



SERVICE LEVEL AGREEMENT FOR DARK FIBER SERVICES

PART 1: SERVICE AVAILABILITY LEVEL AND REBATE IN FEE

This Service Level Agreement (hereinafter referred to as 'SLA') to the MSA/SOF or any other form of commercial agreement (hereinafter referred to as "Agreement") signed by SEAX and the Customer, outlines the service performance level of the dark fiber services ("Dark Fiber Services"), terms and conditions of this SLA, Terms and Conditions of Network & Support Services, Level of Service Availability, Rebate calculation and Fault Reporting Procedure provided by SEAX to the Customer.

1.0 Definition and interpretation

1.1 Definition

All terms used herein and not otherwise defined are used and defined in the Agreement.

In this SLA, unless the context otherwise specifies, the following terms shall have the same meanings as set forth below:-

"Corrective Maintenance" means any planned or unplanned task that corrects a problem with an asset for the purpose of returning such asset to optimal working order.

"Equipment" means Customer's related communication equipment that is owned, installed and maintained by the Customer or subscribed by the Customer from a third-party provider to facilitate access to the Dark Fiber Services.

"Force Majeure Event" means in relation to a Party, an event out of such Party's reasonable control and not caused by such Party's default or negligence, including without limitation any flood, fire, lightning, earthquake, storm, explosion, meteor, accident, embargo, blockade, strikes, riot, cable cut, any kind of war, act of terrorism or of the public enemy, vandalism, power outage, labour dispute or shortage, pandemic, epidemic, government acts, directives, approvals, consent, laws, regulations or licensing requirement, or act of God.

"Fault Reporting Procedure" means refers to the procedure as appended in this SLA.

"Network & Support Services" means the agreed services that shall be provided to the Customer according to this SLA.

"Outage" means deficiencies in the Dark Fiber Services or the status of the Dark Fiber Services falling below the Service Level.

"Outage Time" means the period from the date on which the Outage occurs to the date when such Outage has been resolved to the satisfaction of the Customer (both days inclusive).

"O&M Charge" refers to Operation and Maintenance Monthly Recurring Charges, being the recurring monthly fee for the Dark Fiber Services paid by Customer to SEAX pursuant to the SOF and the Agreement signed between both parties;

"Preventive Maintenance" means the regular and routine maintenance of equipment and asset to keep them running and prevent any costly unplanned downtime from unexpected failure.

"Rebate" means a percentage of the of installation charge ("Installation Charge") of the said the Dark Fiber Services or equivalent monthly O& M Charge as more particularly set forth in Clause 10 of this SLA.

"Relocation Events" means the adjustment of existing SEAX fiber optics infrastructure into a new location as instructed by the displacing agency such as Malaysia local authorities in order to permit new facilities construction

"Scheduled Maintenance" means the maintenance activities which SEAX may undertake to repair the circuit by prior written notification to the Customer in accordance with this SLA.

"Service Level Availability" means the guarantee by SEAX in respect of the Service Availability and other performance criteria in the provision of the Dark Fiber Services as set out under this SLA.

“Service Term” means the full period of Dark Fiber Services and as stated in the SOF;

“Service Level” means the level of support services for the performance of the Dark Fiber Services, the Agreed Service Availability and the quality of the Dark Fiber Services as specified in this SLA.

2.0 SCOPE OF SERVICE LEVEL AGREEMENT

2.1 The parties agree that this SLA shall apply to the Dark Fiber Services including the installation, testing, commissioning, maintenance and support services.

2.2 Upon Dark Fiber Services ordered by the Customer, SEAX shall, within the provisions herein:

- a) complete the installation, testing and commissioning of the Dark Fiber Services; and
- b) provide the network & support services throughout the Service Term to the reasonable satisfaction of the Customer. The Customer agrees to accept the said Dark Fiber Services under the terms and conditions of this SLA.

3.0 AMENDMENT AND VARIATION TO SLA

3.1 Subject to mutual agreement of the parties, this SLA may be varied and any such additions, reductions, or alterations may be affected in writing and signed by the parties from time to time.

4.0 HANDOVER OF DARK FIBER SERVICES

4.1 SEAX shall use its best endeavours to ensure that the Dark Fiber Services meet the ITU-T G.652D standard for terrestrial cable and G.654C for submarine cable. The handover of the Dark Fiber Services is in accordance to the agreed project schedule and test plan. However, in the event of a delay due to circumstances beyond SEAX's control or SEAX's infrastructure constraint, SEAX shall advise the Customer of the delays and the handover period will be reviewed, negotiated and agreed upon with the Customer.

