

Altibox Bedrift – Service Level Agreement

1. Introduction

This service level agreement (SLA) describes the quality and service levels linked to the Supplier's delivery of corporate services and products. This SLA is an appendix to the General Terms and Conditions for Corporate Services.

It sets out an exhaustive list of the guarantees furnished by the Supplier for each of the Services the Supplier shall deliver in accordance with the Agreement, provided the Services are mentioned in Clause 3.

2. Definitions

The terms defined in this SLA shall mean the same as in the General Terms and Conditions, unless otherwise expressly stated.

Error Reporting

The Customer's reporting of errors in accordance with Clause 6.1 below.

Minor Errors

Diminished/reduced service quality, or errors/disruptions where the Service or key functionality is partly inactive or downgraded as a result of circumstances for which the Supplier is responsible, but where the Service is still available to the Customer.

Customer Service

The Supplier's customer service. Contact information is available on the Supplier's website.

Critical Errors

Errors in the Supplier's area of responsibility that result in the Customer losing access to the Service.

Service Time

Intervals of time during which Error Handling is conducted and Downtime is measured.

Response Time

The time it takes from Error Reporting until the Customer receives feedback from Customer Service that the error has been registered and Error Handling has been initiated. The Response Time is calculated within the agreed Service Time.

Rectification Time

Total recovery time per reported error, calculated from the time the Supplier commences Error Handling until the error has been rectified. The Supplier shall strive to meet the specified Rectification Time, but does not guarantee this.

Downtime

The total time during which the Customer does not have access to the Service (i.e. there is a Critical Error), measured over a calendar month, specified as a percentage. Downtime is calculated from the time a Critical Error occurs in the Service until the error has been rectified. It is reset at the end of each calendar month.

Error Recovery

Corrective measures, at the service delivery address or by means of remote access, to rectify and remedy Minor Errors/ Critical Errors in active Services (Services in use).

Maintenance Window

Period of time on Tuesdays between 00.00 and 06.00 during which the Supplier reserves the right to carry out preventive and corrective measures, and maintain the Services.

Workdays

Every day except Saturdays, Sundays and public holidays.

Availability

The time during which the Customer has access to the Service, measured over a calendar month, specified as a percentage. Service Availability is measured 365 days a year and 24 hours a day. It is reset at the end of each calendar month.

3. What the SLA covers

This SLA covers three service levels:

- Standard
- Silver
- Gold

This SLA applies automatically to the following Services ordered under the Agreement:

- Internet Access
- IP-VPN
- Ethernet
- Optical Capacity

The Standard service level will apply unless a higher service level has been included in the Order.

This SLA only applies to other Services if explicitly stated in the Agreement.

4. Service levels

The table sets out the different periods of time during which Error Recovery is conducted for the different service levels. If the agreed service level is not covered in the event of a Critical Error and the Customer requests Error Recovery outside the agreed SLA, the product 'Paid Error Recovery' can be purchased in addition.

Service Time	Standard	Silver	Gold
Workdays 07.00–17.00	X		
Workdays and Saturdays 07.00–22.00		X	
24 hours a day, 7 days a week, 365 days a year			X

Response Time	Standard	Silver	Gold
Critical Errors	< 2 hours	< 1 hour	< 30 minutes
Minor Errors	< 4 hours	< 2 hours	< 1 hour

Rectification Time target within agreed Service Time	Standard	Silver	Gold
Critical Errors	< 6 hours*	< 4 hours*	< 3 hours*

*Travel time comes in addition if the error cannot be rectified by means of remote access.

Status report for Critical Errors	Standard	Silver	Gold
Interval	-	Every 3 hours	Every hour
Method	-	Email, text message or phone	Email, text message or phone

Rectification report	Standard	Silver	Gold
Method	-	Email or text message	Email or text message

In the event of a breach of the Availability Guarantee, the following table applies to the calculation of compensation:

5. Maintenance and upgrades

The Supplier will strive to conduct maintenance in a way that has as little effect as possible on the Customer's use of/access to the Service.

Planned maintenance that may affect the Availability shall normally be conducted during the Maintenance Window.

