



1. Scope of Document

This document describes the service level agreement (SLA) for the following products and services:

- SoADSL
- FTTP
- SoGEA
- Fibre Ethernet

2. Service Operating Hours

2.1 1-Fix service levels and telephone helpdesk operates during Working Hours (Monday - Friday 08:00- 17:30 excluding Public Holidays) except as provided below;

2.2 Where the Internet Access Service is a Premium, Plus or Enhanced Internet Access Service, 1-Fix shall manage severity level 1 incidents and severity level 2 incidents 24x7x365.

3. Responsibilities

3.1 1-Fix is responsible for:

- Provision of a helpdesk for call handling; and
- Incident resolution and escalation

In addition, for fixed line services, 1-Fix shall be responsible for:

- Proactive monitoring of access availability
- Outage alerts by email; and
- Utilisation statistics of access circuits

3.2 The customer is responsible for:

- Notifying 1-Fix of any changes to site and contact details
- Basic troubleshooting
- Reporting incidents with the Internet Access Service
- Access to sites for fault resolution
- Adherence to 1-Fix's Acceptable Use Policy

4. Internet Access Characteristics

4.1 1-Fix Network metrics do not include the Internet Access Service or any off-net service.



Internet Access Platform Metric	Target
Network Availability	99.95%
Packet Loss	<0.1%

4.2 Internet Access Platform metrics shall not include any failure attributable to:

- Scheduled network maintenance; and
- Force Majeure events

4.3 As Service Credits are claimed on a per-incident basis, the above metrics are for network planning and account review purposes only.

4.4 Incident severity

Incident severity is classified as follows:

Level	Class	Description
1	Emergency	Total loss of service e.g. Total equipment failure.
2	Major	Significant degradation or intermittent service. E.g. significant packet loss, significant degradation in throughput or loss of a particular component service.
3	Minor	Minor degradation of service. Small or intermittent packet loss, reduction in throughput, loss of resilience.
4	Change request	e.g. Modification to configurations of equipment.

- 1-Fix will initially determine and agree the incident severity with the customer. 1-Fix may change the severity during repairs. For example, if an incident of severity 1 is temporarily repaired, then the incident may be reduced to severity 2. The new classification will determine the course of actions thereon.
- Once 1-Fix believe that the Customer's incident is fixed, or if 1-Fix has requested vital information from the Customer and the Customer has not responded within 3 days the Incident Ticket status becomes Resolved.

4.5 Denial of Service mitigation policy

In the event that any 1-Fix public IP address suffers a DoS or DDoS attack, 1-Fix will mitigate the impact of this by black-holing the destination IP address(es) with upstream transit providers. This measure will stay in place until traffic volumes have receded, and normal



service can be restored to affected IP address(es). This is done in order to protect the integrity of the 1-Fix core network and to ensure continued service to all other customers. Such events are specifically excluded from any platform performance metrics.

5. Fault Reporting

5.1 Incidents must be reported via the 1-Fix Portal by an authorised contact to raise an incident, alternatively a phone call to 0118 926 0084.

The following information will be required:

- Company name and contact name
- Contact telephone number
- Site address where the fault is
- Service reference number
- Description of the problem
- What happened prior to the incident
- How the incident has been diagnosed

5.2 For severity 3 and 4 incidents, please follow the same process as detailed in 5.1.

5.3 The primary method of reporting **Level 1 and Level 2** incidents to 1-Fix should be via the 1-Fix Portal followed by a telephone call to **0118 926 0084** once your incident reference number has been generated.

Level	By Portal	Email or Telephone
1	30 minutes	Portal + 4 hours
2	1 hour	Portal + 4 hours
3	4 hours	Portal + 4 hours
4	Next working day	Portal + next working day

5.4 The response time clock starts when a ticket is created on 1-Fix's system via the mechanisms above.

5.5 Subject to paragraph 2.2 above, should an incident be raised outside the Working Hours, the measurement of the response time shall not start until Working Hours recommence.

6. Target Restore Times

Target restoration times depend on the access technology employed at each Site.



6.1 Premium: - Fibre Ethernet Services

Level	Service Restoration
1	4 hours
2	8 hours
3	Next day
4	N/a

6.2 Plus: - FTTP, SoGEA, and SoADSL Services

Level	Service Restoration
1	8 hours
2	Next day
3	Three days
4	N/a

6.3 Enhanced: - FTTP, SoGEA and SoADSL Services

Level	Service Restoration
1	24 hours
2	Three days
3	No guarantee
4	N/a

7. Service Restoration Clock

7.1 The service restoration clock starts when a ticket has been allocated, the customer contacted, a severity assigned, and the initial diagnosis work has been completed.

