



SERVICE LEVEL AGREEMENT

January 2015

Please Note: This may not be the newest version of this document; due to our policy of continuous improvement and to meet the changing needs of our clients service level agreements are updated from time to time. The newest version will be available from the Blaze Wireless website.

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General

This document is a Service Level Agreement (SLA) setting out the levels of services to be provided to you by Blaze Wireless Limited. This document is only relevant to the service(s) stated in the title and must be read in conjunction with Blaze Wireless Limited's General terms and Conditions for Business services and its defined terms.

In this SLA words, abbreviations and expressions have the following meanings as set out below:

Business Day	Every day excluding Sunday and national holidays in England
Business Hours	the working day between the hours of 09.00 and 18.00 (Mon-Fri) 10.00 and 16.00 (Saturday)
Consents	Planning consents, where you consider that planning consent is necessary
CPE	Customer Premises Equipment - communications equipment that resides on your premises whether owned by you or leased from Blaze Wireless Limited .
Site	The premises that you require the service to be delivered to
Downtime	The period of time of total loss of service or material degradation such that there is no ability to transmit or receive data, where the time is accumulated during the SLA time.
Fault	A material defect, fault or impairment in a service, which causes an interruption in the provision of the service
Helpdesk	Blaze Wireless Limited Customer Support Helpdesk on the number published on the Blaze Wireless Limited's Website
Quarter	Quarter 1: January-March Inclusive, Quarter 2: April-June Inclusive, Quarter 3: July-September Inclusive & Quarter 4: October-December Inclusive
Non-Service Affecting	Means not materially affecting the performance or quality of the service
Service Affecting	Means causing loss of the ability to transmit or receive data
Third Party System	Means a telecommunication or other system that is neither owned nor operated on behalf of Blaze Wireless Limited
Blaze Website	The website located at URL http://www.blaze-wireless.co.uk or such other website or URL as Blaze Wireless Limited may notify you of from time to time.
Wayleaves	Permissions from other parties if Blaze Wireless Limited has to cross their land or place Equipment on their premises

This SLA applies to the service to the extent that it is provided by means of systems and equipment that are either owned or operated by or on behalf of Blaze Wireless Limited. All references in this SLA to network and service equipment shall be construed as references to such systems and equipment.

Provisioning of Service/s:

Wireless Service provision requires a survey and installation of CPE, usually on the roof of your Site. This may involve some preliminary work on your part to obtain Wayleaves and Consents and to ensure the safety of the Blaze Wireless Limited installation team. You will be informed of this at the time of the Survey.

Where possible the installation will be carried out at the same time as the survey. Otherwise, Blaze Wireless Limited will agree a date for installation with you at the time of the Survey.

Blaze Wireless Limited will make every effort to provide service by the agreed installation date.

Survey:

Blaze Wireless Limited will endeavour to complete the survey within 5 days of you signing the customer order, subject to the availability of your representative to provide the necessary access.

Blaze Wireless Limited staff will make every effort to attend your premises at the time agreed. You will be told of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements made.

Blaze Wireless Limited will provide you with supporting documentation to assist you in obtaining the Wayleaves or Consents.

Installation

Blaze Wireless Limited will endeavour to complete the installation within 10 days of the survey, subject to the availability of your representative to provide the necessary access.

Blaze Wireless Limited staff will make every effort to attend your Site at the time agreed. You will be advised of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements made.

Blaze Wireless Limited will endeavour to inform you of any installation delay at least 24 hours before the installation is due and agree a new installation date.

If an installation fails for any reason beyond Blaze Wireless Limited control (such as failure to find a suitable location to mount the CPE), Blaze Wireless Limited will suggest alternative service offerings or, if these are unacceptable to you, cancel the contract.

Service Monitoring and Reporting

Blaze Wireless Limited and/or its representatives monitor the service delivery platform 24 hours a day, 365 days per year. All Customers are proactively monitored within Business hours.

Service Fault Reporting and Categorisation

Faults can be reported 24 hours a day, 365 days per year on the Helpdesk number. When you call the Network Operations Centre telephone line to report a fault, the Network Operations Centre Engineer will categorise and create a Ticket.

Fault Categorisation:

Priority 1: Greater than 50% loss of Service

Faults that cause a complete loss of service or greater than 50% loss of service, for example:

Typical P1 Faults
Subscriber Unit Failure
Router Failure
Cable or POE Failure/Issue
Sector or Base Station Failure
Core Network Outages
Data Rates Degraded >50%: <ul style="list-style-type: none">• Severe Packet Loss• Severe Latency

Priority 2: Less than 50% Loss of Service

Faults that cause the client to lose less than 50% service quality, for example:

Typical P2 Faults
Packet Loss
Latency
IP Address Conflicts
Data Rates Degraded <50%: <ul style="list-style-type: none">• Packet Loss• Latency

Priority 3: Quality Impairments

These are quality related faults, for example:

Typical P3 Faults
Slow Browsing
Unable to access websites
Access List Issues
DNS Request Errors
IP address being blocked
Pep-Link Load balancing issues

Priority 4: Minor Faults and Information/Support Requests

These will be minor faults and Customer Third Party support information requests, for example:

Typical P4 Faults
Unable to access a specific website
Information request to support customer
3rd Party providers

The Ticket will be closed when the fault is resolved or proven to be outside Blaze Wireless Limited's network.

