



# yappl

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## Yappl Broadband Service Level Agreement

**Services covered:** ADSL, FTTC & FTTP

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

**Clock Hours** are defined as the period of time (excluding Parked Time) elapsed following confirmation of a fault being logged with the Yappl Technical Support team.

**Parked Time** is the period of time where the reported fault is outside of the control of the Yappl Technical Support team, for example waiting for the End User to complete diagnostics, on-site investigations, when dealing with any non-Yappl provided equipment or service related issues, or awaiting site visit access to be arranged.

Yappl will use its reasonable endeavours to comply with the Service Levels defined in this document, but the end user acknowledges that these Service Levels are targets only and Yappl has no liability for any failure to meet them. Yappl may issue a Service Credit for Service Level failures where there is a 'Total Loss of Service' being where there are no transmission signals in one or both directions.

Service Credits will be credited by Yappl to the Customer's next Yappl invoice. We may offset all or part of any such amounts against any outstanding account balance which has not been paid by the Customer, except where these amounts may be disputed.

The table below outlines Yappl's target SLAs in relation to ADSL, FTTC and FTTP.

Service Level	Target Response Time (Working Hours)	Target Restoration Time (Clock Hours)
Standard Care	6	48
Enhanced Care	5	24
Critical Care	2	10