7.2 Tickets may be left open, post service restoration, for monitoring purposes. Thus, the clock stops when the ticket is closed or when a member of 1-Fix's Technical Servicedesk informs the customer of service restoration, whichever is sooner.

7.3 Subject to paragraph 2.2 above, should a fault be raised outside 1-Fix's defined service level operating hours, the measurement of the response and service restoration time will not commence until Working Hours recommence.



7.4 Multiple Short Service Failures

If the same circuit experiences multiple failures within the same month, 1-Fix shall consider this a single outage event for the purposes of service restoration and Service Credits. The service restoration clock shall be restarted from the point the subsequent failure has been diagnosed.

8. Outages and Maintenance

8.1 Network maintenance shall normally be performed outside of service level operating hours.

8.2 Should maintenance be service affecting; the affected Customer will be notified with 3 Business Days’ notice via the nominated email contact detailing the work to be carried out and any effect on the Internet Access Service.

8.3 Network maintenance on the 1-Fix network that impacts multiple circuits (5+) is published on the 1-Fix status page.

8.4 Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, 1-Fix will use its best efforts to limit any resultant adverse effects on the Customer’s service.

9. Emergency and Major Fault Escalation

9.1 Escalation means that more senior support staff will be made aware of the customer’s fault and provide additional assurance to the customer.

9.2 For continuity, the customer’s point of contact with 1-Fix’s ServiceDesk remains the same throughout the repair.

9.3 1-Fix will automatically escalate severity 1 and 2 incidents using the procedure below. Escalation automatically starts once 74% of the service restoration target time has passed.

9.4 Time before escalation starts

Level	Premium	Plus	Enhanced
Time	3 hours	24 hours	48 hours

Incidents are further escalated, one tier at a time, after a certain number of elapsed Working Hours with no resolution. The interval between each escalation event depends on



the severity of the incident and the access technology employed at the Site according to the following table:

9.5 Interval before further escalation events

Level	Premium	Plus	Enhanced
1	30 mins	2 hours	5 hours
2	1 hour	4 hours	10 hours
3	N/a	N/a	N/a
4	N/a	N/a	N/a

The above escalation is also used if, at any point, the Customer feels that the problem is not being addressed in a satisfactory manner.

9.6 Escalation path

Tier	Job role
1	Service <u>d</u> esk Engineer
2	Senior Support Engineer
3	Service <u>d</u> esk Manager
4	Managing Director

9.7 Management Escalation

When target quality parameters are not met, or when a customer is unsatisfied, they can use the following management escalation path:

Tier	Job role
1	Account Manager
2	Head of Sales
3	Managing Director

10. Call out charge for non-1-Fix incidents

Fault resolution sometimes means an engineer has to visit the site. If, while the engineer is onsite, the incident is discovered not to be a hardware or circuit failure under 1-Fix’s control (E.g. the managed device has been unplugged, or there is a fault with Customer equipment or facilities), 1-Fix reserves the right to charge the customer a one-off fee of £390 (exc. VAT) or greater when notified in writing in advance.



11. Making a claim

11.1 A claim should be made in any month where there are one or more incidences where the agreed service restoration target was not met.

11.2 A claim should be made in writing to your Account Manager. The deadline for making a claim is 5 working days after the end of the month for which credit is requested.

12. Service credits

If, in 1-Fix's reasonable opinion, the target time for service restoration for an incident is exceeded the customer will be entitled to a service credit for the failure according to the following schedule:

Service restored	Service credit
Within 1 working day of the service restoration target.	50% of pro-rata monthly charge associated with the failed Internet Access Service.
More than one working day beyond the service restoration target.	100% of pro-rata monthly charge associated with the failed Internet Access Service.

12.2 Service level claim conditions

- Total service credits per month are limited to 100% of the total due in respect of the monthly charges calculated pro-rata for that month.
- The customer has notified 1-Fix in writing within 5 working days after the end of the month for which credit is requested.
- Service credits will be applied as a credit to the Customer's account and, as such, will be deducted from the value of the next invoice.
- Service credits will not be granted if there is any amount owing by the Customer to 1-Fix and such amount is overdue.