

## Fibre Connectivity Service Level Agreement

### Overview

The Service – **Fibre leased line connectivity**

### Performance

KPI – The key performance indicators that define the performance thresholds Aspire use to manage performance of the service.

#### Network KPIs

Measurements	Target
Round Trip Delay	20ms
Jitter	8ms
Packet Loss	0.10%

All network KPIs are measured from customer site to Aspire core network

### Fault Management

Aspire Incident Management Process is used to manage fault relating to the service.

### Service Management

Service management process inc reporting.

Monthly SLA reports available to view via Portal.aspirets.com or upon request.

Any queries with regards to service performance or the Service Credit Scheme contact:

Customer Experience team

**Tel:** 0330 124 2700

**E-mail:** [customer.experience@aspirets.com](mailto:customer.experience@aspirets.com)

### Service Level Agreement

SLA- This documents the target Service Level Agreement at which the services will be delivered to customers of Aspire.

**Delivering technology like no other.**

[support@aspirets.com](mailto:support@aspirets.com) | 0330 124 2701 | [www.aspirets.com](http://www.aspirets.com)



### Incident Management Target SLA

All reported P1 incidents with total loss of service will work to the following incident target time.

P1 Response	<b>30 mins</b>	Aspire will respond to all reported P1 incidents where there is a total loss of service within 30 minutes
P1 Fix	<b>4 Hours</b> <b>*16 Hours for fibre break</b>	Aspire will aim to restore availability of the service within 4hrs, 24/7, 365 days a year

Aspire shall use best endeavours to provide the Services throughout the term of the Contract in a manner which meets or exceeds the service levels set out in this section.

In the event that Aspire fail to achieve the SLA the following service credit scheme shall be applicable:

Threshold	Service Credit Scheme
0-1 hours over SLA	5% on monthly service cost
1-2 hours over SLA	7% on monthly service cost
2-5 hours over SLA	10% on monthly service cost
>5 hours	15% on monthly service cost

The Aspire Service Credit Scheme shall not apply and, for the purposes of the SLA, the Services shall be deemed to be Available in respect of any period where Aspire's failure to meet the SLA results directly or indirectly from:

- Force Majeure
- Any actions or inaction of the Customer (including, without limitation, requests for testing of the Service by the Customer although no Fault has been detected, requests for modifications, failure of Customer Provided Apparatus, failure by the Customer to provide access to Service Equipment, failure by the Customer to operate the Services in accordance with the Contract)
- Misuse of the Services contrary to the Contract;
- Any planned outage
- Any fault that is not reported to Aspire
- Any reported period of non-Availability where Aspire can find no fault
- Any fault that is due to user error
- Any fault caused by a fibre break beyond Aspire's control, the target repair time is 16 hours



## Summary of changes

*This section records the history of significant changes to this document. Only the most significant changes are described here.*

Rev No	Date	Description of change
Draft	01/11/2019	Initial draft
V1.0	04/11/2019	Final review & approval
V1.1	11/11/2019	Minor wording
V1.2	28/11/2019	Minor wording - the word 'unlikely' removed
V1.3	05/12/2019	Changed threshold 3-5 hrs

*Where significant changes are made to this document, the version number will be incremented by 1.0. Where changes are made for clarity and reading easy only and no change is made to the meaning or intention of this document, the version number will be increased by 0.1*