5.0 DESIGN AND CONFIGURATION

5.1 SEAX shall be and remain solely responsible for the correct design of the Dark Fiber Services. If modifications or changes are necessary for the Dark Fiber Services to function in accordance with the Customer's network requirements, the Customer shall be informed prior to such modifications/changes including the additional charges, if any, that the Customer shall be required to pay. SEAX shall be responsible for the cost of the initial configuration and modifications to SEAX own network, if any, for the completion and commissioning of the Dark Fiber Services to suit the Customer network requirements.

5.2 SEAX shall provide the most efficient and cost-effective design and configuration of the Dark Fiber Services in accordance with the Customer's network requirements.

5.3 SEAX shall monitor the performance of the Dark Fiber Services using suitable tools available from time to time in order to achieve highest efficiency and where the co-operation of Customer is required, SEAX shall inform the Customer, who will give provide such reasonable co-operation accordingly.

6.0 INSTALLATION AND TESTING

6.1 The Dark Fiber Services to be delivered by SEAX shall be subjected to the acceptance test (“Acceptance Test”) (in respect of which the parties shall provide reasonable co-operation and assistance) during the pre-installation period and whenever the Acceptance Test is/are conducted, the Customer reserves the right to reject the Dark Fiber Services if the Acceptance Test indicate that the Dark Fiber Services or any part thereof do not reasonably meet the relevant technical specification.

6.2 The installation, testing and commissioning for all network connectivity shall be within such time frame as stated in the SOF or mutually agreed by the parties in writing.

7.0 MAINTENANCE AND SUPPORT

- 7.1 SEAX shall during the Service Term, provide maintenance and support services no less than those requirements stipulated under the procedure and escalation as appended in Annex 1 of this SLA.
- 7.2 In relation to the Dark Fiber Services, SEAX shall maintain the Dark Fiber Services effective from the respective Dark Fiber Services commencement dates as specified in the certificate of acceptance ("COA").
- 7.3 The Customer shall allow SEAX's personnel or employee including its agents or contractors such reasonable access to the Customer's premises to perform installation, testing or maintenance or any related work under this SLA.
- 7.4 SEAX shall allow the Customer's personnel or employee including its agents or contractors such reasonable access to the optical distribution frame ("ODF") located in Premises within SEAX's control to maintain such optical distribution frame ("ODF").

8.0 SCOPE OF RESPONSIBILITY (IN GENERAL)

- 8.1 SEAX's responsibilities is to:
 - a) Provide technical recommendation in conducting the site preparation.
 - b) Identify and provide the required Dark Fiber Services.
 - c) Conduct testing and commissioning.
 - d) Conduct the Acceptance Test and prepare the COA.
 - e) Provide maintenance technical support services towards the Service Level.
- 8.2 Customer's responsibilities is to:
 - a) Participate in technical discussions and provide necessary information associated with the Dark Fiber Services.
 - b) Adhere to the network requirements including the protocol standard to ensure compatibility, conformance to the international industry standards such that problems and integration issues can be avoided and resolved.
 - c) Adhere to procedures and processes outlined in this SLA to ensure smooth and efficient execution of the Dark Fiber Services between the parties.
 - d) Monitor and manage all devices that belong to the Customer in relation to the Dark Fiber Services.
 - e) Participate in the testing and commissioning of and for the Dark Fiber Services to be conducted by SEAX.
 - f) Inspect and verify the Acceptance Test and sign the COA accordingly.

9.0 SERVICES PROVIDED AND SERVICE LEVEL

- 9.1 Provisioning of the Dark Fiber Services
 - 9.1.1 The installation, testing and commissioning of the Dark Fiber Services shall be conducted in the following manner:
 - a) Site Preparation:
Prior to the installation of the Dark Fiber Services, SEAX shall recommend the site preparation plan as and when required by the Customer.
 - b) Installation, testing and commissioning the Dark Fiber Services:
During the installation, testing and commissioning period, SEAX may require the Customer's reasonable participation in ensuring the Dark Fiber Services reasonably satisfy the Customer's requirements and specifications. This means both parties shall be present at the location for the purpose of Dark Fiber Services commissioning and the Customer shall allow SEAX's personnel including their agents or subcontractors such reasonable access to the site (where applicable) to perform the said installation, testing and commissioning of the Dark Fiber Services.
 - c) COA:
Upon successful completion of the Acceptance Test, SEAX shall issue the COA to the Customer as well as the service commencement date ("Service Commencement Date") of the relevant Dark Fiber Services. If the COA is not accepted by the Customer within three

(3) business days from the receipt of the COA, the COA shall be deemed to have been accepted.

