



# Service Level Agreement

JT Support Services

# Table of Contents

- Service Level Agreement ..... 2**
- Terms and Conditions..... 2*
  - 1. Definitions ..... 2
  - 2. SERVICE..... 4
  - 3. SERVICE AVAILABILITY ..... 4
  - 4. NOTIFICATION OF FAULTS ..... 5
  - 5. COMPENSATION ..... 6
  - 6. VARIATION ..... 7
  - 7. EXCLUSION AND LIMITATION OF LIABILITY ..... 7
  - 8. FORCE MAJEURE ..... 8
  - 9. ENTIRE AGREEMENT ..... 9
  - 10. NOTICES ..... 9
  - 11. SEVERANCE ..... 9
  - 12. GOVERNING LAW..... 9



# Service Level Agreement

## Terms and Conditions

The terms and conditions of this **SLA** and any Schedule(s) are incorporated in, and form part of, the Conditions and Product Description for the relevant Service or supply of Equipment and/or Goods (as applicable) subscribed for or acquired by the Customer. The Definitions in the Conditions for a subscribed or acquired Service, and/or any supplied Equipment and/or Goods (as applicable) will apply to this SLA (unless the context otherwise requires) in addition to those terms defined below. Where there is conflict between the Conditions and this SLA, the terms and conditions of this SLA shall take precedence, unless specifically and expressly stated otherwise.

### 1. Definitions

In this SLA (including the introduction) the following terms shall have the following meanings unless expressly stated otherwise:

<b>“Application Form”</b>	means a completed application form, Quotation or proposal form for a Service or supply of Equipment and/or Goods as signed by the Customer and returned to JT.
<b>“Business Day”</b>	means a day falling from Monday to Friday which is not a public holiday in Jersey or Guernsey.
<b>“Business Hours”</b>	means Monday to Friday 0800 to 1800 on Business Days.
<b>“Conditions”</b>	means the terms and conditions in this SLA, any Product Description, Schedule(s) and any written variations thereto and any other agreement in writing relating to the relevant Service or supply of Equipment and/or Goods signed by JT and the Customer.
<b>“Contact Centre”</b>	means the customer contact centre provided by JT to deal with Customer telephone queries or to report a fault.
<b>“Customer”</b>	means the person or persons named in the Quotation or SOW.
<b>“Equipment”</b>	means any equipment supplied by JT to the Customer as identified in any relevant Schedule.
<b>“Extended Business Hours”</b>	means Monday to Sunday 0800 to 1800 (including public holidays).
<b>“Goods”</b>	means any goods supplied by JT to the Customer as identified in any relevant Schedule.

<b>"JT"</b>	means JT (Jersey) Limited having its registered office at No. 1 The Forum, Grenville Street, St Helier, Jersey, JE4 8PB and/or JT (Guernsey) Limited having its registered office at Sarnia House, Le Truchot, St Peter Port, Guernsey, GY1 1GR as applicable, and their successors or assigns.
<b>"Maintenance Contract"</b>	means the Contract signed by the Customer for supplementary support of a Service.
<b>"On-line"</b>	means accessible over the world wide web at JT's site at <a href="http://www.jtglobal.com">www.jtglobal.com</a> or such other site as may be notified from time to time.
<b>"Product Description"</b>	means any description and any technical specification of a Service, Equipment and/or Goods as available from JT's offices or On-line or as provided to the Customer.
<b>"Schedule(s)"</b>	means all or any schedules appended to this SLA, as amended, varied, or added to from time to time.
<b>"Service"</b>	means any service supplied by JT to the Customer to which the Service Option applies.
<b>"Service Affecting Fault"</b>	means a fault which causes or results in a continuous and total loss of the ability to use a Service, Equipment and/or Goods (as applicable).
<b>"Service Charge"</b>	means any charge, including GST where applicable, associated with the provision of a Service or supply of Equipment and/or Goods.
<b>"Service Interrupting Fault"</b>	means a fault which degrades the level of a Service or quality of the functionality or operation of Equipment and/or Goods (as applicable) but does not prevent the use of a Service, Equipment and/or Goods (as applicable).
<b>"Service Option"</b>	means the level or type of service applicable to each Service and/or item of Equipment or Goods selected by the Customer in the SOW, Quotation or ordered by telephone and/or as specified in any schedules to the relevant Conditions and/or Product Description.
<b>"SLA"</b>	means this SLA and any Schedule(s), including any amendments, variations or additions there from time to time.

