



TALK STRAIGHT SCHOOLS BROADBAND

Service Level Agreement

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Definitions

- Fibre Leased Line
- EFM (Ethernet First Mile)
- FTTC (Fibre to the Cabinet)
- EoFTTC (Ethernet over Fibre to the Cabinet)
- Issue
- MTTR

MTT

Clean and Reliable power

Suitable Operating Temperatures

Humidity

NTE

Hard Down

Overview

This Service Level Agreement (SLA) is subject to our Conditions for Communication Services between [Customer] and Talk Straight Group Ltd (Trading as Schools Broadband) and sets out the standards of service and engagement process with any issue arising with the service provided by Schools Broadband.

This SLA sets out:

- How we monitor the service
- Individual Service Metrics
- Procedures to log service issues
- Identification of ownership of service issues
- Escalation procedures in the event of issues arising
- Service levels and service credits
- Define key responsibilities between the two parties

1 Support Procedures

1.1 Proactive Monitoring

We undertake proactive monitoring to limit the number of issues which arise and to limit the extent of Customer engagement with fault or issue reporting.

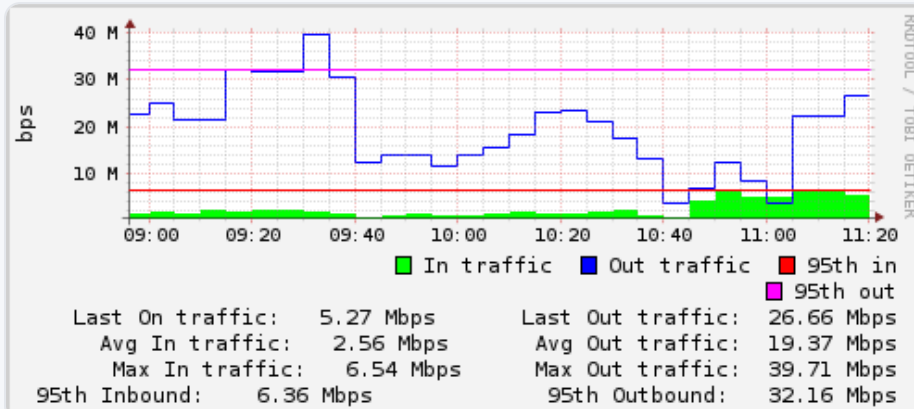
As Schools Broadband operate a 24/7 Networks Operation Centre, we aim to inform you of significant issue before they are noticed and seek to resolve the same as part of our usual service provision. As such we request that you keep us informed of any changes to your contact information. Failure to do so will mean we cannot inform you of maintenance and issues with your service, and this may also affect your ability to bring issues effectively to our attention and pursue resolution under this SLA. Notification of issues by us can be in the form of a Telephone Call, Email or SMS depending on circumstances.

Please be aware that not all issues are visible from our monitoring platform, and as such we cannot aim to notify you in all cases.

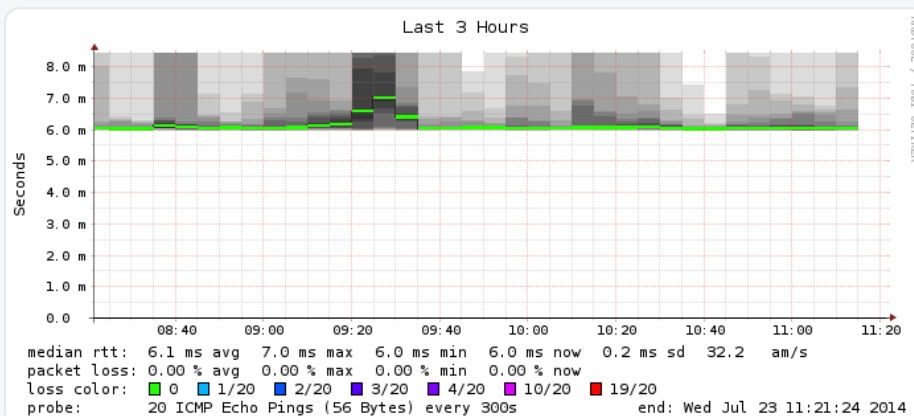
1.2 Service Monitoring (See section 2.1 for Service Levels)

In order to support smooth delivery of our service and the third-party connection and service upon which our service sits we monitor the following service aspects:

Bandwidth Usage – Bandwidth is measured every 5 minutes via SNMP (Simple Network Management Protocol) to the Schools Broadband Network Termination Equipment (Hereafter referred to as NTE) on site. From this we generate graphs which then can be used to see historical usage.