9.2 Operation, support and maintenance

- 9.2.1 SEAX shall monitor and manage the Dark Fiber Services network using the optical time-domain reflectometer (“OTDR”) and other available tools towards the Service Level.
- 9.2.2 SEAX shall manage faults in the Dark Fiber Services or any part thereof proactively prior to the Customer’s report or aggressively in response to the Customer’s report.
- 9.2.3 Escalation Procedure
Upon fault notification received from the Customer, trouble escalation shall be conducted at any time and not later than 60 minutes after the first level support / restoration attempt.
- 9.2.4 Restoration Acknowledgment
Upon restoration or resolution of the fault, the Customer shall be notified and asked for confirmation and acknowledgment to SEAX of the restoration or resolution of the fault before the docket number issued by SEAX is closed.
- 9.2.5 Scheduled Outage / Maintenance
Scheduled outage/maintenance are to carry out a set of interventions due to the occurrence of an event not linked to the regular application of Preventive Maintenance; these interventions have to be planned out of a recovery process with SLA assessment, plan activity request (“PAR”) shall be issued by SEAX to the Customer for each maintenance work at least two (2) weeks before the scheduled date and subject to the Customer’s approval if the scheduled date for such maintenance work is other than as stipulated in the yearly schedule which is to be provided in advance by SEAX.
- 9.2.6 Unscheduled Outage / Corrective Maintenance
Unscheduled outage/maintenance are maintenance work which are carried out due to breakdowns or unexpected circumstances taking into account that the remote first diagnosis and the definition of the faulty equipment/network are carried out by the Customer in the frame of the Network operation. The on-site interventions are triggered by the operation team; the first level maintenance includes tasks such as replacements of hardware/system or fiber cable repair work. The on-site Corrective Maintenance service provides on demand on- site intervention for neutralization of Dark Fiber Services, as further described herein.
- 9.2.7 Preventive Maintenance
Preventive maintenance is carried out on-site in accordance with the agreed-upon preventive maintenance plan and constraints of the network and after agreement on the planned service-window with the Customer. A field service report summarizing the work performed, observations made and recommendations will be provided. This maintenance is performed out of the time frame of Corrective Maintenance.

10.0 AGREED SERVICE AVAILABILITY (“SA”)

- 10.1 In respect of the Dark Fiber Services in a circuit, it is hereby agreed that the level of service availability per month shall not fall below 99.0% (hereinafter referred to as “Agreed Service Availability”).
- 10.2 Service availability (“SA”) is the percentage of time (measured in minutes) in a given period (monthly) whereby the Dark Fiber Services is capable of carrying traffic in accordance to the standards practised in the telecommunications industry.

Service Availability is calculated for each circuit as follows:-

$$SA_{\text{per Circuit}} = \{1 - (X/Y)\} \times 100 \%$$

Where:

X is the total outage time in minutes in a month in respect of the circuit, Y is the total time measured in minutes for the corresponding month
Month (or monthly) refers to the period between the first day of a month to the last day of the

month

- 10.3 In SA calculation, the outage time for each event of service non-availability shall commence from the time of notification as logged via trouble ticket/email by the Customer and shall end upon restoration of the Service as evidenced by the reason for outage report (“RFO”) sent by SEAX to the Customer. Service non-availability is an event whereby the Dark Fiber Services is not able to carry traffic from end-to-end in the Link.
- 10.4 Any request for service credit must be made in writing and must be received by SEAX not later than thirty (30) days after the applicable outage. Notwithstanding anything to the contrary, the duration of the outage period will be determined by SEAX based on its internal records and the trouble ticket and log.

