

Service Level Agreement Performance Schedule

Jersey Telecom GSM Mobile Telephone Network Service

SERVICE
Jersey Telecom GSM mobile telephone network service

PROVISION OF NEW SERVICE	
Connection type	Target lead time
Connection of new mobile services, received up to 1630 on any Working Day	Completion on same Working Day
Connection of new mobile services, received after 1630 on any Working Day	Completion by the end of the following Working Day.
Compensation: £10 for every Working Day taken to connect the new service over the target lead time.	

REPAIR OF GSM NETWORK FAULTS	
Repair Time	Compensation
> 1 and <= 2 Working Days	50% of monthly Service Charge
> 2 and <= 3 Working Days	70% of monthly Service Charge
> 3 and <= 4 Working Days	90% of monthly Service Charge
> 4 Working Days	100% of monthly Service Charge

MEASUREMENT
<ul style="list-style-type: none"> Working Days 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 normal connection charge for the service ordered
Repair of faults	One month's Service Charges during any one calendar month for any event or series of events

CONDITIONS
<ul style="list-style-type: none"> This Service Level Agreement only covers the repair of Service Affecting Faults on the Jersey Telecom GSM mobile telephone network; Compensation is not payable for Service Interrupting Faults.