Service Latency/Packet loss – In order to ascertain service reliability, ICMP probes are sent to the NTE at a rate of 20 packets every 300 seconds. From this we measure latency spread and packet loss. This allows us to understand how healthy your circuit is and the likely effect of any issues. From this we generate a graph (As shown below).



Service Availability – In addition to the above, an additional system is used to monitor your service availability. In the event that we lose access to our NTE, our Support and Network Operations Centre are alerted.

NTE Health – We also report on the exact health of the NTE itself. This includes:

- NTE Firmware and Software load
- CPU load
- Memory Usage
- Syslog and Event Trapping

1.3 Contacting Support

If the Customer detects an issue with a service outside of any notified and planned maintenance period, it shall report the issue to Schools Broadband as soon as is feasible. We can only take responsibility and feed an issue into our service response process if it is reported. Upon report we will log, identify, allocate and seek to resolve issues identified as relating to our provision of service in accordance with the procedures set out below.

1.3.1 Reporting & Logging

Schools Broadband Customer Technical Support Team can be contacted via the following methods:

TELEPHONE

01133 222 333 - Option 2

EMAIL

technical.support@schoolsbbroadband.co.uk

Full details of any issue arising need to be supplied, including identifying the service aspect affected, if the circumstances change following the first report you must keep us informed of any change. We will log the time at which full details of the problem arising occurs, allocate a ticket reference number, and commence service support provision.

1.3.2 Identification and issue allocation

Upon an issue being reported we will investigate and identify the nature of any failure as against the service description and Service Level standards set out below. Where an issue is identified as a failure against Service Level, we will seek to identify the source of the issue and then allocate responsibility for engaging with resolution.

1.3.3 Issue Resolution

If the issue pertains to a service aspect under the control of Schools Broadband, we will engage directly with issue resolution and keep you informed of allocation and resolution progress.

If the issue relates to underlying service providers (for example network or infrastructure availability) we will promptly engage with the relevant service provider technical support and escalate and continue engagement to resolution.

1.3.4 Issue Closure

An issue can be resolved by:

- Notification of cessation of problem (for example where an underlying issue affects speed and is resolved before issue engagement)
- Re-establishment of normal service within service description
- Allocation of issue resolution to the third-party provider, however in such circumstances we shall continue to pursue the issue with the third party and keep you informed of progress until resolution.

1.4 Support Escalation

We expect to engage with issue resolution swiftly and effectively via our Customer Technical Support Team. However, if the Customer has a concern as to resolution or an issue is causing concern, we want to ensure that it is managed in a positive manner. We therefore provide an escalation process to ensure relevant issues can be brought to the attention of the right person. The Customer is requested to consider the following escalation guidelines when requesting an escalation:

- If the issue has not been resolved within the target times under this SLA as identified by our Customer Technical Support Team; or
- The issue has additional serious impact on operational or sensitive data issues, necessitating an expedited response; or
- In the event you have a concern as to the quality of care from our Customer Technical Support team, we would ask you to escalate immediately.

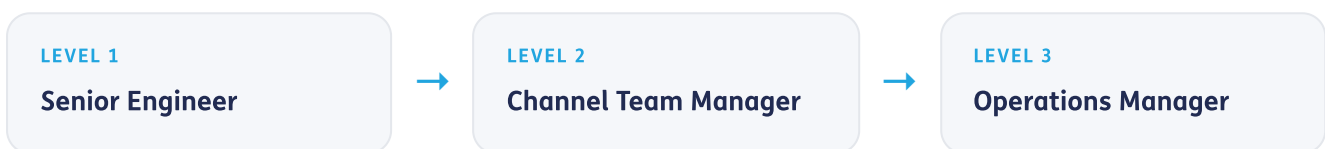
1.4.1 What Information to provide for effective escalation

In order to process your escalation effectively, we'd ask you to provide the following information:

- Your ticket reference number, as provided by the Customer Technical Support team
- A brief synopsis of the issue
- Your reason for escalation as per the guidelines above.

1.4.2 Escalation Levels

Escalation levels should be progressed through in a linear fashion, starting at 2nd Line Technical Support, and moving on as each level fails to hit target. Please ensure that a gap of at least 4 hours is given to each level to allow the escalation to take effect.



TECHNICAL SUPPORT

Email: technical.support@schoolsbbroadband.co.uk

Telephone: 01133 222 333, Option 2

Your escalation will be responded to within 10 working days of the escalation being received.

2 Service Levels

2.1 Overview

We seek to meet and exceed the target Service Levels set out below regarding A. Network Service Availability, B. Operational Function of Core Infrastructure and Availability of Applications. Our Service Level compliance is continually logged and is measured and reported upon quarterly. Service Credits are assessed in accordance with Section 3 of this SLA against our Service Level measurement of the MTT and standards as identified in the tables below.

