

SLA Performance Schedule Jersey Telecom Internet Backbone Service

SERVICE
Jersey Telecom Internet Backbone Service (JTIBS)

REPAIR OF EXISTING SERVICE	
Response time	
Response time	Compensation: % of monthly Service Charge
8 - 10 Working Hours	20%
10 - 12 Working Hours	25%
12 - 14 Working Hours	30%
>14 Working Hours	50%
<ul style="list-style-type: none"> • Compensation relating to the Response times is applicable to all Internet Backbone faults. 	
Repair time	Compensation: % of monthly Service Charge
15 - 24 Working Hours	20%
24 - 32 Working Hours	25%
32 - 40 Working Hours	30%
>40 Working Hours	50%
<ul style="list-style-type: none"> • Compensation relating to the Repair times are only applicable in the case of Service Affecting Internet Backbone faults. 	

SERVICE AVAILABILITY
<ul style="list-style-type: none"> • Target: 99.9% Network Availability at the Customer router WAN interface as measured over the period of one calendar month • A credit equivalent to one day's Service Charge will apply if the Network Availability falls below the target Network Availability level. • Network Availability is measured at the Customer's router WAN port by pinging the router interface(s) every five minutes. Performance below standard is calculated by comparing the number of successful responses to pings against the total number of pings sent over the reporting period. • 'Availability' will be calculated at the sole discretion of Jersey Telecom

COMPENSATION LIMITS								
Compensation will be payable if the criteria stated above are met subject to a maximum payment as follows:								
<table border="1"> <thead> <tr> <th>Compensation type</th> <th>Maximum payable</th> </tr> </thead> <tbody> <tr> <td>All Faults - response time</td> <td>50% of one month's Service Charges ¹</td> </tr> <tr> <td>Service Affecting Faults - repair time</td> <td>50% of one month's Service Charges ¹</td> </tr> <tr> <td>Network Availability</td> <td>1 day's Service Charges¹</td> </tr> </tbody> </table>	Compensation type	Maximum payable	All Faults - response time	50% of one month's Service Charges ¹	Service Affecting Faults - repair time	50% of one month's Service Charges ¹	Network Availability	1 day's Service Charges ¹
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Service Affecting Faults - repair time	50% of one month's Service Charges ¹							
Network Availability	1 day's Service Charges ¹							
^{1.} during any one calendar month for an event or series of events.								
The total Compensation payable during any one calendar month will not exceed the total Service Charges for that calendar month in any circumstances.								

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MEASUREMENT

- Working hours are Jersey Telecom's core business hours of Monday – Friday 0830 – 1700 excluding bank holidays
- The time taken to effect a successful repair is deemed to be the time from the acceptance of the fault by Jersey Telecom up to the time of clearance of the Service Affecting element(s) of the fault

CONDITIONS

1. The customer-sited router is maintained and managed by Jersey Telecom.
2. If (1) above does not apply the availability shall be calculated up to the point of termination of the Service in the Premises at, for example, the relevant private circuit network terminating unit.