## 2. SERVICE

- 2.1. In the supply by JT of a Service, Equipment and/or Goods (as applicable) under relevant Conditions, JT will provide such Service (including, without limitation, any support services) to the Customer in compliance with the relevant level of service. In particular, the Service will be provided with the appropriate response and/or repair times for such level of service, as are detailed and specified in the Schedule(s) and, otherwise, in accordance with the terms and conditions of this SLA.
- 2.2. The level of service will vary depending on any Service Option. Where no Service Option is selected or ordered by the Customer, the level of service will be determined by the standard level of service specified or set out in this SLA, the Product Description and/or the Conditions for the relevant Service, Equipment and/or Goods.

## 3. SERVICE AVAILABILITY

- 3.1. For the purposes of this SLA, the following events or circumstances are not considered to constitute Service unavailability or a fault:
  - 3.1.1. the scheduled upgrade, repair or replacement of network equipment. Five (5) Business Days' notice of scheduled work will be provided to the Customer wherever practicable;
  - 3.1.2. the suspension of a Service, including suspension for non-payment of a Service Charge;
  - 3.1.3. any hardware, software or network failures or lack of availability that is beyond the control of JT;
  - 3.1.4. any failure of any statistical monitoring devices used to measure the performance of a Service against the standards set by this SLA, where a Service is itself unaffected by the failure of a statistical monitoring device;
  - 3.1.5. any matters beyond JT's reasonable control (see section 8 below);
  - 3.1.6. faults caused by any act or omission, negligence, damage or mis-operation of a Service on the part of the Customer;
  - 3.1.7. the failure of the Customer to observe and perform the Conditions;
  - 3.1.8. the inability to gain access to the Customer's premises;
  - 3.1.9. the operation of a Service, Equipment and/or Goods within the manufacturer's specifications, including inter-manufacturer operability problems and/or issues arising through the use or upgrade of manufacturer-provided software;

- 3.1.10. faults otherwise excluded from the normal operation of a Service, Equipment and/or Goods as described in the relevant Conditions, Product Description or elsewhere;
  - 3.1.11. where JT is unable to provide a Service for reasons beyond its control (including the default or failure of co-operation on the part of any other party that provides any part of a Service or upon which JT relies in order to provide any part of a Service) or otherwise for reasons not its fault provided that JT will use its reasonable endeavours to procure resumption of a Service as soon as reasonably practicable;
  - 3.1.12. where, in the reasonable opinion of JT, any Equipment and/or other hardware is irreparable or, due to its age or condition, it would be, in JT's sole opinion, impracticable, unduly onerous or uneconomic for JT to continue to provide the Service; and
  - 3.1.13. where JT is unable, through its reasonable efforts, to procure support, software or replacement parts for any Equipment.
- 3.2. A fault will be considered to have been cleared and resolved by JT if the fault has been corrected by JT such that all or any element of the fault that causes or results in a Service Affecting Fault or Service Interrupting Fault has been eliminated and the main functionality of a Service, Equipment and/or Goods (as applicable) is restored and available in JT's sole opinion. For the avoidance of doubt, a fault may be cleared and resolved by the temporary provision of loan equipment or an alternative service until such time as a Service, Equipment and/or Goods (as applicable) has been repaired.
- 3.3. Unless otherwise specifically stated or agreed in writing, JT shall not be responsible for or required to correct/resolve any fault whatsoever and howsoever arising, other than a Service Affecting Fault or Service Interrupting Fault.

## 4. NOTIFICATION OF FAULTS

- 4.1. Customers reporting service interruption events, faults or outages of any kind or requesting compensation payments must contact JT on 01534 882882 in Jersey or 01481 882882 in Guernsey, or any other specific number as may be provided to the Customer from time to time.
- 4.2. Customers must report service performance failures to JT by way of the telephone number provided or by notification via [www.jtglobal.com](http://www.jtglobal.com).
- 4.3. Customers must request compensation payments calculated under this SLA within one (1) calendar month of the restoration of full availability of a Service or repair of the Equipment and/or Goods (as applicable). The Customer will forfeit the right to receive a credit under

this SLA where the Customer fails to comply with this requirement. A JT representative will contact the Customer to review the status of the credit request and to determine the applicable credit, if any, due to the Customer.