2.1.2 Network Service Availability

Schools Broadband offers specific target network service levels depending upon the service/connectivity type provided. The table below shows a direct comparison of services and their target Service Availability Levels.

TABLE 1: A. NETWORK SERVICE AVAILABILITY – UPTIME & RESPONSE

Service/Function	Target Uptime	Issue Logging Availability (TS)	MTT (Carrier Response)	MTT (Carrier Repair)
Fibre Leased Line	99.95%	24/7	2 Hours	5 Hours
EFM	99.95%	24/7	2 Hours	6 Hours
EoFFTC	99.90%	24/7	2 Hours	24 Hours
FTTC	N/A	8am-6pm Mon - Fri	24 Hours (Mon – Fri)	48 Hours (Mon – Fri)
ADSL	N/A	8am-6pm Mon - Fri	24 Hours (Mon – Fri)	48 Hours (Mon – Fri)

Anticipated repair times may be affected by third party issues outside of our control (for example Network Damage), in such circumstances we will respond within the MTT target set out in table 1 below by allocating in accordance with Section 1.3.2 of this SLA.

2.2 PSTN Faults

If we provide your PSTN circuit, we will log any issue arising and seek to resolve any PSTN issue working in close liaison with BT Openreach. We aim to achieve a target clearance of the issue by 23.59 next day following report, Monday to Saturday, excluding Public and Bank Holidays.

Unfortunately, as the PSTN product is outside of our control we cannot offer service credits.

BT Openreach are sometimes able (at additional cost which we would pass on to you) to provide an expedited repair service, where available we will inform you of the cost and anticipated time benefit of such expedited repair and if required seek to manage through to early issue resolution.

2.3 Core Infrastructure

Schools Broadband operate a highly resilient core infrastructure. As such Schools Broadband operate a high level of SLA dependent upon different elements of the infrastructure in-line with the summary table and notes set out below in this Table 2.

TABLE 2: B OPERATIONAL FUNCTION OF CORE INFRASTRUCTURE AND AVAILABILITY OF APPLICATIONS

Service/Function	SLA	Standard	Measure (MTT Repair)
Core Latency (Connectivity)	99%	^10ms edge to edge routers	^1 hour per measured instance
Core Routing (Connectivity)	99.99%	Maintaining link ^1Gbps	^1 hour per measured instance
Cloud Security/Content Filtering	99.98%	Operating to function at ^10 Gbps	^1 hour per measured instance
NTE		Failure Repair or Replacement	within 8 working hours (Mon-Fri 8.00am – 6.00pm)

2.3.1 Core Latency

Schools Broadband offer a core latency promise. If the RTT (Round Trip Time) between two edge routers within the Schools Broadband Core exceeds 10ms sustained over at least 1 continuous hour this shall be deemed as a failure to meet SLA.

2.3.2 Core Routing

The Schools Broadband core is based upon redundant pairs of routers operating links from between 1-20Gbps.

2.3.3 Cloud Security/Content Filtering Platform

Is based upon FortiGate and either Lightspeed Systems or Netsweeper High Availability Clusters product function description and running at 10Gbps throughputs.

2.3.4 Schools Broadband NTE

In the event of an NTE failure, Schools Broadband will aim to replace the equipment within 8 working hours of identification of hardware failure. Failure to do so, would trigger viability for an SLA claim in the normal fashion.

If it is deemed that the failure was due to an environmental issue, (e.g., Power Surge), failure to follow manufacturer's instructions, accident, or deliberate damage, we reserve the right to charge the Customer for replacement equipment and labour.

3. Service Credits

3.1 Service Credit Calculation

Service Credits are available for failure of Schools Broadband to meet the Service Levels on an event-by-event basis, based upon the fair measured information collated by Schools Broadband. Any time failure to meet an individual MTT (collectively MTTR) as defined in Table 1 or 2 shall be accumulated and measured against the SLA for that Service/Function as defined in Table 1 or 2. Service Credits shall be the sole remedy of the Customer for failure to meet SLA's. Service Credits are due in situations wherein the Service/Function has failed to meet the relevant SLA for that Service/Function and is calculated in the following manner.

Total Hours Past MTTR	Service Credit (days)
0-2	1
2-4	2
4-24	3
24+	5

Service Credits are limited to not more than 5 days in any Quarter (Jan-Mar, Mar- Jun, Jun – Sep, Sep – Dec).

