

## Service Level Agreement (SLA's)

### Telephone Lines

**Bronze**- clear by end of next working day +1 Monday to Friday excluding Public & Bank Holidays i.e. fault reported at any time between 00.01 – 23.59 on Tuesday would have a commitment of 23.59 on Thursday – free of charge.

**Silver**- clear by end of next working day Monday to Saturday excluding Public & Bank Holidays i.e. fault reported any time between 00.01 – 23.59 on Tuesday would have a commitment time of 23.59 on Wednesday – 0.99p per month per line.

**Gold**- Reported by 12.59 – clear by 23.59 same day or the day of the appointment where later (Monday – Sunday including Public & Bank Holidays) i.e. reported after 13.00 – clear by 12.59 next day - £4.60 per month per line.

**Platinum**- 6 hour fix round the clock, 365 days of the year - £8.50 per month per line.

### Giacom – ADSL / FTTC Data Circuits

**Standard**- Monday to Friday 08.00am – 18.00pm

BT = 40 working hours

Talk Talk & Vodafone = 48 working hours

**Enhanced**- 24/7

BT = 20 clock hours

Talk Talk & Vodafone = 24 clock hour

### Gamma – ADSL / FTTC Data Circuits

**Standard**- this care level operates during business hours only 8.00am – 20.00pm Monday – Friday excluding bank holidays. Target fix of 42 clock hours if received by Gamma before 16.00pm on a working day

**Business/Assured/Converged**- this care level operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). Gamma will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report. Please note that clock hours run during the time in which the fault is in Gamma's control. Where a fault is with the partner, the clock stops and only restarts when passed back to Gamma.

## Gamma Ethernet

<b>Severity</b>	<b>Description</b>	<b>Time to Resolve</b>
Priority 1	Total loss of service (hard down or no transmission of signal in one or both directions)	Gamma will resolve the fault within 6 Clock Hours from a validated fault, or for Copper Ethernet and FTTC Ethernet, 8 Clock Hours from a validated fault
Priority 2	Service is available, but either reduced functionality or degradation is creating significant business impact for the End User	Gamma will resolve the fault 1 working day from validated fault
Priority 3	Service is available, but either reduced functionality or degradation is being experienced by the End User without any significant business impact for the End User	Gamma will resolve the fault within 3 working days from a validated fault

## Gamma – SIP Standard

<b>Severity</b>	<b>Description</b>	<b>Time to Resolve</b>
Priority 1	Critical Fault – Loss of service – Multiple resellers/services affected	4 Clock Hours
Priority 2	High – Loss of service – single reseller or service	8 Clock Hours
Priority 3	Medium – disrupted service – multiple or single reseller or service	3 working days
Priority 4	Low – Single number destinations/QOS	7 working days

## ITS – On Net Services

<b>FIBRE BRIGHT</b>	<b>FIBRE BRIGHT</b>	<b>FIBRE LIGHT</b>	<b>FIBRE LIGHT</b>	<b>FIBRE ONE</b>	<b>FIBRE ONE</b>
<b>HARD DOWN:</b>		<b>HARD DOWN:</b>		<b>HARD DOWN:</b>	
Target first response	1 clock hour	Target first response	4 working hours	Target first response	4 working hours
Target fix time	6 clock hours	Target fix time	1 working day	Target fix time	2 working days
<b>DEGRADED SERVICE:</b>		<b>DEGRADED SERVICE:</b>		<b>DEGRADED SERVICE:</b>	
Target first response	2 clock hours	Target first response	8 working hours	Target first response	8 working hours
<b>SERVICE REQUEST:</b>		<b>SERVICE REQUEST:</b>		<b>SERVICE REQUEST:</b>	
Target first response	8 clock hours	Target first response	16 working hours	Target first response	16 working hours
Target fix time	2 Working days	Target fix time	5 Working days	Target fix time	5 Working days
Target fix time	8 clock hours	Target fix time	2 working days	Target fix time	2 working days

## ITS – Off Net Services

<b>Severity</b>	<b>Description</b>	<b>Time to Resolve</b>
Priority 1	Critical Fault – Loss of service – Multiple resellers/services affected	6 Clock Hours
Priority 2	High – Loss of service – single reseller or service	8 Clock Hours
Priority 3	Service Request	3 working days

## Gamma Horizon

<b>Severity</b>	<b>Description</b>	<b>Time to Resolve</b>
Priority 1	Critical Fault – Loss of service – Multiple resellers/services affected	4 Clock Hours
Priority 2	High – Loss of service – single reseller or service	8 Clock Hours
Priority 3	Medium – Disrupted service – multiple or single reseller or service	3 working days
Priority 4	Low – Single number destinations/QOS	7 working days