11.0 EXCLUSION IN SA CALCULATION

- 11.1 In the calculation of the SA, periods of non- availability or breakdown of Dark Fiber Services shall be excluded to the extent that such non- availability resulted from one or more of the following causes:
- a) Failure or default of the Equipment or infrastructure or internal wiring of Customer located at the Customer’s Premises (unless such failure or default is caused by the act, default, negligence or omission of SEAX and/or its employees, agents, carriers and sub-contractors);
 - b) Submarine cable failures;
 - c) Force Majeure Event;
 - d) Scheduled outage/maintenance and preventive outage/maintenance as described in this SLA;
 - e) Failure of the Customer provided local access facilities used to access the network;
 - f) Failure of any third-party offnet components;
 - g) Failure of any components that SEAX cannot correct because Customer is inaccessible; or the Customer’s negligence or wilful misconduct or the negligence or wilful misconduct of others authorized by Customer to use the Dark Fiber Services;
 - h) Outages attributable to the Customer premises equipment (“CPE”); any third-party equipment; or any Customer application on a covered circuit; and/or
 - i) Deferment of service restoration request by Customer.
- 11.2 Save as expressly set forth in this SLA, all conditions and warranties, express or implied, statutory or otherwise, (including but not limited to any concerning the fitness of the Dark Fiber Services or any part thereof for a particular purpose) are hereby excluded.

12.0 REBATE CALCULATION

- 12.1 At the end of each calendar month, the rebate calculation will be performed together with the Service Availability calculation.
- 12.2 The table for Rebate percentage is stipulated as below: -

No.	Type of Dark Fiber Services	Type of Rebate
	Domestic & International Dark Fiber Services	Rebate for Late delivery (%, percentage of Installation Charge of Lease or equivalent monthly O&M Charge)
1.0	Late Delivery	SEAX fails to commit with the RFS date(s) agreed by the parties. (Exclude delay caused by Customer, Force Majeure and reasons beyond SEAX’s control)
1.1	Delay 1 day - 3 days	5%
1.2	Delay 4 days - 7 days	8%
1.3	Delay 8 days – 15 days	10%
1.4	16 days and above -	15% (Maximum)
2.0	Monthly Service Availability	Rebate for SA (%, percentage of MRC of Lease or equivalent monthly O&M Charge)
2.1	99.0% ≤ Availability ≤ 100.00%	0%

2.2	98.5% ≤ Availability < 99.0%	3%
2.3	98.0% ≤ Availability < 98.5%	5%
2.4	97.5% ≤ Availability < 98.0%	8%
2.5	97.0% ≤ Availability < 97.5%	10%
2.6	Less than 97.0%	15% (Maximum)

APPENDIX 1



SEAX OPERATION CENTRE

SEAX provides its customers with answers to any network queries and resolves any network fault or trouble issues through its SEAX Operations Centre (SOC) with the purpose of delivering the highest level of service and satisfaction to the customers.

The following provides information on SEAX processes for responding to any network queries, resolving faults and answering any trouble issues.

1. SEAX Operations Centre (SOC)

SEAX's SOC serves as the Customer's entry point for all service outage reports and other service-related faults. The SOC provides 24x7 and is fully integrated with SEAX network surveillance and Fault Resolution. We are staffed by customer service professionals specialized in the telecommunications industry, all with technical backgrounds and customer management training. Service outages and other service-related faults shall be dealt with expeditiously upon the opening of a trouble ticket per the procedures in this document.

The mandate of the SOC is to follow up on faults identified by customers or by SEAX's Network Management Systems and processes. After screening the inquiry, the SOC opens a trouble ticket for action by the appropriate parties in the team. The SOC is the owner of the Escalation and feedback process for customer complaints within SEAX network. Working with SEAX's SOC, the SOC will track all faults until their resolution.

Our engineers, technicians, and support staff monitor network operations and capacity continuously to ensure stated service levels are achieved. SOC engineers/technicians conduct network surveillance and fault resolution activities based on network alarms and/or customer reports originating within the SOC.

The SOC can be reached through any of the following methods:

- SEAX Operations Centre 24x7 Hotline:
 - Malaysia : 1-1800-87-7329
 - Singapore : 1-800-418-7329

- SEAX Operations Centre Email: soc@seax.net

2. Reporting Procedures

Customer should immediately report any service outages or other service faults to SOC. Our preferred method of receiving communication is via telephone.