3.2 Service Credit Exceptions

Early Service Failures: Due to the nature of the technologies involved, services can often not be fully optimised at initial install. As such the SLA standards will not apply for the first 2 weeks post go live, as often configuration will have to be optimised/refined during the procedure to ensure a stable and reliable service.

Schools Broadband will seek to undertake maintenance and upgrades at times which limit disruption and in accordance with Section 5 of this SLA.

3.3 Requesting a service credit

In order to receive your service credit, you must submit a request within 14 days of the end of the issue. Requests should be made via email to slaclaims@talk-straight.com and contain the following information:

- The Service Reference against which the credit is being requested.
- The Ticket Reference as logged with Schools Broadband. In the event of an MSO (Mass Service Outage), you may use the Outage Reference.
- The number of hours past MTTR for which you are claiming.

All claims for service credits will be processed within 30 days and upon successful processing will be credited to your account accordingly.

4 Responsibilities

4.1 The Customer

The customer shall be responsible for providing a suitable environment for on-site equipment. This would include provision for:

- Clean and Reliable power
- Suitable operating temperatures and unrestricted airflow
- Local humidity
- Electrical safety and safe cabling
- LAN infrastructure (Switching and suitable standards compliant routing)

4.2 Schools Broadband

Schools Broadband shall remain responsible for the following areas:

- Correct operation of the service
- All internet-based routing
- Schools Broadband NTE
- Service Monitoring
- Raising Faults with 3rd party carriers or line providers

5 Planned Works & Maintenance

While operating and maintaining your services, it may be necessary to perform routine maintenance. This maintenance will be planned ahead of time and suitable notice will be given wherever possible.

5.1 Emergency Maintenance

Although we avoid making core infrastructure changes without notice, in certain cases it becomes necessary to make changes to protect our client's service and overall service reliability. A good example would be during a denial-of-service attack, wherein we may have to undertake measures to protect the network from attack.

5.2 Planned Maintenance

Wherever possible 5 days' notice shall be given prior to the commencement of any planned works. The only time we shall give less, is in the event of a severe issue that requires a time sensitive resolution (e.g., An E-Safety Issue). In this case a minimum of 24 hour will be given.

In order to avoid excessive impact to our customers, 'Planned Maintenance' shall only be performed outside of peak hours. The timings of these windows depend upon the maintenance type.

5.2.1 At Risk Maintenance

At risk maintenance is when our engineers do not expect any changes to affect the running of customer services, however there is a chance that services could be affected if something goes wrong. This constitutes the bulk of maintenance we would perform due to the resilient nature of the core network.

At Risk Maintenance can be performed between: 21:00 and 06:00

5.2.2 Intermittent Service Maintenance

Intermittent Service Maintenance is when our customers may experience short periods of downtime during the maintenance window, however for a large proportion of the time the service will be usable.

Intermittent Service Maintenance can be performed between: 22:00 and 05:00

5.2.3 Hard Down Maintenance

Occasionally we may need to perform maintenance where services will be Hard Down during the window. We would always treat this level of maintenance with the upmost care and attention due to the potentially large impact. As such we specify a much smaller window for maintenance to minimise impact to our clients.

Hard Down Maintenance can be performed between: 00:00 and 05:00

Definitions

Fibre Leased Line

A traditional leased line utilising fibre delivery. Transmission mechanism is optical Ethernet.

EFM (Ethernet First Mile)

A copper bonded product as provided by a 3rd party, such as BT Wholesale Copper Etherway or TalkTalk EFM.

FTTC (Fibre to the Cabinet)

Fibre to the cabinet services, allowing faster upload and download speeds, utilising ADSL style connectivity.

EoFTTC (Ethernet over Fibre to the Cabinet)

Ethernet over Fibre to the Cabinet combines the cost effectiveness of FTTC with Ethernet/Leased line traffic management.

Issue

An issue occurring upon the services provided by Schools Broadband, which affects the Customer's ability to use the agreed functionality of the service.

MTTR

Mean Time to Repair/Respond

MTT

Mean Time to

Clean and Reliable power

Clean electricity is electrical power that is free from voltage spikes and drops. Often this can be ensured by utilising a surge protected power strip. If, however your area often suffers from Brown/Black outs, we would urge you to connect our equipment to a UPS to avoid paying for a damaged NTE.

Suitable Operating Temperatures

We would consider suitable operating temperatures for our equipment as being between 5C to 40C.

Humidity

In order to ensure safe humidity levels for our equipment, you must ensure that levels of humidity do not exceed 80%.

NTE

NTE (aka Network Termination Equipment) is the device put on site by Schools Broadband to configure and monitor your connectivity solution. You may also hear it referred to as a router.

Hard Down

Services can be deemed as hard down if they sustain no service for periods of over 3 minutes.