

Service Level Agreement Performance Schedule Jersey Telecom Support Service

SERVICE

Jersey Telecom Support Service

REPAIR OF EXISTING SERVICE

Response time

Service Level	Response time	Compensation: % of monthly Service Charge
Ultimate Care Plus	2 - 4 Elapsed Hours	20%
	4 - 6 Elapsed Hours	25%
	6 - 8 Elapsed Hours	30%
	>8 Elapsed Hours	50%
Ultimate Care Standard	2 - 4 Working Hours	20%
	4 - 6 Working Hours	25%
	6 - 8 Working Hours	30%
	>8 Working Hours	50%
Superior Care Plus	4 - 6 Working Hours	20%
	6 - 8 Working Hours	25%
	8 - 10 Working Hours	30%
	>10 Working Hours	50%
Superior Care Standard	4 - 6 Working Hours	20%
	6 - 8 Working Hours	25%
	8 - 10 Working Hours	30%
	>10 Working Hours	50%
Enhanced Care	8 - 10 Working Hours	20%
	10 - 12 Working Hours	25%
	12 - 14 Working Hours	30%
	>14 Working Hours	50%

Repair time

Service Level	Repair time	Compensation: % of monthly Service Charge
Ultimate Care Plus	10 - 12 elapsed hours	20%
	12 - 14 elapsed hours	25%
	14 - 15 elapsed hours	30%
	>15 elapsed hours	50%
Ultimate Care Standard	10 - 12 Working Hours	20%
	12 - 14 Working Hours	25%
	14 - 15 Working Hours	30%
	>15 Working Hours	50%
Superior Care Plus	12 - 14 Working Hours	20%
	14 - 16 Working Hours	25%
	16 - 18 Working Hours	30%
	>18 Working Hours	50%
Superior Care Standard	12 - 14 Working Hours	20%
	14 - 16 Working Hours	25%
	16 - 18 Working Hours	30%
	>18 Working Hours	50%
Enhanced Care	15 - 24 Working Hours	20%
	24 - 32 Working Hours	25%
	32 - 40 Working Hours	30%
	>40 Working Hours	50%

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MEASUREMENT

- Elapsed Hours are measured on a 24 hourly basis, including bank holidays and only apply to the Ultimate Care Plus support option.
- Working Hours are defined as follows:
 - For Ultimate Care and Superior Care options: Monday – Friday from 0800 – 1800 excluding bank holidays
 - For Superior Care plus option: Monday – Saturday from 0800 – 1800 excluding bank holidays
 - For all other options: 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
Support contract - response time	50% of one month's rental ¹
Support contract - repair time	50% of one month's rental ¹

¹. during any one calendar month for an event or series of events

CONDITIONS

- 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.
- Any compensation payable under this Service Level Agreement for Jersey Telecom Support Service shall be calculated as follows:
 - For all Services as a percentage of the monthly Service Charge
 - For all Equipment sold to the customer as a percentage of the monthly Support Service Charge
 - For all Equipment rented to the customer as a percentage of the monthly Equipment Service Charge