

# Standard Service Level Agreement

This document sets out the following arrangements for Voneus Together Broadband and Wi-Fi referred to as, “the service.”

- Installation & Timescales
- Management Information
- Maintenance
- Faults
- Service Availability & Target Time to Repair
- Service Credits

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## DEFINITIONS USED

1. In this document, these words have the following meanings:
2. “We”, “we”, “Our”, “our”, “Us” and “us” refers to Voneus Limited.
3. “You”, “you”, “Your”, “your”, “Yourself” and “yourself” refers to you, the customer; separately both you and us maybe referred to as a “Party”, together we are referred to as the “Parties”
4. “Agreement” refers to the contract between you and us including this document, our privacy policy and our terms and conditions and the contents of any corresponding order form or registration form;

## THE MAIN DETAILS OF THE AGREEMENT

### Installation and timescales

5. Upon receipt of a completed and signed Order Form, Voneus will arrange to connect your system to our service using the specifications in the customer Proposal Form. Once the order has been accepted Voneus will issue a ‘Target Ready for Service’ or “RFS” date to the customer.
6. Timescales are indicative in that the target RFS date is issued on a per order basis. Whilst no liability will be accepted by Voneus for the late delivery of the service, 100% of any compensation obtained from third parties by Voneus in respect of late delivery will be passed on to the customer(s).

| Connectivity Type                  | Timescales in working days |
|------------------------------------|----------------------------|
| Satellite                          | 10                         |
| Fibre to Premises                  | 201                        |
| Wireless Fibre to the Home (WFTTH) | 202                        |
| 4G                                 | 10                         |

7. Upon connection, Voneus will test the service in accordance with its testing and acceptance procedures.

### Management Information

8. Service data and information is available via Voneus Manage. This information will be made available to you.

### Maintenance

9. Voneus will periodically remotely access the service and download diagnostic reports to assist in delivering optimum performance. This does not affect performance of the service.
10. Planned Outages
  - a. Where an outage is planned, Voneus will provide you with at least 5 calendar days’ notice with details of the event. This outage will be no longer than five hours. Where the outage is notified & carried out by a third party no guarantee is offered as to its duration.
  - b. The service is supplied to a high standard. Unplanned outages, failure or degradation should not occur. If they do occur The customer should report this to Voneus for investigation.

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<sup>1</sup> This is from the completion of the network build phase of the physical project including the digging works and laying ducting to individual premises and not from when the form is completed.

<sup>2</sup> This is from the completion of the network build phase and assumes that the wireless backhaul and sector antenna(s) serving your property is working.

## Fault Reporting Points

11. Voneus provides a 24 hour a day, seven days a week fault reporting service.
12. The primary method of reporting a fault during office hours will be by the customer sending an e-mail to [helpdesk@helpdesk.voneus.com](mailto:helpdesk@helpdesk.voneus.com).
13. The customer can also speak directly to a named Service Controller by calling the Voneus support hotline on 020 3026 4111 and upon doing so the service Controller will be tasked with:
  - a. Receiving, logging and prioritising the fault;
  - b. Performing initial investigation, diagnostics and managing the fault;
  - c. Escalating the fault when & where appropriate in line with our Escalation Procedure
14. If the customer has subscribed to the 24/7 support service, then the primary method of reporting a fault out of office hours will be by the customer calling the on-call Voneus out of hours support hotline on: 020 3026 4111.
  - a. The out of hours support assistant will be tasked with;
  - b. Receiving, prioritising and logging the fault;
  - c. Performing initial investigation, diagnostics and managing the fault; and
  - d. Fault handover to the named Service Controller for follow-up on the next working day
15. The following information is required when the customer wishes to report a fault.
  - a. Three-digit customer reference code;
  - b. The time/date of the first occurrence;
  - c. Details of the fault such as whether the fault is affecting all aspects of the service or only some;
  - d. Confirmation that a visual check has been carried out to eliminate any simple causes such as power lead disconnection;
  - e. Confirmation that the customer's own equipment (e.g. computer or mobile device) has been eliminated as a possible fault cause; and
  - f. Contact names and numbers.

## Response times

16. Upon reporting a fault Voneus will perform initial diagnostics via Voneus Manager, prioritise the fault and update the customer.

| Office hours                              | Out of office hours                        |
|-------------------------------------------|--------------------------------------------|
| within 1 hour of receiving a fault report | within 8 hours of receiving a fault report |

## Fault prioritisation

17. Here is a list of our fault priority categories

| Priority 1                                                                 | Priority 2                                                                       | Priority 3                                                                        |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Complete Loss                                                              | Service Affecting                                                                | Non-Service Affecting                                                             |
| Voneus target to resolve P1 faults within 24 hours of receiving the report | Voneus target to resolve P2 faults within 3 working days of receiving the report | Voneus target to resolve P3 faults within 10 working days of receiving the report |

18. During out of office hours, we reserve the right to defer any P2 and P3 fault until the next working day.

## Fault escalations

19. Contact details are provided for the customer to speak directly to the escalation points who will be notified and/or involved if the Target Times to Repair are exceeded.

| First contact      | Second contact  | Third contact    |
|--------------------|-----------------|------------------|
| Service Controller | Senior Engineer | Head of Service  |
| Alan Seldon        | Michal Kobak    | Matthew Appleton |

## Service Availability & Target Time to Repair

20. Availability is measured for each component of the service individually and is assumed as being 100%. Availability is calculated by totaling the duration of all Priority 1 & 2 faults, expressing them as a percentage of the Service Measurement Period and deducting from 100.
21. Service availability & target time to repair is as follows:

| Service element                      | Service Availability Target in % | Target Time to Repair (working hours) |
|--------------------------------------|----------------------------------|---------------------------------------|
| Satellite Broadband                  | 99                               | 12                                    |
| Wireless Fibre to the Home Broadband | 99.9                             | 12                                    |
| Fixed line VoIP telephony            | 99.9                             | 8                                     |
| Mobile device Wi-Fi client           | 99.5                             | 24                                    |

## Service Credits

22. The customer may claim Service Credits for any Service that falls below its Service Availability Target or any fault that exceeds the Target Time to Repair. Service Credits are subject to a maximum of £50.00 per customer site.

| Percentage Below Service Availability Target | Service Credit percentage of the monthly average of past 3 months' charges | Hours Past Target Time to Repair | Service Credit percentage of the monthly average of past 3 months' charges |
|----------------------------------------------|----------------------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------|
| > 0 & ≤0.1                                   | 15                                                                         | > 0 & ≤2                         | 1                                                                          |
| > 0.1 & ≤0.2                                 | 20                                                                         | > 2 & ≤ 6                        | 2                                                                          |
| > 0.2                                        | 30                                                                         | > 6                              | 3                                                                          |