## 5. COMPENSATION

Subject to JT being satisfied in its sole discretion that the Customer has a valid and legitimate claim or complaint, if JT fails to provide the support service specified in clause 2.1 in accordance with the terms and conditions of this SLA, JT will, where the Customer requests to be compensated, pay compensation by way of a credit or credits to the Customer's relevant account(s) with JT, as determined and paid on the following basis:

### 5.1. Compensation Requests

The Customer must notify the Contact Centre complying with the procedures as set out in section 4 of this SLA in order to be entitled to receive any compensation.

### 5.2. Compensation Process

- 5.2.1. On receiving valid notification of a request for compensation under this SLA, JT will, within one (1) month of notification, investigate the reported outage, fault or event and any remedial action taken by JT and confirm to the Customer whether the Customer's compensation claim has been accepted.
- 5.2.2. If the Customer appeals against or disputes any decision to reject any compensation claim or the amount of any compensation claim calculated as being payable by JT, the Customer must advise JT, in writing, within five (5) Business Days of the initial date of notification of JT's decision.
- 5.2.3. Any appeals pursuant to clause 5.2.2 in respect of any disputed compensation claims (whether for a rejected compensation claim or the amount of compensation payable) will be investigated by JT, and a final decision will be made at JT's sole discretion.

### 5.3. Calculation of Service Credits

- 5.3.1. Credits will be calculated as set out in the relevant Schedule(s).
- 5.3.2. In the case of Service Affecting Faults, compensation will be capped at a maximum level stated in the relevant Schedule(s).
- 5.3.3. In the case of Service Interrupting Faults, compensation payments or credits will not be made unless stated otherwise in the relevant Schedule(s).

5.3.4. For the purposes of calculating credits a "day" and "daily" is deemed to be the time between 00:00 hrs and 23:59 hrs.

#### **5.4. Credit Payment**

5.4.1. Credits, when payable, will be applied to the Customer's account(s) at the end of the next calendar month following the month in which the credits were accrued. However, the Customer shall not be entitled to receive any credits for periods in which the Customer benefited from the use of any Service, Equipment and/or Goods (as applicable) free of charge.

5.4.2. JT may set off all or part of any credit payments against any outstanding and undisputed sums owed by the Customer on any of the Customer's JT accounts.

## **6. VARIATION**

6.1. JT may from time to time amend, vary or make additions to the terms and conditions of this SLA and/or any terms and details set out in any applicable Schedule(s) and will as soon as practicable and in any event not less than one (1) calendar month before any such amendment, variation or addition is to take effect, give notice of such variation On-line and/or by other means of advertising.

6.2. Other than as stated above any amendments, variations or additions to this SLA and/or any Schedule(s) shall be made in writing by JT and signed by a duly authorised officer of the same.

6.3. Save as herein expressly provided no servant or agent of JT shall have the authority to agree any amendment, variation or addition to this SLA. Any representation, warranty or agreement so made is of no force or effect unless made in accordance with this section 6.

## **7. EXCLUSION AND LIMITATION OF LIABILITY**

7.1. The following provisions set out JT's entire liability (including any liability for the acts and omissions of its employees, agents and sub-contractors) to the Customer in respect of any breach of contract, warranty, misrepresentation, tortious act or omission including negligence or otherwise arising under or in connection with the provision of a Service and/or the supply of Equipment and/or Goods under this SLA. The Customer's attention is specifically drawn to these provisions.

7.2. JT does not exclude or restrict liability for death or personal injury resulting from its own negligence.

7.3. Except to the extent provided in this SLA and/or any Schedule(s) or any other document or agreement and except as otherwise expressly agreed in writing, JT shall not be liable to the



Customer or to any other person for any loss or damage whatsoever and howsoever caused arising directly or indirectly in connection with the provision of a Service and/or the supply of Equipment and/or Goods under this SLA or breach of the terms and conditions of this SLA. Whilst JT will use its reasonable endeavours to maintain the quality and level of a Service, Equipment and/or Goods specified in this SLA and/or any Schedules and to ensure that a Service, Equipment and/or Goods contemplated by this SLA is or are available at all times, it makes no representation or warranty in relation thereto.

