

QUICKLINE BUSINESS CLASS SERVICE LEVEL AGREEMENT

Includes the financially backed **Business Class** and **Business First** SLA

Rev SLAQBC06052016SJ

Please Note: This may not be the newest version of this document; due to Quickline's policy of continuous improvement and to meet the changing needs of our clients service level agreements are updated from time to time. The newest version will be available from the Quickline website.

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General

This document is a Service Level Agreement (SLA) setting out the levels of services to be provided to you by Quickline Communications Limited. This document is only relevant to the service(s) with Business Class and Business First SLAs, previously known as Silver and Gold, and must be read in conjunction with Quickline’s Terms and Conditions for Business Customers and its defined terms.

In this SLA words, abbreviations and expressions have the following meanings as set out below:

| | |
|------------------------------|--|
| Business Day | Every day |
| Business Hours | The working day between the hours of 08.00 and 18.00 (7 Days) |
| Consents | Planning consents, where you consider that planning consent is necessary |
| CPE | Customer Premises Equipment - communications equipment that resides on your premises whether owned by you or leased from Quickline Communications Limited. |
| Site | The premises that you require the service to be delivered to |
| Downtime | The period of time of total loss of service or material degradation such that there is no ability to transmit or receive data, where the time is accumulated during the SLA time. |
| Fault | A material defect, fault or impairment in a service, which causes an interruption in the provision of the service |
| Helpdesk | Quickline Communications Limited Customer Support Helpdesk on the number published on the Quickline Communications Limited’s Website |
| Non-Service Affecting | Means not materially affecting the performance or quality of the service |
| Service Affecting | Means causing loss of the ability to transmit or receive data |
| Third Party System | Means a telecommunication or other system that is neither owned nor operated on behalf of Quickline Communications Limited |
| Quickline Website | The website located at URL http://www.quickline.co.uk or such other website or URL as Quickline Communications Limited may notify you of from time to time. |
| Wayleaves | Permissions from other parties if Quickline Communications Limited has to cross their land or place Equipment on their premises |

This SLA applies to the service to the extent that it is provided by means of systems and equipment that are either owned or operated by or on behalf of Quickline Communications Limited. All references in this SLA to network and service equipment shall be construed as references to such systems and equipment.

Provisioning of Service/s:

Wireless Service:

Wireless Service provision requires a survey and installation of CPE, usually on the roof of your Site. This may involve some preliminary work on your part to obtain Wayleaves and Consents and to ensure the safety of the Quickline Communications Limited installation team. You will be informed of this at the time of the Survey.

Where possible the installation will be carried out at the same time as the survey. Otherwise, Quickline Communications Limited will agree a date for installation with you at the time of the Survey.

Quickline Communications Limited will make every effort to provide service by the agreed installation date.

Fibre Service:

Fibre Service provision requires a survey of the customer's premises by a third party supplier for a fibre connection between the customer's premises and the Quickline Communications Limited network to confirm any additional cost to deliver the Fibre connection to the requested end termination points. This may involve some Quickline Communications Limited preliminary work on your part to obtain Wayleaves, Consents and to ensure the safety of the Installation Team.

Quickline Communications Limited will make every effort subject to survey to provide the service within 35 business days of the acceptance by Quickline Communications Limited of the order.

Survey:

Wireless Service:

Quickline Communications Limited will endeavour to complete the survey within 5 days of you signing the contract, subject to the availability of your representative to provide the necessary access.

Quickline Communications Limited staff will make every effort to attend your premises at the time agreed. You will be told of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements made.

Quickline Communications Limited will provide you with supporting documentation to assist you in obtaining the Wayleaves or Consents.

Fibre Service:

Quickline Communications Limited will provide a Business Service Agreement (BSA) for the requested Fibre Service. On receipt of the order signed by the customer, Quickline Communications Limited will schedule in the survey. On completion of the Survey within 5 working days Quickline Communications Limited will confirm any additional work and associated costs to deliver the Fibre to the customer's requested location before acceptance of the order by Quickline Communications Limited.

You will be advised of any unavoidable delay immediately by the Provisioning Manager and, if necessary, alternative arrangements made.

Quickline Communications Limited will provide you with supporting documentation to assist you in obtaining the Wayleaves or Consents.

