Service Level Agreement

Glide is committed to providing reliable, high-quality Leased Lines. As part of this commitment Glide undertakes that the Leased Line Service shall be available for at least 99.9% of the time in any calendar month.

Service Level measurement is performed via Glide's monitoring system managed by Glide.

Glide's monitoring system is configured to monitor the performance and availability of the Leased Line Service on a 24x7x365 real time basis.

Upon an alert being triggered by the monitoring system or Glide Network Operating Centre ("NOC") otherwise being notified of a problem, Glide's NOC agents will open an internal incident and investigate the issue to resolution including contacting Yappl if deemed necessary for the purposes of the investigation and resolution. Yappl will liaise directly with the customer reference the incident and help work towards a resolution during the hours of Monday to Friday - 9:00 to 17:30. Incidents reported outside of these hours will be picked up the next working day.

In the event of the monitoring system not detecting an issue but the Customer experiencing a degraded Leased Line Service (for example, in the event of a problem on the Customer's equipment or network or a fault within the monitoring system itself), the Customer will be responsible for contacting Yappl to raise an incident on 03333 448 290 - option 2 or via the support helpdesk (support@yappl.com) Monday to Friday - 9:00 to 17:30. Incidents outside of these hours should be emailed to
support@yappl.com and will be picked up the following working day. The incident will be handled in the same way and with the same priority as if the incident had been opened internally in response to an alert generated by the monitoring system.

Incidents will be closed once the Services have been resumed to their full and proper operation.

In the event of suspension of Service due to a Force Majeure Event, Glide will use reasonable endeavours to resume the Service with minimum delay.

Fault categorisation

When a problem with the Service is identified, we will endeavour to resolve the problem as quickly as possible. Glide Business operates a triage process and categorises service problems into four different priority levels.

Priority	Description	Response	Target Restore
1	Critical fault – business-impacting - a total loss of service.	30 minutes*	6 Hours*
2	A partial loss of service. For example, this may be degraded speed, an intermittent fault, partial global reachability, or a fault that the customer judges to not be directly business-impacting.	1 Hour*	8 Hours*
3	Nonservice affecting fault - is not currently impairing the customer's service. It may be a fault that could develop into a higher priority fault if not addressed, so may place the customer "at risk".	2 Hours*	3 Working Days*
4	Any other non-fault related query or task, including proactive notifications for planned maintenance.	2 Hours*	5 Working Days*

*Only applicable Monday - Friday 9:00 until 17:30. Faults outside of these hours will be picked up the next working day where the response time SLA will be reset.

Service Credits

Leased Line Customers shall receive one Service Credit for each Service Level Failure. A "Service Level Failure" shall mean each 60-minute period during which the Service is unavailable below the Service Level.

A "Service Credit" shall mean an amount equivalent to 1 day's fees for the Leased Line Service. Service Credits, if claimed by the Customer, will be credited by Glide against future invoices, up to a maximum of 20 Service Credits in any 12-month period. The Service Level and Service Credits provided assume compliance by Customer with the terms and conditions of this Agreement.

Excused Outages

Glide is not liable for any Services Credits whereby the failure to meet the Service Level is a s result of an 'Excused Outage'.

An Excused Outage means any Fault where we cannot commit to meeting the service availability target or target restore time, due to the following causes:

(i)   the Customer's failure to comply with or breach of the terms and conditions of the Agreement (including the Customer's use of bandwidth in excess of the maximum amount specified in the Order Form);

(ii)   the occurrence of one or more Relief Events;

(iii)   Your network or system, or any part of it; or

(iv)   any problem associated with equipment connected on Your side of the Glide Business network termination point; or

(v)   Your acts or omissions; or

(vi)   Your failure or delay in complying with our reasonable instructions; or

(vii)   any refusal to allow us, our employees, agents or subcontractors to enter into the relevant premises to diagnose or remedy any Fault; or

(viii) a force majeure event as set out in the terms and conditions of the contract; or

(ix)   an act or omission of any third party which is beyond our reasonable control which shall include, without limitation, a fibre cut or DDoS attacks.

(x)   Planned or emergency maintenance work communicated to the customer in advance.

Requesting an RFO (reason for outage)

If, after an outage, you need to request a formal report please request this via email to support@yappl.com. Note that we prioritise responding to these requests below handling active faults, but we aim to get you an RFO within 20 working days.

Site visits and Call-out charges

If it is not possible to resolve your issue remotely, sometimes it may be necessary to send an engineer to help resolve a technical issue with your service.

Sometimes a customer may insist on an engineer visit despite our assessment of no fault with the Glide Business Service. The technical support contact will advise you that you will be charged if the fault turns out not to be with Glide Business equipment and will outline the charges that would apply should this be the case.