

Dedicated Internet Circuit 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.

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	4 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
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