Installation

Wireless Service:

Quickline Communications Limited will endeavour to complete the installation within 10 days of the survey, subject to the availability of your representative to provide the necessary access.

Quickline Communications Limited staff will make every effort to attend your Site at the time agreed. You will be advised of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements made.

Quickline Communications Limited will endeavour to inform you of any installation delay at least 24 hours before the installation is due and agree a new installation date.

If an installation fails for any reason beyond Quickline Communications Limited control (such as failure to find a suitable location to mount the CPE), Quickline Communications Limited will suggest alternative service offerings or, if these are unacceptable to you, cancel the contract.

Fibre Service:

Quickline Communications Limited will endeavour to complete the installation within 70 business days of acceptance of the order, subject to survey and availability of your representative to provide the necessary access.

Quickline Communications Limited third party engineers will make every effort to attend your Site at the time agreed. You will be advised of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements made.

Quickline Communications Limited will endeavour to inform you of any installation delay at least 24 hours before the installation is due and agree a new installation date.

Service Monitoring and Reporting

Quickline Communications Limited has systems that monitor the service delivery platform 24 hours a day, 365 days per year. All issues are proactively monitored by the NOC team within Business hours. Outside these hours core network and Business First issues are automatically alerted to the on call engineer 24-7-365 and escalated if not acknowledged.

Service Fault Reporting and Categorisation

Faults can be reported 24 hours a day, 365 days per year on the Helpdesk number. When you call the Network Operations Centre telephone line to report a fault, the Network Operations Centre Engineer will categorise and create a Ticket.

Fault Categorisation:

Priority 1: Greater than 50% loss of Service

Faults that cause a complete loss of service or greater than 50% loss of service, for example:

| Typical P1 Faults |
|---|
| Subscriber Unit Failure |
| Router Failure |
| Cable or POE Failure/Issue |
| Sector or Base Station Failure |
| Core Network Outages |
| Data Rates Degraded >50%: <ul style="list-style-type: none">• Severe Packet Loss• Severe Latency |

Priority 2: Less than 50% Loss of Service

Faults that cause the client to lose less than 50% service quality, for example:

| Typical P2 Faults |
|---|
| Packet Loss |
| Latency |
| IP Address Conflicts |
| Data Rates Degraded <50%: <ul style="list-style-type: none">• Packet Loss• Latency |

Priority 3: Quality Impairments

These are quality related faults, for example:

| Typical P3 Faults |
|--------------------------------|
| Slow Browsing |
| Unable to access websites |
| Access List Issues |
| DNS Request Errors |
| IP address being blocked |
| Pep-Link Load balancing issues |

Priority 4: Minor Faults and Information/Support Requests

These will be minor faults and Customer Third Party support information requests, for example:

| |
|---|
| Typical P4 Faults |
| Unable to access a specific website |
| Information request to support customer |
| 3rd Party providers |
| Internal WiFi Issues |

The Ticket will be closed when the fault is resolved or proven to be outside Quickline Communications Limited' network.

Where Quickline Communications Limited proactively discovers a fault and cannot rectify it remotely the Engineer will raise a Ticket. You will be informed of the situation by the Network Operations Centre.

The Network Operations Centre Engineer will update you on the progress of service-affecting faults dependant on the category of fault.

Escalation of an unresolved fault:

| Priority Level | 1 | 2 | 3 | 4 |
|---------------------------|---------|----------|----------|----------|
| Support Desk | Instant | Instant | Instant | Instant |
| NOC Team Manager | 1 hour | 2 hours | 12 hours | 72 hours |
| Head of Operations | 4 hours | 8 hours | 24 hours | n/a |
| Managing Director | 8 hours | 24 hours | 72 hours | n/a |

Response Times

You can call Quickline Communications Limited Network Operations Centre during the business day as follows:

You can call us on our Network Operations Centre number and expect a prompt answer. Our aim is that all calls to our Network Operations Centre within business hours should be answered within 5 minutes.

You will be able to speak to a member of our Network Operations Centre Team who will be able to access your account information and services. They will create a Ticket for your problem depending on your SLA level and the fault categorisation; this may be addressed by the Network Operations Centre team during the next business day.

