SLA Quick View

SLA Summary

Note: This document is superseded by any changes to the relevant service schedules and is intended as a guide only. Please refer to the correct documentation when calculating or claiming service credits.

Repair Times

Product	Response minutes	First Update (Hours)	Fix Target (Hours)	Escalation to Team Leader (Hours)	Escalation to Ops Director (Hours)	Escalation to MD (Hours)
Ethernet	30	1-2	6	6	12	24
EFM	30	1-2	6	6	12	24
GEA/EoFTTC	30	1-2	7	7	12	24
ADSL 2+ Assured	30	3-4	20	20	48	60
ADSL 2+ Business	30	3-12	48	48	60	72
ADSL Max	30	3-12	48	48	60	72

"Parked Time" will be excluded from the gross elapsed time and therefore Clock Hours will reflect the time for which Fuse 2 Communications is wholly responsible. Parked Time is time during which Fuse 2 Communications is unable to progress the resolution of the incident for reasons beyond its control, usually when waiting for customer/Partner response.

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Registered Office: as above.   Registered in England No. 09556526   Directors: Chris Blagg, Wayne Mills-Kidals

Service Credits

Service credits can be applied for where the partner believes Fuse 2 Communications is outside of the SLA due to an outage. A summary of the credits defined in the SLA follows:

Product	Hours in excess of the applicable Target Resolution Time.	Reduction in Recurring Monthly Charges per Site affected for the calendar month in which the Fault occurred.
Ethernet, EFM , GEA Leased Line (E1) Virtual Machine	Up to 1 hour	3%
	Between 1 hour and 3 hours	5%
	Between 3 hours and 5 hours	7%
	Between 5 hours and 10 hours	10%
	Over 10 hours	For every additional 10 hours, 10% up to the maximum of 80% of 1 month's recurring of 1 month's Recurring Monthly Charges
Other ADSL	N/A	None

Escalation Process

In the event of a priority 1 or priority 2 incident report remaining unresolved for a period in excess of the relevant Target Resolution Time, the Partner shall be entitled to escalate the matter by telephoning the Channel Telecom Network Operation Centre as follows:

Technical Support Centre Personnel		Hours after Fault Notice
Escalation Level 1	Support Team Leader	6 Hours
Escalation Level 2	Operations Director	12 Hours
Escalation Level 3	Managing Director	24 Hours

WAN Service Availability Target per Site

Service availability is against a site not a circuit. Service credits can be claimed as discounts on the monthly charge. Note that for calculation purposes, a month is 43800 minutes long.

Network Access Method	Monthly Availability Service Level	Discount on monthly charge		
		10%	30%	50%
ADSL Only	N/A	N/A	N/A	N/A
SDH/Ethernet /EFM/FTTC, without backup	99.9%	<99.9%	<98.6%	<94.5%
SDH /Ethernet/EFM/FTTC with Broadband DSL backup	99.95%	<99.95%	<98.65%	<94.55%
SDH /Ethernet with EFM/FTTC back up	99.99%	<99.99%	<98.69%	<94.59%
Diverse City	100.00%	<100%	<98.7%	<94.6%
Ethernet Secure – dual diverse tail providers i.e. BT and Virgin	100.00%	<100%	<98.7%	<94.6%

It should be noted that if a service is down but repaired within the Target Resolution Time, Availability Service Level credits may still apply. It is also possible that both Availability and Fix Target credits could be paid. The maximum service credit for any service or combination of services will never exceed 100%.

WAN Performance Target per Site

Service availability is against a site not a circuit. Service credits can be claimed as discounts on the monthly charge. These targets apply to MPLS/VPLS not to Internet.

Product	QoS	Latency ms	Jitter +/- ms	Packet Loss %
Ethernet	Voice	50	20	0.05
	Video	50	20	0.1
	Data	-	-	0.2
	Standard	-	-	0.4
EFM/SDH/GEA	Voice	50	20	0.05
	Video	50	20	0.1
	Data	-	-	0.2
	Standard	-	-	0.4
ADSL 2+ Assured	-	80	45	1
ADSL 2+ Business	-	-	-	-
ADSL Max	-	-	-	-

Latency is defined as the average transmission time between one Customer Edge (CE) Router and another CE Router. Latency is calculated by averaging sample measurements taken during a calendar month between CE Routers.

Jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. Jitter is usually caused by imperfections in hardware or software optimization and varying traffic conditions and loading. Excessive delay variation in packet streams usually results in additional packet loss, which affects quality.

Packet Loss (%) occurs when one or more packets of data travelling across a computer network fail to reach their destination. Packet loss is distinguished as one of the three main error types encountered in digital communications; the other two being bit error and spurious packets caused due to noise.

Firewalls

▢ Firewall features on the CPE are not subject to SLA.

▢ Five configuration changes per month are permitted with a target of 10 working hours to complete

▢ Target Availability of Dedicated firewalls is 99.90%

Service	Monthly Availability Service Level	Service levels triggering rebate payments		
		10%	30%	50%
Managed Shared, Enhanced Shared or Dedicated Firewall Service	99.9%	<99.9%	<98.6%	<94.5%
CPE Firewall Features	N/A			

The maximum service credit for any service or combination of services will never exceed 100%.

Router/Firewall Hardware

Customer Premise router and firewall hardware does not form part of the service availability metric and instead is treated as a Next Working Day replacement for hardware. Partners wanting an improved protection level to have a few options:

▢ Where there are two circuits, use a second CPE device for the backup circuit

▢ Where it is a firewall service, deploy two firewalls in a High-Availability pair.

▢ Obtain a "Cold Spare" router that the end customer can unbox and load with a suitable configuration when needed

▢ Obtain a "Warm Spare" router that is shipped configured but may not always have the most current configuration on it

▢ Obtain a Maintenance contract on the hardware that will provide improved response and replacement times. Typically, these will be six hour or same business day.

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Virtual Machine Service Availability Target per VM

Service availability is against an individual VM being reachable over the management network. Service credits can be claimed as discounts on the monthly charge. Note that for calculation purposes, a month is 43800 minutes long.

Service	Monthly Availability Service Level	Service levels triggering rebate payments		
		1st Rebate Trigger	2nd Rebate Trigger	3rd Rebate Trigger
Virtual Machine	99.8%	<99.8%	<99.5%	<99.0%
Network Attached Storage	99.8%	<99.8%	<99.5%	<99.0%