

## SLA Performance Schedule JT Corporate Connect and Access Services

### SERVICE

JT Corporate Connect and Corporate Access

### REPAIR OF EXISTING SERVICE

#### Response time

Response time	Compensation: % of monthly Service Charge
8 - 10 Working Hours	20%
10 - 12 Working Hours	25%
12 - 14 Working Hours	30%
>14 Working Hours	50%

- Compensation relating to the Response times is applicable to all Corporate Connect & Access faults.

Repair time	Compensation: % of monthly Service Charge
15 - 24 Working Hours	20%
24 - 32 Working Hours	25%
32 - 40 Working Hours	30%
>40 Working Hours	50%

- Compensation relating to the Repair times are only applicable in the case of Service Affecting Corporate Connect & Access faults.

### SERVICE AVAILABILITY

- Target: 99.9% Network Availability at the Corporate Connect router WAN interface as measured over the period of one calendar month
- A credit equivalent to one day's Service Charge will apply if the Network Availability falls below the target Network Availability level.
- Network Availability is measured at the Corporate Connect router WAN port by pinging the router interface(s) every five minutes. Performance below standard is calculated by comparing the number of successful responses to pings against the total number of pings sent over the reporting period.
- 'Availability' will be calculated at the sole discretion of JT

### COMPENSATION LIMITS

Compensation will be payable if the criteria stated above are met subject to a maximum payment as follows:

Compensation type	Maximum payable
All Faults - response time	50% of one month's Service Charges <sup>1</sup>
Service Affecting Faults - repair time	50% of one month's Service Charges <sup>1</sup>
Network Availability	1 day's Service Charges <sup>1</sup>

<sup>1</sup> during any one calendar month for an event or series of events.

The total Compensation payable during any one calendar month will not exceed the total Service Charge for the relevant Service during the calendar month in any circumstances.

### MEASUREMENT

- Working hours are JT's core business hours of Monday – Friday 0830 – 1700 excluding bank holidays
- The time taken to effect a successful repair is deemed to be the time from the acceptance of the fault by JT up to the time of clearance of the Service Affecting element(s) of the fault