If necessary you will be called back by a member of the support team.

Out of hours (Outside of the Business Day) calls from Business First Customers should be directed to your designated support manager.

The Network Operations Centre team have 24 hours monitoring and cover for any fault affecting the Core network and Connections to the public internet and the Base stations. The Network Operations

Centre team will attend to the diagnostics, preparation and resolution, except resolutions where daylight is required for safety reasons.

Response and Restoration of Service Times

(NB: "Response" time stated below means the time after the Ticket has been initially generated and the first update response will be communicated)

| Level | | Priority 1 | Priority 2 | Priority 3 | Priority 4 |
|----------------|-------------|------------|------------|------------|------------|
| Business Class | Response | 1 hour | 1 hour | 4 hours | 8 hours |
| | Restoration | 8 hours | 16 hours | 48 hours | 7 days |
| Business First | Response | 30 minutes | 30 minutes | 2 hours | 4 hours |
| | Restoration | 4 hours | 8 hours | 24 hours | 7 days |

Network and Service Equipment Maintenance

Quickline Communications Limited may suspend the Service to carry out periodic maintenance or upgrade work on the Network. Exceptionally, Quickline Communications Limited may suspend the Service immediately to carry out emergency work. Except in the case of an emergency Quickline Communications Limited will provide you with 5 business days, notice of any suspension of the service via email to your nominated contact. We will advise of the duration of the work and whether it will be a total or partial service loss together with the objectives.

Such Maintenance or Upgrades will only take place between the hours of 24:00 and 07:00hrs.

You will be immediately notified by telephone or SMS if it proves to be impossible to restore the service within the time notified for the work.

De-installations

Where it is agreed between the parties that the service is to be terminated under the terms of the Quickline Communications Limited Standard Terms and Conditions, then Quickline Communications Limited and / or third party suppliers will remove the equipment that was supplied for the service and make good the site:

Wireless Service:

The Quickline Communications Limited Antenna Unit, Fixings, Router, Cabling and Power supply Quickline Communications Limited.

Fibre Service:

The Quickline Communications Limited Router, Fixings, Cabling and Power Supply

Service Level Credits

Quickline Communications Limited offers Service Level Credits as follows:

| Service | Performance Agreement* | SLA Times | Period |
|----------------|------------------------|----------------------------|----------------|
| Business Class | 99.50% | Business Hours | Calendar Month |
| Business First | 99.95% | Customer's Working Hours** | Calendar Month |

Service Credits:

| Service | Performance Agreement* | Outage Hours | Service Credit (Days) per calendar month | Maximum Service Credit |
|----------------|------------------------|----------------------------------|--|------------------------|
| Business Class | 99.50% | Greater than or equal to 2 hours | 1 day for every individual 2 hour or greater outage (fault) per calendar month | Unlimited |
| Business First | 99.95% | >99.95% | 0 | Unlimited |
| | | 99.200-99.499% | 1 | |
| | | 98.000-99.199% | 2 | |
| | | 95.000-97.999% | 3 | |
| | | 90.000-94.499% | 4 | |
| | | Below 90.000% | 5 | |

* Performance Agreement is the percentage availability during the SLA time which is calculated over the Period (Calendar month)

** Time during which full unrestricted access to site is available

SLA Service does not support third party real time services such as VoIP, Video Conferencing, Etc. these will be handled on a best efforts basis.

The compensation is provided as a credit note which can be allocated against your next Service Invoice.

Limitations of the Service level Credits

The Service level Credits only apply to Priority 1 Faults.

For the purposes of measuring performance against the Service level the Start Time is when you call the Network Operations Centre Team on 01482 247365 and a Ticket is raised with all the required detail.

For the purposes of measuring performance against the Service level, the End Time is when:

- Service is restored and the Ticket is paused or closed
- You are required to undertake an action to assist with the diagnosis or resolution (for instance, unplug and plug-in the CPE or provide access to the roof).
- The SLA will not apply to faults reported where:
 - The problem is determined to be due to your own equipment

- The problem is due to the equipment having been reset
- The problem is proven to the engineer's satisfaction to be due to equipment damage by you or a third party
- Force Majeure or events caused by 3rd parties beyond the reasonable control of Quickline Communications Limited