

Service Level Agreement Performance Schedule

Jersey Telecom Private Circuit & Business Services

SERVICES

This SLA applies to the following Jersey Telecom services as standard:
On Island and Off Island Private Circuits (as defined below), Rapid Business, Rapid Hiband, ISDN2, ISDN30 and Centrex services.

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%

Repair time

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%

MEASUREMENT

- Working Hours are defined as Monday – Friday from 0800 – 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
Repair - response time	50% of one month's service rental ¹
Repair - repair time	50% of one month's service rental ¹
^{1.} during any one calendar month for an event or series of events	

CONDITIONS

- This Service Level Agreement only applies to those Private Circuits or any part(s) of those Private Circuits that are provided over Jersey Telecom's network. Private Circuits or any part(s) of Private Circuits provided over any other telecommunications operator's network are excluded apart from Capital Connect services where this SLA extends to Jersey Telecom's Point of Presence in London.
- Compensation relating to the Repair elements of this Service Level Agreement is only applicable in the case of Service Affecting Faults
- Compensation relating to the Response element of this Service Level Agreement is applicable to all faults.