

Service Level Agreement Performance Schedule Jersey Telecom Exchange Line Service

SERVICE

Jersey Telecom analogue exchange line and residential Rapid services

PROVISION OF NEW SERVICE

Installation type	Target lead time
In situ – no engineering visit required	4 days
Engineering visit required	10 days
Engineering visit and additional network line plant required	15 days
Compensation: £10 for every working day taken to install the new service over the target lead time.	

REPAIR OF EXISTING SERVICE

Repair Time	Compensation
> 15 and <= 24 working hours	50% of monthly Service Charge
> 24 and <= 32 working hours	70% of monthly Service Charge
> 32 and <= 40 working hours	90% of monthly Service Charge
> 40 working hours	100% of monthly Service Charge

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

COMPENSATION LIMITS

Compensation will be payable if the criteria stated above are met subject to a maximum payment as follows:

Compensation type	Maximum payable
Provision of new service	The connection charge for the service ordered
Repair of existing service	One month's Service Charges during any one calendar month for any event or series of events

CONDITIONS

- This Service Level Agreement only covers the repair of Service Affecting Faults. Compensation is not payable for Service Interrupting Faults.
- The elements of this Service Level Agreement referring to repair do not apply, and are superseded by, any relevant Jersey Telecom Support Service Conditions which the Customer may elect to use from time to time.
- The following services are covered under Jersey Telecom's Private Circuit and Business Services SLA schedule: FastLine (ISDN2), FastLinePlus (ISDN30), RapidBusiness, Rapid Hi-band and Centrex.