When contacting the customer service, please provide the following information:

- Circuit ID, company name, Your name and telephone number
- Date and time of fault occurrence(s)
- Outage or impairment status (Facility Fault)
- Short and concise description of the problem including all test results

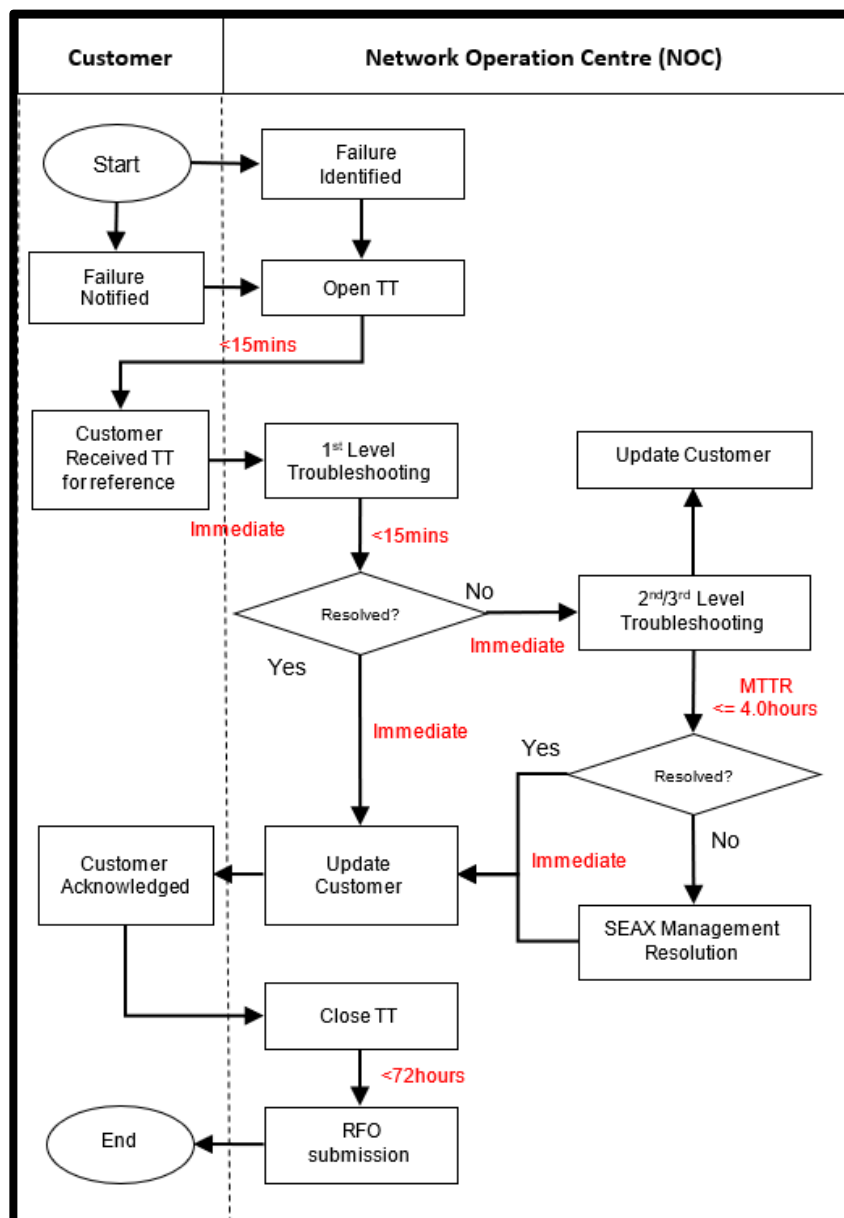
Upon notification of a Service Outage, the SOC representative will enter all information into a computerized fault management system. The SEAX's fault ticket reference number will be provided to the Customer and should be used

every time customer service is contacted.

3. Resolution Procedures

Upon notification of a service outage or other service deficiency, the SOC will take action. Since SEAX is an international telecommunications and data carrier, the service outage or service deficiency may be related to a particular link with a foreign carrier or localized within the territory of a foreign administration. In that case, the SOC will co-ordinate the testing and repair work with the foreign carrier or administration. We will follow the progress of this work, keeping the customer advised of the fault resolution process and ensuring rapid fault resolution.

4. Escalation Process Flow



5. Customer Updates

The SOC is responsible for comprehensive status feedback to customers to ensure an awareness of where actions are in the process. Feedbacks to customers are given as per the standard procedures or as negotiated with the Customer in said Customer's Service Level Agreement (SLA).

