

## Service Level Agreement Performance Schedule JT GSM Mobile Telephone Network Service

<b>SERVICE</b>
JT GSM mobile telephone network service

<b>PROVISION OF NEW SERVICE</b>	
<b>Connection type</b>	<b>Target lead time</b>
Connection of new mobile services, received up to 1630 on any Working Day	Completion on same Working Day
Connection of new mobile services, received after 1630 on any Working Day	Completion by the end of the following Working Day.
<b>Compensation:</b> £10 for every Working Day taken to connect the new service over the target lead time.	

<b>REPAIR OF GSM NETWORK FAULTS</b>	
<b>Repair Time</b>	<b>Compensation</b>
> 1 and <= 2 Working Days	50% of monthly Service Charge
> 2 and <= 3 Working Days	70% of monthly Service Charge
> 3 and <= 4 Working Days	90% of monthly Service Charge
> 4 Working Days	100% of monthly Service Charge

<b>MEASUREMENT</b>
<ul style="list-style-type: none"> <li>Working Days are JT's core business hours of Monday – Friday 0830 – 1700 excluding bank holidays.</li> <li>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.</li> </ul>

<b>COMPENSATION LIMITS</b>	
Compensation will be payable if the criteria stated above are met subject to a maximum payment as follows:	
<b>Compensation type</b>	<b>Maximum payable</b>
Provision of new service	£30.00
Repair of faults	One month's Service Charges during any one calendar month for any event or series of events

<b>CONDITIONS</b>
<ul style="list-style-type: none"> <li>This Service Level Agreement only covers the repair of Service Affecting Faults on the JT GSM mobile telephone network;</li> <li>Compensation is not payable for Service Interrupting Faults.</li> </ul>