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Fibre Green Ethernet – Powered by Zen SLA

Working Hours are defined as 9.00am to 5.30pm Monday to Friday, excluding public and bank holidays.

Faults

Fault Type	Response Time (Working Hours)	Time to Resolution (Working Hours)
Ethernet Unavailable	1	10
Zen Router Faults (Applies only to the router interfacing directly with the NTE)	4	If the router cannot be fixed remotely an engineer will be dispatched to site. If the router cannot be fixed, then a suitably configured replacement will be provided within 4 working hours of an irreparable fault being confirmed.

Where a fault with an Ethernet service is suspected, you should first ensure that all cables are connected properly prior to contacting us or raising a ticket in order to rule out any cabling issues. If the issue persists, you should contact our technical support team so that one of our trained technicians can carry out further diagnostics to determine the cause of the problem.

Faults affecting availability of the supplied router will be responded to in 4 hours of the fault being raised and a fault ticket number being assigned; this means that an engineer will be onsite within 4 hours of the fault being recognised and acknowledged as a hardware issue. If the engineer cannot resolve the issue with the device hardware, it will be replaced immediately.

In the event that you raise a fault, which is later determined not to be the fault of us or our suppliers, we reserve the right to reclaim from you any charges incurred by us.

Circuit Performance Service Level

Zen will ensure that Packet Loss will not exceed 5% across the Ethernet circuit, as measured over any continuous 15 minute period and that the average round trip time for data packets will not exceed 30ms (milliseconds) between a supplied Router and the interface with our edge network, as measured over any continuous 15 minute period.

If we fail to meet the Performance Service Level of the Leased Circuit in any Quarter, we will credit you with the equivalent of one day's service charge for each hour the fault persists, from the time of (the later of) a fault being raised and a ticket number being assigned, subject to a maximum credit of 27.5% of the quarterly service charge for that Quarter.

Availability Service Levels

Managed Ethernet services with an assurance back-up will be available for 100% of any given calendar month, and where no assurance back - up is provided the Managed Ethernet service will be available for 99.9% of any given calendar month.

Zen periodically conduct Scheduled Maintenance that may affect availability of supplied router or Ethernet circuits, and will make every reasonable effort to ensure that Scheduled Maintenance does not affect availability of your service. However, Zen reserve the right to carry out Scheduled Maintenance and Yappl will give you as much notice as is reasonably practicable to ensure proper operation of the Ethernet service.

The Service Levels will not apply and accordingly claims for service credits or other financial compensation whatsoever cannot be made in respect outages and/or loss or failure of service resulting from Scheduled Maintenance that may affect availability of all or any part of the Ethernet service.

Supplied Managed Router Service Levels

Zen will ensure that each Zen Supplied Router will be available 100% of the time during the term in respect of data transmission, and that operating software on the device remains up to date and in line with the manufacturer's specifications. In the event of failure of Supplied Router, Zen will ensure that a suitably configured replacement will be available to you within 4 working hours of you notifying us of the failure and an irreparable fault being confirmed. This applies only to the router interfacing directly with the NTE.

Fault Reporting

Faults should be reported to support@yappl.com.