

QUICKLINE PREMIUM CLASS SERVICE LEVEL AGREEMENT

Includes the non-financially backed **Premium Class** and **Premium Plus** SLA

Rev SLAQPC06052016SJ

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 Premium Class services, previously known as Residential Support and Bronze Support and must be read in conjunction with the relevant Quickline Terms and Conditions and its defined terms.

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

Business Day	Every day excluding Saturday and Sunday and national holidays in England
Business Hours	The working day between the hours of 08.00 and 20.00 (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 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:

Service provision requires an 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.

Installation:

Quickline Communications Limited will endeavour to complete the installation within 15 working days, subject to your availability 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 residential team 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) or we are unable to deliver the service package profile ordered, Quickline Communications Limited will suggest alternative service offerings or, if these are unacceptable to you, cancel the contract.

Service Fault Reporting and Categorisation

Faults can be reported within business hours to our 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

- | |
|--|
| <ul style="list-style-type: none"> • Severe Latency |
|--|

Priority 2: Less than 50% Loss of Service

Faults that cause the client to loose 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 Support Desk will raise a Ticket. You will be informed of the situation by the Network Operations Centre to arrange an appointment.

Response Times

You can call Quickline Communications Limited Support Line at any time and they will create a Ticket for your problem. This will be addressed by the Network Operations Centre team during standard business hours.

If necessary you will be called back by a Network Engineer.

The Network Operations Centre team provide 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: Target "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
Premium	Response	4 working hours	4 working hours	1 day	1 day
	Restoration	2 days	4 days	7 days	-
Premium Plus	Response	2 working hours	2 working hours	1 day	1 day
	Restoration	1 day	2 days	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.

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:

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

Service Level Credits

Where a Priority 1 Fault has been experienced for a period of greater than 2 working days for Premium Class or 1 working day for Premium Plus and the total for the month is in excess of the uptime guarantee service credits may be due equal to the excess time offline rounded up to the nearest day.

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 down time where service/s have a total loss of internet connectivity beyond the agreed SLA terms.

For the purposes of measuring performance against the Service level the Start Time is when you call the Helpdesk 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 as stated on the Ticket
- 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 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