If the Supplier wishes to conduct planned maintenance that may affect the Customer's use of/access to the Service outside the Maintenance Window, the Supplier shall contact the Customer to arrange a time for this. The Supplier cannot conduct planned maintenance outside the Maintenance Window without the Customer's written consent.

6. Error Handling

6.1 Error Reporting

The Customer is given an opportunity to report errors in the Service to Customer Service round the clock every day (24/7/365).

When errors are reported within the agreed Service Time, the Customer shall contact Customer Service by phone. Outside the Service Time, the Customer shall contact Customer Service by email.

Error Reports shall, as a minimum, include:

- Customer number or connection number
- Affected Service, type of error and description of the error
- Time the error occurred
- The Customer's contact person and telephone number

6.2 Error Recovery

Error Recovery is conducted within the agreed Service Time.

For the recovery of Minor Errors that may significantly affect the Service, the Supplier shall arrange a specific time for Error Recovery (within the Service Time) with the Customer.

The Supplier reserves the right to reject and close error reports that do not provide adequate information for troubleshooting.

If a Critical Error/ Minor Error is due to circumstances outside the Supplier's area of responsibility and control, the Supplier reserves the right to charge the Customer for expenses incurred in connection with the Error Recovery.

6.3 Status reports

For Silver and Gold service levels, Customer Service will send a status report to the Customer's technical contact point for Critical Errors. The report shall describe the corrective measures that have been implemented, and the estimated time remaining for Error Recovery.

6.4 Rectification reports

For Silver and Gold service levels, Customer Service shall report the cause of the error and the measures implemented in connection with Critical Errors.

7. Availability Guarantee and Compensation

The Services have a guaranteed Availability ('Availability Guarantee') in accordance with the agreed service level.

Service level	Standard	Silver	Gold
Guaranteed Availability for the Service	99.5%	99.7%	99.8%
Accepted Downtime	0.5%	0.3%	0.2%

The Customer is entitled to claim compensation from the Supplier if Downtime exceeds that set out in the Availability Guarantee.

Agreed service level	Service availability per month	Compensation
Standard	< 99.5%	15%*
Silver	< 99.7%	20%
	< 99.5%	30%
Gold	< 99.8%	20%
	< 99.7%	30%
	< 99.5%	50%

*Any claims for compensation relating to the Standard service level resulting from breach of the Availability Guarantee must be submitted in writing within 30 days of the expiry of the calendar month in question.

The amount of compensation is calculated on the basis of the monthly fee for the Service in question.

For Services involving deliveries to multiple delivery addresses, the amount of compensation is calculated per affected delivery address.

8. Exceptions

The calculation of Downtime and Availability shall not include times when the Customer does not have access to the Service:

- within the Maintenance Window;
- provided that this is due to the Supplier and the Customer arranging customer-specific or other planned maintenance, cf. Clause 5;
- due to agreed recovery of Minor Errors, cf. Clause 6.2;
- due to breach of the provisions in Clause 9;
- due to the Customer's or a third party's applications, equipment or facilities, which the Supplier has not delivered or is otherwise not responsible for;
- due to actions or circumstances on the part of the Customer or a third party that the Supplier is not responsible for;
- due to force majeure, including power outages and fires, and other circumstances outside the Supplier's control;
- due to breach of the Supplier's environmental requirements where the Service is delivered/implemented, cf. General Terms and Conditions for Corporate Services;
- due to the Customer providing incorrect/incomplete information for the necessary Error Recovery;
- due to omissions or errors in connection with the use of equipment on the part of the Customer or a third party that the Supplier is not responsible for;
- due to the Customer requesting that the Supplier postpone Error Recovery;
- due to errors or abuse of the Service on the part of the Customer.

9. The Customer's responsibility – preconditions for SLA

The Customer shall:

- Appoint a contact person, and keep the Supplier up-to-date at all times by email and phone.
- Give the Supplier immediate and necessary access to the premises where the Service is delivered, to conduct service maintenance and Error Recovery. If necessary, the Customer shall obtain security clearance for the Supplier.
- Respond to enquiries from the Supplier and make relevant personnel available who can assist and cooperate with the Supplier in connection with maintenance, troubleshooting and Error Recovery.

10. Notification

In this SLA, written notification means emails sent to the stated contact person in the Supplier's/Customer's organisation.