

### 1 Scope of Schedule

1.1 This schedule describes the service level agreement (SLA) for the following products and services:

EFM Dual / Quad

Premium or Lease Line

Express

Enhanced

Standard

### 2 ITVET Service Operating Hours

2.1 ITVET shall make the ITVET Service Desk available to the Customer for reporting incidents with the Managed Internet Access Services and for making changes to existing accounts, billing queries and general enquiries.

2.2 For:

2.2.1 The **Standard** service level for Managed Internet Access Services operates during Office Hours; and

2.2.2 For Premium, Leased Lines, Express or Enhanced Managed Internet Access Services ITVET shall allow the reporting, and management of, Priority 1 incidents and Priority 2 incidents 24 hours a day, seven days a week, 365 days a year. Priority 3 and Priority 4 incidents are covered during Office Hours.

### 3 Responsibilities

3.1 ITVET is responsible for: provision of a helpdesk for call handling; and incident resolution and escalation. In addition for fixed line services, ITVET shall be responsible for: proactive monitoring of access availability; outage alerts by SMS and/or email; and utilisation statistics of access circuits.

3.2 The Customer is responsible for:

notifying ITVET of any changes to Site and contact details;

basic troubleshooting; reporting incidents with the Internet Access Service access to sites for incident resolution

### 4 Network Characteristics

Internet Access Platform Metric	Target
Network availability	99.99%
Network roundtrip latency	>30ms
Network packet loss	< 0.1%

4.2 Network availability is measured annually using the following formula:

$$\frac{A - B}{A} \times 100$$

A = number of minutes where Network could be Network Available.

B = actual downtime excluding any downtime attributable to any of the causes set out in Paragraph 4.4 below.

4.3 Network packet loss is measured annually using the following formula:

$$\frac{C}{C + D} \times 100$$

C = Number of lost packets over Network

D = Number of packets received successfully by the Network

4.4 Internet Access Platform metrics shall not include any failure attributable to: scheduled network maintenance; and

Force Majeure Events.

4.5 Service Credits are only applicable to incidents as further described below and accordingly, the above metrics are for network planning and account review purposes only.

## Service Level Agreement: Managed Internet Access v1.7

### 5 Incident Severity

Priority	Class	Description
1	Total Outage	Total loss of Connection (e.g. total circuit or equipment failure)
2	Severe Intermittence	Significant degradation or intermittent service on a Connection (e.g. significant packet loss, significant degradation in throughput or loss of a particular component service)
3	Degradation	Minor degradation on a Connection (e.g. small or intermittent packet loss, minor reduction in throughput)
4	Query	Non urgent change request (e.g. modification to configurations of equipment)

5.1 ITVET shall initially determine the incident severity and log an Incident Ticket. ITVET may change the priority level during repairs. For example, if a priority 1 incident is temporarily repaired, then the incident may be reduced to priority level 2. The new classification shall determine the course of actions thereafter.

5.2 Once ITVET believes that the incident is fixed, or if ITVET has requested vital information from the Customer and the Customer has not responded within three days the Incident Ticket status will be changed to Resolved.

### 6 Incident Reporting

6.1 Incidents may be reported by telephone on 0333 2419242

6.2 The primary method of reporting Priority level 1 incidents and Priority level 2 incidents to ITVET should be by telephone. Any incidents reported by email or via any web portal may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response.

**Table 1 – Initial Diagnosis Timeframe**

Priority	Telephone	Email or Portal
1	30 minutes	Inappropriate (4 hours)
2	1 hour	Inappropriate (4 hours)
3	4 hours	4 hours

6.3 For Priority level 3 incidents and Priority level 4 incidents, or as an alternative to calling, the customer may email [servicedesk@itvet.co.uk](mailto:servicedesk@itvet.co.uk)

6.4 In accordance with Paragraph 2.2, should a relevant incident be raised outside of Office Hours, the measurement of the response time shall not start until Office Hours recommence.

6.5 The Customer shall provide a complete description of the incident and any reasonable information requested by ITVET. In the event that requested information is not provided by the Customer in accordance with Managed Internet Access Service Definition, ITVET reserve the right to return the incident to the Customer requesting the missing information but shall not affect the logging of the time of the incident.

## 7 Target Fix Times

7.1 Target restoration times depend on the Managed Internet Access Service employed at each Site. Details as to which Managed Internet Access Service is subject to which standard (Premium, Express, Enhanced or Standard) is set out in the Managed Internet Access Service Definition.

**Table 2 – Service Restoration Timeframe**

Service Restoration (Clock Hours)				
Priority	Premium/Lease Lines	Express	Enhanced	Standard
1	6 hours	7 hours	Next day	3 Business days
2	8 hours	Next day	3 days	5 Business days
3	Next Day	3 days	No guarantee	No guarantee
4	No guarantee	No guarantee	No guarantee	No guarantee

## 8 Service Restoration Clock

8.1 The service restoration clock starts when the Customer contacts ITVET by telephone or when the email/portal notification has been received and read by ITVET. An Incident Ticket will be allocated, the Customer contacted after the Initial Diagnosis and a severity level will be assigned.

