

Internet Access SLA

Scope of Schedule

1.1 This schedule describes the service level agreement (SLA) for the following products and services:

- NetDSL (all variants)
- NetEFM + N
- NetEFM Dual / Quad
- NetConnect 2000
- NetConnect Bonded 4000
- NetConnect E (all variants)

Responsibilities

1.1 GPS Telecoms Ltd responsibilities

- GPS Telecoms Ltd Business is responsible for: The Internet Access platform
- Internet peering relationships
- The customer circuit(s) to the platform
- Public IP address lease from the GPS Telecoms Ltd block
- Reverse DNS for the IP address range
- Associated hosted mailbox services
- Provision of a helpdesk for call handling
- Fault resolution and escalation

- In addition, for fixed line services
- Proactive monitoring of access availability
- Outage alerts by SMS and/or email
- Utilisation stats of access circuits

1.2 Customer responsibilities

- The customer is responsible for:
- Completion of the appropriate CRF describing the site, location and access requirements
- Definition of IP addressing on the LAN
- Definition of an appropriate security policy
- Notifying GPS Telecoms Ltd of any changes to site and contact details
- Basic troubleshooting
- Reporting faults with the network
- Access to sites for fault resolution
- Adherence to the GPS Telecoms Ltd Acceptable Use Policy

Service levels

1.3 Internet Access platform characteristics

Platform metrics do not include the customer access service or any off-net service.

Internet Access Platform Metric	Target
Internet Access platform availability	99.99%
Internet Access platform packet loss	< 0.1%

Internet Access platform metrics shall not include any failure attributable to (a) scheduled network maintenance or (b) a Force Majeure event.

As service credits are claimed on a per incident basis, the

above metrics are for network planning and account review purposes only.

1.4 Incident severity

Incident severity is classified thus:

Level	Class	Description
1	Emergency	Total loss of service e.g. Total circuit or equipment failure.
2	Major	Significant degradation or intermittent service. E.g. significant packet loss, significant degradation in throughput or loss of a particular component service.
3	Minor	Minor degradation of service. Small or intermittent packet loss, reduction in throughput.
4	Change request	E.g. Modification to configurations of equipment.

GPS Telecoms Ltd will initially determine and agree the incident severity with the customer. GPS Telecoms Ltd may change the severity during repairs. For example, if an incident of severity level 1 is temporarily repaired, then the incident may be reduced to severity level 2. The new classification will determine the course of actions thereon.

1.5 Target response and fix times

The primary method of reporting emergency and major faults to GPS Telecoms Ltd should be by telephone. Faults reported by email, fax or via the web portal may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response. For fault reporting instructions, see section 9 of this service schedule.

Level	By telephone	Email or Portal
1	30 minutes	Inappropriate (4 hours)
2	1 hour	Inappropriate (4 hours)
3	4 hours	4 hours
4	Next day	Next day

The response time clock starts when a ticket is created on the system via the mechanisms above.

1.6 Circuit failures

Target restoration times depend on the access technology employed at each site.

1.6.1 Premium

Internet Access services in the premium category:

- NetConnect E10/E100/E1000 +N
- NetConnect Bonded 4000
- NetConnect 2000

Level	Service Restoration
1	4 hours
2	8 hours
3	Next day
4	N/A

1.6.2 Express

Internet Access services in the express category:

NetEFM + N

NetEFM Dual / Quad

Level	Service Restoration
1	7 hours
2	Next day
3	Three days
4	N/A

1.6.3 Enhanced

Internet Access services in the enhanced category:

NetDSL Network (Max / 16 / M) Plus

NetDSL SOHO (Max / 16) Plus

Level	Service Restoration
1	Next day
2	Three days
3	No guarantee
4	N/A

1.6.4 Standard

Internet Access services in the standard category:

NetDSL Network Max

NetDSL SOHO (Max / 16)

NetDSL Home worker Max

Level	Service Restoration
1	Three days
2	Five days
3	No guarantee
4	N/A

1.7 Hardware failures

Managed Internet devices and hardware under a NetAssure maintenance contract are covered under the NetAssure SLA.

1.8 Service restoration clock

The service restoration clock starts when a ticket has been allocated, the customer contacted, a severity assigned and the initial diagnosis work has been completed.

