immediately, the problem will be escalated as follows:
- 8.5.1 Supervisor – Technical Assistance Centre
 - 8.5.2 Manager – Technical Assistance Centre
 - 8.5.3 Second Level Support Manager



Product Terms

MetroConnect

8.5.4 Technical Operations Manager

8.6 MWEB Business will keep Customer informed of the progress of the problem resolution. MWEB Business will endeavour to adhere to the following times (in business hours) with regard to feedback:

8.6.1 Critical Disruptions: Total loss of all services	1 hour
8.6.2 Service Disruptions: Serious degradation of services	2 hours
8.6.3 Service Incidents: Minor loss/degradation of services	4 hours
8.6.4 Service Queries: No loss/degradation of services	4 hours