

## Ethernet Over FTTC (EoFTTC) SLA

### Overall Service Availability:

We endeavor to provide 99.99% uptime availability. All circuits are monitored at network level by the relevant carrier 24 hours per day with pre-emptive reporting to the client where required. Circuits are provided with dedicated bandwidth through our carrier's networks.

### Helpdesk Hours:

The B4B Dedicated Internet Helpdesk is available 24 hours per days, 365 days per year.

### Incident Classification Matrix:

#### Priority One

- Total loss of service
- Product degraded beyond usable limits
- Severe Errors/Data loss affecting

|                                 |                                    |
|---------------------------------|------------------------------------|
| Guaranteed Fault Acknowledgment | 15 Minutes                         |
| Guaranteed Fault Response       | 30 Minutes                         |
| Target Fix Time SLA             | 7 Hours                            |
| Fault Updates Guarantee         | Every Hour (from first 30 minutes) |

#### Priority Two

- Partial Loss of Service
- Intermittent service
- Slow throughput

|                                 |                                       |
|---------------------------------|---------------------------------------|
| Guaranteed Fault Acknowledgment | 15 Minutes                            |
| Guaranteed Fault Response       | 30 Minutes                            |
| Target Fix Time SLA             | 24 Hours                              |
| Fault Updates Guarantee         | Every 4 Hours (from first 30 minutes) |

#### Priority Three

- Non service affecting
- Request for information
- Billing issues

|                        |                 |
|------------------------|-----------------|
| Target Resolution Time | 3 Business Days |
|------------------------|-----------------|