Where Blaze Wireless Limited proactively discovers a fault and cannot rectify it remotely the Engineer will raise a Ticket. You will be informed of the situation by the Network Operations Centre.

The Network Operations Centre Engineer will update you on the progress of service-affecting faults dependent on the category of fault.

Escalation of an unresolved fault:

Priority Level	1	2	3	4
Support Desk	Instant	Instant	Instant	Instant
NOC Team Manager	30 mins	2 hours	12 hours	24 hours
Technical Director	4 hours	8 hours	24 hours	72 hours
Managing Director	8 hours	24 hours	72 hours	n/a

Response Times

You can call Blaze Wireless Limited Network Operations Centre during the business day as follows:

You can call us on our Network Operations Centre number and expect a prompt answer. Our aim is that all calls to our Network Operations Centre should be answered within 5 minutes.

You will be able to speak to a member of our Network Operations Centre Team who will be able to access your account information and services.

If necessary you will be called back by a member of the support team.

Out of hours (Outside of the Business Day) calls from Customers are covered by a trained third party. The third party will create a Ticket for your problem depending on your SLA level and the fault categorisation; this may be addressed by the Network Operations Centre team during the next business day.

The Network Operations Centre team provides 24 hours monitoring and cover for any fault affecting the Core network and Connections to the public internet and the Base stations. The Network Operations Centre team will attend to the diagnostics, preparation and resolution, except resolutions where daylight is required for safety reasons.

Response and Restoration of Service Times

(NB: "Response" time stated below means the time after the Ticket has been initially generated and the first update response will be communicated)

Level		Priority 1	Priority 2	Priority 3	Priority 4
Standard service	Response	1 hour	1 hour	4 hours	8 hours
	Restoration	8 hours	16 hours	48 hours	96 hours
Extended service (fees apply)	Response	30 minutes	30 minutes	2 hours	4 hours
	Restoration	4 hours	8 hours	24 hours	48 hours

Network and Service Equipment Maintenance

Blaze Wireless Limited may suspend the Service to carry out periodic maintenance or upgrade work on the Network. Exceptionally, Blaze Wireless Limited may suspend the Service immediately to carry out emergency work. Except in the case of an emergency Blaze Wireless Limited will provide you with 5 business days, notice of any suspension of the service via email to your nominated contact. We will advise of the duration of the work and whether it will be a total or partial service loss together with the objectives.

Such Maintenance or Upgrades will only take place between the hours of 19:00 and 07:00hrs.

You will be immediately notified by telephone or SMS if it proves to be impossible to restore the service within the time notified for the work.

De-installations

Where it is agreed between the parties that the service is to be terminated under the terms of the Blaze Wireless Limited general Terms and Conditions, then Blaze Wireless Limited and / or third party suppliers will remove the equipment (belonging to them) that was supplied for the service and make good the site:

Service Level Credits

Blaze Wireless Limited offers Service Level Credits as follows:

Service	Performance Agreement*	SLA Times	Period
Standard service	99.50%	Business Hours	Calendar Month
Extended service (fees apply)	99.95%	Customer's Working Hours**	Calendar Month

Service Credits:

Service	Performance Agreement*	Outage Hours	Service Credit (Days) per calendar month	Maximum Service Credit
Standard service	99.50%	Greater than or equal to 2 hours	1 day for every individual 2 hour or greater outage (fault) per calendar month	Unlimited
Extended service (fees apply)	99.95%	>99.95%	0	Unlimited
		99.200-99.499%	1	
		98.000-99.199%	2	
		95.000-97.999%	3	
		90.000-94.499%	4	
		Below 90.000%	5	

* Performance Agreement is the percentage availability during the SLA time which is calculated over the Period (Calendar month)

** Time during which full unrestricted access to site is available

SLA Service does not support third party real time services such as VoIP, Video Conferencing, Etc. these will be handled on a best efforts basis.

The compensation is provided as a credit note which can be allocated against your next Service Invoice.

Limitations of the Service level Credits

The Service level Credits only apply to down time where service/s have a total loss of internet connectivity.

For the purposes of measuring performance against the Service level the Start Time is when you contact the Network Operations Centre Team and a Ticket is raised with all the required detail.

For the purposes of measuring performance against the Service level, the End Time is when:

- Service is restored and the Ticket is paused or closed
- You are required to undertake an action to assist with the diagnosis or resolution (for instance, unplug and plug-in the CPE or provide access to the roof).
- The SLA will not apply to faults reported where:
 - The problem is determined to be due to your own equipment
 - The problem is due to the equipment having been reset
 - The problem is proven to the engineer's satisfaction to be due to equipment damage by you or a third party
 - Force Majeure or events caused by 3rd parties beyond the reasonable control of Blaze Wireless Limited