

# Performance Schedule

## 1. Compensation

Compensation relating to the resolution element of the SLA is only applicable in the case of Service Affecting Faults.

Compensation relating to the response element of the SLA is applicable to all faults.

Any compensation payable under the SLA for a Service Option shall be calculated as follows:

- (A) For all Service Options as a percentage (%) of the value of the monthly Service Charge.
- (B) For all Equipment sold to the Customer as a percentage (%) of the value of the monthly support Service Charge.
- (C) For all Equipment rented to the Customer as a percentage (%) of the value of the monthly Equipment Service Charge.

Elapsed hours are the number of hours exceeding the relevant Service Option Target Response Time and/or Target Resolution Time for the priority of the Incident. This is also subject to the applicable Engineer Availability in the Service Option.

The priority of an Incident will be determined by JT in its sole discretion.

The Service Credit Percentage is determined by matching the elapsed hours row with the Service Option column using the relevant table in section 4 below.

The time taken to carry out 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 fault within the applicable resolution time.

## 2. Service Credit Calculation

The credit for a Service Affecting Fault is as follows:

$$\text{Compensation} = \text{Service Credit Percentage} \times \text{Value of applicable monthly Service Charge or support Service Charge}$$

## 3. Compensation limits

Compensation will be payable if the criteria stated in the SLA are met subject to a maximum payment of ten per cent (10%) of the value of one (1) month of the applicable Service Charge. If a single event or series of related events (“**Event**”) results in more than one failure, the Customer may only request one (1) credit for the entire Event.

## 4. Service Credit Percentage

### (a) Response Time

Elapsed Hours over SLA	JT Support Basic	JT Support Essential	JT Support Advanced	JT Support Premium
+1	1%	1%	1%	1%
+2	2%	2%	2%	2%
+4	4%	4%	4%	4%
+6	6%	6%	6%	6%
+8	8%	8%	8%	8%
+10	10%	10%	10%	10%

### (b) Resolution Time

Elapsed Hours over SLA	JT Support Basic	JT Support Essential	JT Support Advanced	JT Support Premium
+1	1%	1%	1%	1%
+2	2%	2%	2%	2%
+4	4%	4%	4%	4%
+6	6%	6%	6%	6%
+8	8%	8%	8%	8%
+10	10%	10%	10%	10%