6. Fault Restoration and Escalation

SEAX maintains aggressive goals for 4 hours Mean Time to Restore (“MTTR”). The MTTR shall be the monthly average time SEAX took to restore service for all the fault incidents for the Dark Fiber acquired by Customer, measured from the time each fault is reported by Customer to the time SEAX confirms that the fault is restored, excluding fault incidents where SEAX is prevented or restricted from restoring the service owing to matters that are not within SEAX’s control. For the avoidance of doubt, the MTTR is calculated as follows:

Total time in a particular month taken to restore fault incidents for Dark Fiber routes during the same month as described above divided by total number of fault incidents in the same month

However, this MTTR excludes:

- (i) Inability of SEAX to access Customer’s premises or third-party premises where such inability does not result from SEAX’s acts or omissions. The MTTR for faults in such locations shall commence from the time that access is granted by the facility owner and in line with their guidelines.
- (ii) Unavailability of permits or licences from third parties, including road digging permits and licences from a building owner or manager that are required. Where permits are required the delay cause by obtaining the permit is excluded. For example, delay due to legal or regulatory requirements or directives including but not limited to repairs requiring a professional engineer’s design for structural support work (eg in the case of deep excavations);
- (iii) Relocation Events and Force Majeure Events
- (iv) Scheduled Maintenance or planned outage

7. Trouble Ticket (TT) Closure

Once the fault has been corrected, customer service will contact the Customer to ensure that they are satisfied that the problem has been corrected. The trouble ticket will only be closed after gotten the confirmation and agreed by the customer. The Customer will be provided with at least twenty-four (24) hours to re-test and confirm the problem has been resolved. Should there be no response received within 24 hours, the trouble ticket will be closed automatically.

8. Reason for Outage (RFO)

Upon restoration of the Customers' network to its original state, SEAX SOC shall provide the Reason for Outage (RFO) report to the Customer within 76 hours.

9. Fault Escalation and Incident Severity Definition

Problems are divided into several severity levels depending upon the availability of the system and the overall impact to service performance. Fault escalation shall be conducted according to the table appended below:

SEVERITY LEVEL	DEFINITION
Severity 1)Critical(<p>An incident that results in a critical business impact, i.e. the Customer's business suffers significantly. The immediate priority is to restore the service. The following situations are classified as severity level emergency:</p> <ul style="list-style-type: none"> ● A major service outage ● Node Down or degrading Performance of Backbone network. ● Intermittent Node crashes or fail ● Any Card restart or fail Intermittently

<p>Severity 2)Major(</p>	<p>An incident that results in some business impact or situation that may result in emergencies. Major problems or degradations that require immediate action to restore the service:</p> <ul style="list-style-type: none"> ● Loss of service or a segment of the network is down or performance is seriously degraded. ● Large restart/ with reload ● A disturbance affecting communication with other operators.
<p>Severity 3)Minor(</p>	<p>An incident that results in a minimal business impact or severe problems or disturbances affecting a specific area of function. The immediate priority is to begin collecting data to analyze and identify root cause. The following situations are the example of a medium severity:</p> <ul style="list-style-type: none"> ● Intermittent component failure or Intermittent issues causing brief service outages or degraded performance. ● A disturbance degrading performance of the system and/or part of the system with minor impact to the system. ● Small restart ● Error occurrence
<p>Severity 4)Low(</p>	<p>No Service impact</p>

10. Type Definitions for Maintenance categories

The standard definitions for each type of maintenance category are defined in the table below. Notice of Scheduled Maintenance will be provided to the Customer's designated point of contact.

TYPE	DEFINITION
<p>Emergency</p>	<p>Unscheduled work only needs to resolve a problem or potential problem that may be raised as an Emergency Maintenance. This work must be in response to either a potential network/customer outage or a problem that could result in a service impact if not rectified. We will make every effort to notify customers of Emergency Maintenance activities as soon as possible.</p>
<p>Critical (Urgent)</p>	<p>Urgent Maintenance refers to corrective action procedures that is required to correct network conditions that are likely to cause severe service degradation. Some degradation of service may be experienced during this time frame. The Customer will be notified 48 hours in advance via email. The following situations are classified as Urgent Maintenance:</p> <ul style="list-style-type: none"> ● Cable relocation to make way for any constructions. ● Third Party Planned works such as utility pole relocation or pole demolition.
<p>Pre-Authorized</p>	<p>Preauthorized maintenance is any planned work that affects the Customer or has the potential to affect to the Customer, but impact and execution time has been discussed and authorized by the Customer before the maintenance is due to commence. Notice of the Scheduled Maintenance will be provided to the Customer via email at least 7 calendar days prior to the start of maintenance work. If the said timeframe conflicts with the Customer's on-going activity on the specified date, SEAX will make every effort to reschedule this maintenance activity to a mutually agreed date and time.</p>