8.2 Following service restoration, tickets may be left open for monitoring purposes. Thus the clock stops when the Incident Ticket is Resolved.

8.3 Clock Hours shall be defined as the difference in hours between the Start Time and Stop Time excluding Parked Time:

8.3.1 “Start Time” is the initiation (timestamp) of an incident on the ITVET incident handling system in accordance with Paragraph 6.5 above; and

8.3.2 “Stop Time” is when the status of the incident becomes Resolved.

8.4 Parked Time is where the progression of the resolution of an incident is outside the control of ITVET or its sub-contractors including where:

8.4.1 the Incident Ticket is marked Pending Requestor Information or ITVET has requested information missing from the Incident Ticket submission without which the relevant Managed Internet Access Service cannot be repaired;

8.4.2 ITVET is awaiting power down or up of the Customer’s equipment or results of other tests;

8.4.3 ITVET is awaiting the Customer to provide availability for a visit appointment;

8.4.4 the Customer is unavailable to respond to ITVET;

8.4.5 a visit appointment is confirmed outside of the resolution window at the request of the Customer – Parked Time commences when visit appointment is agreed with the Customer until the visit appointment commences;

8.4.6 ITVET or its agent is unable to access a Site at an agreed time for a visit appointment – Parked Time commences when ITVET attends the Site until a rescheduled visit appointment commences and the incident report will move to a Pending Requestor Information status;

8.4.7 ITVET (including if appropriate a relevant ITVET subcontractor) has cleared the incident and has notified the Customer and the status of the incident is “Resolved”; or

8.4.8 where the Site does not have 24x7 access and the Customer requests an engineer to attend Site when the Customer is available for a visit. Parked Time commences when a visit appointment is agreed with the Customer and ends when the visit appointment commences.

8.5 Unless the target restoration time on the applicable Access Technology precludes this, engineer repair visits to a Site are conducted 24 hours a day seven days a week.

8.6 The Customer is responsible for ensuring that each incident report sets out whether:

8.6.1 the Site is manned 24x7x365 to allow access to ITVET or its representative; or

8.6.2 the normal business hours for the Site as to when the Customer's representative will be present on-site to provide access to ITVET or its representative, and the incident report clock will move into Parked Time status until the time the Customer states Site access is available or selects a specific appointment time.

#### 8.7 Multiple Short Service Failures in one month

8.7.1 If the same Managed Internet Access Service experiences multiple failures within the same month, ITVET shall consider this a single outage event for the purposes of service restoration and Service Credits. The service restoration clock shall be restarted from the point the subsequent failure has been diagnosed.

#### 8.8 Managed Internet Access Equipment

8.8.1 Following Initial Diagnosis, once an incident has identified any total failure of any ITVET Equipment supplied pursuant to clause 9.1, ITVET shall provide an engineer to Site to install a replacement unit within Six hours (measured in accordance with the principles set out in Paragraph 2.2). Any failed ITVET Equipment shall be replaced and hardware services operating normally within one hour of an engineer gaining access to the failed ITVET Equipment.

8.9 The service restoration clock starts when an Incident Ticket has been allocated, the Customer contacted, a severity level assigned and the initial diagnosis work has been completed.

8.10 Incident Tickets may be left open, post service restoration, for monitoring purposes. Thus the clock stops when the Incident Ticket is closed or when a member of the ITVET Technical Support Centre (TSC) informs the Customer of service restoration, whichever is sooner.

8.11 Subject to 2.2 above, should an incident be raised outside the Working Hours, the measurement of the service restoration time shall not start until Working Hours recommence.

#### 8.12 Multiple Short Service Failures

8.12.1 If the same circuit experiences multiple failures within the same month, ITVET shall consider this a single outage event for the purposes of service restoration and Service Credits. The service restoration clock shall be restarted from the point the subsequent failure has been diagnosed.

### 9 Outages and Maintenance

9.1 Where planned maintenance will result in degradation or interruption of a Managed Internet Access Service the maintenance will be conducted between 00:00 and 06:00.

9.2 Should maintenance be service affecting, the affected Customer shall be notified with three Business Days' notice via the nominated email contact detailing the work to be carried out and any effect on the Managed Internet Access Service.

9.3 All network maintenance on the Network will also be published on our website.

9.4 Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, ITVET shall seek to limit any resultant adverse effects on the Customer's service.

### 10 Emergency and Major Fault escalation

#### 10.1 General

10.1.1 Escalation means that more senior support staff shall be made aware of the Customer's incident and provides additional assurance to the Customer.