- 7.4. Without prejudice to the generality of clauses 7.2 or 7.3, JT shall not be liable to the Customer or to any other person for:
- 7.4.1. any defect in, poor quality of, unavailability, interruption or discontinuance of a Service or any website or email address (and without prejudice to the generality of the foregoing and clause 7.3), lasting less than three (3) calendar days); or
  - 7.4.2. any loss of profits, business revenue, goodwill or anticipated savings, or any type of special, indirect or consequential loss (including but not limited to loss or damage to data, equipment or property even if in the care, custody or control of JT) whether direct, indirect, foreseeable or unforeseeable; and
  - 7.4.3. any use of any Service, Equipment and/or Goods by or activities of the Customer, in particular but not limited to, any acts which under the laws of any jurisdiction infringe any third party's intellectual property rights (including the use of any domain name) infringe obscenity laws, constitute threats, are in any way defamatory or are illegal or give rise to any liability in any way.
- 7.5. JT is not responsible for maintaining any insurance cover of any nature to cover any loss by the Customer or any other party whatsoever and howsoever arising whether as a result of any breach of this SLA or otherwise.
- 7.6. If any exclusion or limitation of liability contained in this section 7 is invalid and JT becomes liable for any loss or damage, the Customer (acknowledging that JT is not able to evaluate any potential loss to the Customer) agrees that JT's liability for any one event or series of events shall be limited to the Service Charge payable by the Customer for the Minimum Contract Period or the Price (where applicable).
- 7.7. Each clause of this section 7 shall operate independently of each other clause of this section 7.

## 8. FORCE MAJEURE

JT shall not be liable in respect of any breach of this SLA due to any cause beyond its reasonable control including (but without limitation): act of God, inclement weather, lightning, flood or fire; industrial action or lockouts; the act or omission of Government, highway authorities, or any other competent authority; war or armed conflict, military operations, vandalism or riot; the act or

omission of any other party (including any other party that provides any part of a Service and/or supplies any Equipment and/or Goods or upon which JT relies in order to provide any part of a Service and/or supply any Equipment and/or Goods) and national and/or civil emergencies.

## 9. ENTIRE AGREEMENT

This SLA and the relevant Conditions supersede all prior oral or written communications regarding the subject matter of this SLA and contain the whole agreement between the parties relating to the subject matter of this SLA, unless otherwise specifically stated or agreed in writing.

## 10. NOTICES

- 10.1. Unless otherwise provided in section 4 of this SLA, any notice or other communication required to be given or served for the purposes of this SLA, except where otherwise provided, shall be in writing and shall be deemed to have been duly given and served if sent by post, email or delivered by hand. Notices shall be deemed received forty-eight (48) hours after posting or transmitting.
- 10.2. The Customer's address for correspondence shall be the contact address as specified in the Application Form or communicated by the Customer when the order by telephone was made or an address notified to JT by the Customer in writing as an address to which correspondence may be sent or the Customer's usual or last known place of abode or business or if the Customer is a limited company its registered office.
- 10.3. JT's address for correspondence in the Bailiwick of Jersey shall be P.O. Box 53, No. 1 The Forum, Grenville Street, St Helier, Jersey JE4 8PB.
- 10.4. JT's address for correspondence in the Bailiwick of Guernsey shall be Sarnia House, Le Truchot, St Peter Port, Guernsey, GY1 1GR.

## 11. SEVERANCE

If any provision of this SLA is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of this SLA and the remainder of the provisions in question shall not be affected.

## 12. GOVERNING LAW

- 12.1. When the provision of a Service and/or the supply of Equipment and/or Goods is made by JT (Jersey) Limited, then this SLA shall be governed by and construed and interpreted in accordance with the law of the Island of Jersey and the parties hereby submit to the exclusive jurisdiction of the Royal Court of Jersey.

- 12.2. When the provision of a Service and/or the supply of Equipment and/or Goods is made by JT (Guernsey) Limited, then this SLA shall be governed by and construed and interpreted in accordance with the law of the Island of Guernsey and the parties hereby submit to the exclusive jurisdiction of the Royal Court of Guernsey.