



## Service Level Agreement IP Transit

The Company (Teledata UK Ltd) warrants that its supply of access to the Internet shall be available at a level not less than 99.95% per month - the "Premium Service Level Guarantee".

This warranty excludes: • failures of network/equipment/circuits not operated by the Company • failures of circuits external to the Company's premises

**Notification of Outage and Service Interruption Events** An outage or service interruption event is defined when the Customer notifies the Company, which will be carried out by use of email to support@teledata.uk.com.

**Acts of God** In the event of suspension of Service due to an act of God, the Company will use all possible endeavours to resume service with minimum delay but will not be responsible for loss suffered by the Customer.

**Scheduled Downtime** The Company may suspend the Service from time to time for necessary technical reasons and network upgrades without invalidating its Service Level Guarantee set out above. The Company will notify customers of downtime no less than 2 weeks prior to outages.

**Availability** If the event reported as per the escalation procedure is confirmed by the Company, then the Customer will receive service credit as calculated by the following formula:

The availability of the service shall be calculated at the end of each month in accordance with the following formula:

$$A = 100 - ((100 / X) * (Y - P))$$

Where: A = the availability of the service  
Y = Total minutes of downtime  
X = Total minutes in the month  
P = Total minutes of planned downtime

Downtime is calculated from the time of notification of a fault by the Customer, and ends when the service is restored to full working order. These times will be logged and notified via e-mail.

**Compensation** In the event that availability falls below the guaranteed level of 99.95% in any particular month, then the Company shall credit the Customer using the following guide: %

**Availability**

99.70 - 99.95  
99.00 - 99.69  
95.00 - 98.99  
90.00 - 94.99  
85.00 - 89.99  
80.00 - 84.99  
00.00 - 79.99

**% Reimbursement**

5  
10  
25  
40  
50  
60  
100

**Maximum outage period (hours)**

< 2.23  
7.44  
37.2  
74.4  
111.6  
148.8  
> 150

% Reimbursement is of the monthly charge for transit.