11. Mean Time to Restore (MTTR) & Response Time



Incident Category	Incident Definition	Type of Failure	Response Time / Reporting Interval			Mean Time to Restore)MTTR(
			SOC to Customer	SOC to FO	3 rd Party to SOC	SEAX to Customer	3 rd Party to SEAX
Severity 1	<ul style="list-style-type: none"> ● Critical Incident ● An incident that results in a critical business impact, i.e. the Customer's business suffers significantly. The immediate priority is to restore service, not troubleshoot the problem 	<ul style="list-style-type: none"> ● A major service outage ● Node Down or degrading Performance of Backbone network. ● Intermittent Node crashes or fail ● Any Card restart or fail Intermittently 	<ul style="list-style-type: none"> ● Immediate, <15 minutes 		<ul style="list-style-type: none"> ● Immediate, 15 minutes 	<ul style="list-style-type: none"> ● According to SLA Agreement Mostly <= 4 hours) 	<ul style="list-style-type: none"> ● Immediate, <= 4 hours
Severity 2	<ul style="list-style-type: none"> ● Major Incident ● An incident that results in some business impact or situation that may result in emergencies. Major problems or degradations that require immediate action 	<ul style="list-style-type: none"> ● Loss of service or a segment of the network is down or performance is seriously degraded. ● Large restart/ with reload ● A disturbance affecting communication with other operators. 	<ul style="list-style-type: none"> ● Next update: Every 30 minutes 		<ul style="list-style-type: none"> ● Next update: Every 30 minutes 		
Severity 3	<ul style="list-style-type: none"> ● Minor Incident ● An incident that results in a minimal business impact or severe problems or disturbances affecting a specific area of function. The immediate priority is to begin collecting data to analyze and identify root cause 	<ul style="list-style-type: none"> ● Intermittent component failure or Intermittent issues causing brief service outages or degraded performance. ● A disturbance degrading performance of the system and/or part of the system with minor impact to the system. ● Small restart ● Error occurrence 	<ul style="list-style-type: none"> ● Immediate, < 15 minutes ● Next update: When applicable 	<ul style="list-style-type: none"> ● Immediate, for 2nd Level Support (when applicable) 	<ul style="list-style-type: none"> ● Immediate, within 1 hour ● Next update: Within office hours 	<ul style="list-style-type: none"> ● Within 1 business days 	<ul style="list-style-type: none"> ● Within 24 hours
Severity 4	<ul style="list-style-type: none"> ● Low Incident ● General Complaint or documentation error 	<ul style="list-style-type: none"> ● No Service Impact 				<ul style="list-style-type: none"> ● Within 3 business days 	

12. Escalation Matrix

 Fault Reporting & Escalation Matrix		LEVEL	TRIGGERS	ESCALATION CONTACT	TEL NO	EMAIL
<p>SEAX MALAYSIA SDN BHD Level 19-11 Q Sentral 2A, Jalan Stesen Sentral 2, KL Sentral, 50470 Kuala Lumpur, Malaysia Tel : 1800 87 7329 (Toll-Free)</p> <p>SUPER SEA CABLE NETWORKS PTE LTD 133 New Bridge Road, #18-03 Chinatown Point, Singapore 059413 Tel: 1800 418 7329 (Toll-Free)</p> <p>PT. SEAX INDONESIA PRATAMA Gedung Office 8 Lantai 23, Unit D, SCED Lot.28 Jl. Jend. Sudirman Kav.52-53, Senayan, Kebayoran Baru Jakarta Selatan-Indonesia. Tel: +62 811-5721-993</p> <p>www.seax.net</p>		0	Immediate	SEAX Operation Center (SOC) 24x7 Fault Reporting	1800 87 7329 (MY) 1800 418 7329 (SG)	soc@seax.net
		1 st	2 hour	SOC Manager Muhamad Thariq Othman	+60 19 213 7119	thariq@seax.net
		2 nd	4 hours	Head of Network Operation Mohd Nurul Anuar Haji Sha'ri	+60 13 222 2173	anuar@seax.net
		3 rd	8 hours	Chief Technology Officer Mohd Zuri Daud	+60 13 205 0566	zuri@seax.net