



Fibre Connectivity

Service Level Agreement

Prepared by:

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Date:

4-Nov-19

Overview

The Service - Fibre leased line connectivity

Performance

KPI – The key performance indicators that define the performance thresholds Aspire use to manage performance of the service

Network KPIs

| Measurement | Target |
|--------------------|---------------|
| Round trip Delay | 20ms |
| Jitter | 8ms |
| Packet Loss | 0.10% |

All network KPIs are measured from customer site to Aspire core network

Fault management

Aspire Incident management process is used to manage fault relating to the service

Service Management

Service management process inc reporting

Monthly SLA reports available to view via Portal.aspirets.com or upon request

Any queries with regards to service performance or the Service credit scheme contact:-

Service Delivery team 0330 124 2700

or

email service.delivery@aspirets.com

Service Level Agreement

SLA - This documents the target Service Level Agreement at which the services will be delivered to customers of Aspire.

If in the unlikely event that Aspire should fail to achieve the SLA a Service credit scheme is available to all customers

Incident Management Target SLA – see below table

All reported P1 incidents with total loss of service will work to the following incident target time

| | | |
|-------------|----------------|---|
| P1 Response | 30 mins | Aspire will respond to all reported P1 incidents where there is a total loss of service within 30 minutes |
| P1 Fix | 4 hours | Aspire will aim to restore availability of the service within 4 hrs, 24/7, 365 days |

Aspire shall use reasonable endeavours to provide the Services throughout the term of the Contract in a manner which meets or exceeds the service levels set out in this section.

In the unlikely that Aspire fail to achieve the SLA the following service credit scheme is available:-

| Threshold | Service Credit Scheme |
|--------------------|------------------------------|
| 0-1 hours over SLA | 5% on monthly service cost |
| 1-2 hours over SLA | 7% of monthly service cost |
| 2-3 hours over SLA | 10% of monthly service cost |
| >5 hours | 15% of monthly service cost |

The Aspire Service Credit scheme shall not apply and, for the purposes of the SLA, the Services shall be deemed to be Available in respect of any period where the Aspire's failure to meet the SLA results directly or indirectly from:

- Force Majeure
- any actions or inactions of the Customer (including, without limitation, requests for testing of the Service by the Customer although no Fault has been detected, requests for modifications, failure of Customer Provided Apparatus, failure by the Customer to provide access to Service Equipment, failure by the Customer to operate the Services in accordance with the Contract)
- misuse of the Services contrary to the Contract;
- any planned outage
- any fault that is not reported to the Aspire
- any reported period of non-Availability where Aspire can find no fault
- any fault that is due to user error
- any fault caused by a fibre break beyond Aspire's control, the target repair time is 16 hours

Summary of changes

This section records the history of significant changes to this document. Only the most significant changes are described here.

| Rev No | Date | Description of change |
|---------------|-------------|------------------------------|
| Draft | 01/11/2019 | Initial draft |
| v1.0 | 04/11/19 | Final review & approval |
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Where significant changes are made to this document, the version number will be incremented by 1.0. Where changes are made for clarity and reading ease only and no change is made to the meaning or intention of this document, the version number will be increased by 0.1