Tickets may be left open, post service restoration, for monitoring purposes. Thus the clock stops when the ticket is closed or when a member of the GPS Telecoms Ltd Technical Support Centre (TSC) informs the customer of service restoration, whichever is sooner. Should a fault be raised outside the GPS Telecoms Ltd defined service level operating hours, the measurement of the response and service restoration time will not commence until the start of the next working period.

1.8.1 Multiple short service failures

If the same circuit experiences multiple failures within the same month, GPS Telecoms Ltd will consider this a

Level	Premium	Express	Enhanced	Standard
1	30mins	1hr	2 hrs	4 hrs
2	1 hr	2hrs	4 hrs	5 hrs
3	N/A	N/A	N/A	N/A
4	N/A	N/A	N/A	N/A

single outage event for the purposes of service restoration and compensation. The service restoration clock will be restarted from the point the subsequent failure has been diagnosed.

1.9 Outages and maintenance

Network maintenance will normally be performed outside of service level operating hours.

Should maintenance be service affecting, the affected customers will be notified with three working day's notice via the nominated email contact detailing the work to be carried out and any effect on service.

All network maintenance on the GPS Telecoms Ltd network is also published on our website.

Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, GPS Telecoms Ltd will use its best efforts to limit any resultant adverse effects on the customer's service. GPS Telecoms Ltd service level operating hours

1.10 GPS Telecoms Ltd Service Level Operating Hours

GPS Telecoms Ltd full service levels and telephone helpdesk operates between 8am and 8pm, Mon – Fri, excluding national holidays unless otherwise noted below. GPS Telecoms Ltd service levels operate outside of these core support hours, 24x7, for the management of severity 1 "emergency" and severity 2 "Major" faults on Premium, Superior or Enhanced services.

1.11 Emergency and Major Fault escalation

Escalation means that more senior support staff will be made aware of the customer's fault and provide additional assurance to the customer.

For continuity, the customer's point of contact with the GPS Telecoms Ltd Technical Support Centre (TSC) remains the same throughout the repair.

GPS Telecoms Ltd will automatically escalate severity 1 and 2 incidents using the procedure below. Escalation automatically starts once 75% of the service restoration target time has passed.

Time before escalation starts

Level	Premium	Express	Enhanced	Standard
Time	3hrs	4hrs	12 hrs	16 hrs

Incidents are further escalated, one tier at a time, after a certain number of elapsed working hours with no resolution. The interval between each escalation event depends on the severity of the fault and the access technology employed at the site according to the following table.

Interval between further escalation events

Service restored	Service credit
Within 1 working day of the service restoration target.	25% of pro-rata monthly charge associated with the failed access or hardware service.
More than one working day beyond the service restoration target.	50% of pro-rata monthly charge associated with the failed access or hardware service.

Service level claim conditions

Total service credits per month are limited to 100% of the total due in respect of the monthly charges calculated pro-rata for that month.

The customer has notified GPS Telecoms Ltd in writing within 5 working days after the end of the month for which credit is requested.

Service credits will be applied as a credit to the Customer's account and, as such, will be deducted from the value of the next invoice.

Service credits will not be granted if there is any amount owing by the Customer to GPS Telecoms Ltd under this agreement or otherwise and such amount is overdue

Reporting a fault

Dial 0870 730 7000

Be prepared with the following: Company name and your name Your telephone number

Site address where the fault is

Circuit number

Description of the problem

What happened prior to the fault

How the fault been diagnosed

For severity 3 and 4 incidents, or as an alternative to calling,

Email: customerservices@gps-telecom.com

Or visit www.gps-telecom.com

Making a claim

A claim should be made in any month where there are one or more incidences where the agreed service restoration target was not met.

A claim should be made in writing to your Account

Manager. The deadline for making a

claim is 5 working days after the end

of the month for which credit is

requested.

Service credits

If, in GPS Telecoms Ltd reasonable opinion, the target time for service restoration for an incident is exceeded the SLA, the customer will be entitled to a service credit

Making a claim

A claim should be made in any month where there are one or more incidences where the agreed service restoration target was not met.

A claim should be made in writing to your Account

Manager. The deadline for making a claim is 5 working days after the end of the month for which credit is requested.

Service credits

If, in GPS Telecoms Ltd reasonable opinion, the target time for service restoration for an incident is exceeded the SLA, the customer will be entitled to a service credit