10.1.2 For details of the escalation path please contact your ITVET account manager

10.1.3 For continuity, the Customer's point of contact with the ITVET Technical Support Centre remains the same throughout the repair.

10.1.4 ITVET shall automatically escalate Priority 1 and 2 incidents using the procedure outlined in Paragraphs 10.2 and 10.3 below. Escalation automatically starts once 75% of the service restoration target time has passed.

#### 10.2 Time Before Escalation Starts

Priority	Premium/Lease Lines	Express	Enhanced	Standard
1	3 hours	5 hours	18 hours	2 Business days
2	6 hours	18 hours	2 days	3 Business days

10.2.1 Incidents are further escalated, one tier at a time, after a certain number of elapsed Office Hours with no resolution. The interval between each escalation event depends on the severity of the incident and the Managed Internet Access Service employed at the Site according to the following table.

### 10.3 Interval Between Further Escalation Events

Priority	Premium /Lease Lines	Express	Enhanced	Standard
1	1 hours	1 hours	2 hours	4 hours
2	1 hours	2 hours	4 hours	5 hours

### 11 Call out charge for non-ITVET incidents

11.1 Fault resolution sometimes means an engineer has to visit the Site. If, while the engineer is onsite, the incident is discovered not to be a hardware or circuit failure under ITVET’ control (e.g. the managed device has been unplugged, or there is an incident with Customer’s equipment or facilities), ITVET reserves the right to charge the Customer a one-off fee of £250.

### 12 Service credits

12.1 Where ITVET fail to achieve the target time for service restoration for incident is exceeded the time set out in Table 2, the Customer shall be entitled to a Service Credit for the failure according to the following schedule:

Priority	Service Credit of the total monthly Recurring Charges due for the relevant Managed Internet Access Service
Within one Business Day of the service restoration target.	50%
More than one Business Day beyond the service restoration target.	100%

12.2 No Service Credits apply where the Target Service Restoration set out in Table 2 is listed as “No Guarantee”.

12.3 Total Service Credits per month are limited to 100% of the total monthly Recurring Charges due for the relevant Managed Internet Access Service and dependant CPE (if applicable).

12.4 The service level set out in Table 2 shall not apply in the following situations and no Service Credits will be due where:

- 12.4.1 the Customer requests ITVET to test the Managed Internet Access Services and no failure in the Managed Internet Access Service is detected or reported;
- 12.4.2 the Managed Internet Access Service is modified or altered in any way at the Customer’s request not in accordance with the terms of this Service Schedule;
- 12.4.3 any suspension of the Managed Internet Access Services has taken place in accordance with the terms of the Framework Agreement;
- 12.4.4 failure of the Customer to operate the relevant Managed Internet Access Service in accordance with the terms of the Framework Agreement and this Service Schedule;
- 12.4.5 for any planned maintenance or emergency maintenance;
- 12.4.6 a Force Majeure Event is affecting the relevant Managed Internet Access Service;
- 12.4.7 the Customer fails to respond to a reasonable query raised by ITVET in relation to the Managed Internet Access Service which prohibits the incident from being corrected;
- 12.4.8 the Customer has failed to implement any reasonable instructions issued by ITVET in relation to the Managed Internet Access Services which causes an outage or prolongs an outage and extends the ITVET time to fix beyond the resolution times set out in Table 2; or
- 12.4.9 the Customer provides inaccurate details within the incident request which prohibits an outage from being corrected.

#### 12.5 Service Credit Process

- 12.5.1 All claims for Service Credits must be initiated by the Customer to the ITVET Account Manager in writing, if assigned
- 12.5.2 All claims for Service Credits must be supported by the appropriate Incident Ticket references.
- 12.5.3 The Incident Ticket references must fully substantiate the type of incident and the period of outage claimed as failed service caused by ITVET. In the event of any discrepancy, the Parties shall work together to reach agreement.
- 12.5.4 Where Service Credit claims are not made within the relevant period (as set out in the Framework Agreement) or where claims are not substantiated with valid Incident Tickets, no Service Credits will apply.

12.5.5 Applicable Service Credits will be paid one month in arrears in the form of a credit note which can only be applied against the future billing of Managed Internet Access Services.

12.5.6 The Customer will have 30 days to query any Service Credits issued, and where supplementary Service Credits are due, these will appear on the following monthly invoice.

12.5.7 Where ITVET inadvertently issues an overpayment of Service Credits, ITVET reserves the right to have these refunded. This will take place on the following monthly invoice after notification to the Customer.

**Be prepared with the following:**

Company name and your name

Your telephone number

Site address where the fault is

Description of the problem

What happened prior to the fault

How the fault has been diagnosed

13.2 For severity 3 and 4 incidents, or as an alternative to calling, please email [servicedesk@itvet.co.uk](mailto:servicedesk@itvet.co.uk)

**13 Reporting a fault**

13.1 Dial 0333 2419242