

Schedule 5 – FG Telecom Service Level Agreement

Commercial Services

Commercial SLA

Severity level	Definitions	Response Time	Permanent Fix/Workaround Time
Severity 1	Service unavailable due to hardware failure of DGtekmanaged Provider Edge Equipment . Service is seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	30 minutes	24 -72 hours
Severity 1	Service unavailable due to external circumstances such as natural disaster or cable cut by an external third party. Service is seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	30 minutes	24 -72 hours
Severity 2	Service seriously impaired and not functional for affected users. May result in lost productivity or may jeopardise risk management or provision of service to public.	4 hours (during Business hours)	24 -72 hours or BE
Severity 3	Service is impaired causing difficulty with performing normal work for affected users. May result in reduced productivity but does not otherwise threaten risk management or service to public.	4 hours (during Business hours)	24 -72 hours or BE
Severity 4	Service is impaired causing minor difficulty or inconvenience.	4 hours (during Business hours)	24 -72 hours or BE
Coverage hours	Business hours, Working days of the year	The time period in which the service provider acknowledges receipt of the incident and confirms application of resources to a fix.	A permanent solution to the problem/fault OR the completion of a workaround that gets the service operating again at least on a temporary basis.

Point to Point Services

Point to Point SLAs

Category	Priority	Period	Target	Rebate for affected monthly period
Service Availability		24 x 7 x 365	>99.95%	
			99% < t < 99.95%	20%
			98% < t < 99%	50%
			<98%	100%
Initial Response Time	Priority 1	24 x 7 x 365	30 mins	
	Priority 2	24 x 7 x 365	30 mins	
	Priority 3	Business Hours	4 hours	
	Priority 4	Business Hours	12 hours	
Target Restoration Time	Priority 1	24 x 7 x 365	24 hours	
	Priority 2	24 x 7 x 365	24-48 hours	
	Priority 3	Business Hours	3 Business Day	
	Priority 4	Business Hours	4 Business Days	
Service Request Response Time	Dark Fibre	Business Hours	4 hours	
	Lit Fibre	Business Hours	4 hours	
On-Net Service Request Fulfillment Time	Dark Fibre	Business Hours	48-72 hours	
	Lit Fibre	Business Hours	48-72 hours	
Service Delivery	On-Net	Business Hours	1-5 Business days	
	Off-Net	Business Hours	TBA	
Priority 1 Severe business impact. Critical business services down.				
Priority 2 High business impact. Non-critical services down. Service degradation				
Priority 3 Minor service degradation, specific service functionality unavailable				
Priority 4 A minor service issue				