



**I B F I B R E**

**BUSINESS**

**SERVICE LEVEL AGREEMENT**

## 1. DEFINITION OF SERVICE

GIBFIBRE Business Broadband Internet is a FTTH Service based on GPON technology and is designed to provide fast and reliable internet for Basic Business use.

GIBFIBRE SLAs offer customers a comprehensive support mechanism for the services contracted. By default, all GIBFIBRE customers are entitled to GIBFIBRE's Basic Service Level agreement which is unparalleled in the industry. Extended Support is offered to customers who select a Premium Service which offers a great level of comfort. Premium and Premium Plus customers can avail of GIBFIBRE's Extended Support 24 which provides the additional benefit of 24x7x365 support and increased response and MTTR responses.

## 2. INSTALLATION OF SERVICE

For each registered application for a GIBFIBRE Service, GIBFIBRE commits to install and commission the required service within 31 calendar days after receiving the Customer's Order. (Signed Order form and initial payment).

## 3. NETWORK

### 3.1 Network Availability

GIBFIBRE's objective is to have its network available for at least 99% for GPON based services within a calendar month. Network availability is defined as the number of minutes within a given calendar month that GIBFIBRE's monitoring system indicates that the network services are available for Customer's use. Network downtime exists when a customer's connection is unable to transmit or receive Internet service and GIBFIBRE records such a failure in the GIBFIBRE trouble ticket system. Network down time is measured from the time the trouble ticket is opened to the time the Customer's service is restored.

GIBFIBRE's commitment excludes any events or series of events which are outside the reasonable control of the company.

### **3.2 Latency**

GIBFIBRE's Latency commitment is the average round-trip transmission of 20 milliseconds or less between GIBFIBRE's core routers and GIBFIBRE's CPE located at the customers premises. GIBFIBRE will calculate Latency as determined by averaging sample measurements taken during the most recent full calendar month between designated core routers or switches.

### **3.3 Packet Delivery**

GIBFIBRE's commitment is packet delivery of 99% or greater between GIBFIBRE's core routers and GIBFIBRE's CPE located at the customers premises. Packet Delivery is determined by averaging sample measurements taken during the most recent full calendar month between GIBFIBRE's monitoring servers and the Customer's service.

### **3.4 Bandwidth Guarantee**

GIBFIBRE's FTTH Business connections are delivered over a secure and feature rich shared network. The nominal connection rate is the maximum attainable rate that will be available for your use when there are sufficient network resources. It is GIBFIBRE's goal to deliver nominal bandwidth at all times however certain peak time periods may exist during which the nominal bandwidth may not be available. Through QoS mechanisms, GIBFIBRE can reserve and guarantee bandwidth which are applied to the level of service contracted.

For GIBFIBRE Basic Service customers: 10% of the nominal rate to be available for the end user at all times

For GIBFIBRE Premium Service customers: 30% of the nominal rate to be available for the end user at all times

GIBFIBRE monitors its services, fibre lines and network equipment 24 hours a day, 7 days a week – up to the Demarcation Point (CPE).

Customers can open a trouble ticket by calling +350 22500000 or emailing [support@gibfibre.com](mailto:support@gibfibre.com)

Each time a customer reports an issue or the GIBFIBRE NOC detects a failure in services, a Service Order/ Work Ticket (Trouble Ticket) will be opened and updated accordingly during its lifetime period.

The Customer has the right to enquire on the status of the Service Order/Work Ticket at all times, using the dedicated Technical and Customer Support numbers or emails listed in the contact section of the site.

#### **4.1 Service Hours**

This is the agreed time during which Technical Support services are made available to the Customer with regard to the Service subscribed to in the Service Description.

The Basic offering for all Business Services Customers is as follows:

08:00 to 22:00 Monday to Friday, Weekends and Public Holidays 10:00 to 20:00

*Please note that dependent on the type of service a customer selects (Basic, Premium, Premium Plus) will influence the priority with which customers queries and or faults are handled as outlined below.*

**Extended Support 24** - This service is available to Premium & Premium Plus Business Customers who have an enhanced requirement for Technical Support. This optional service is available to customers who contract a Premium Business Service with GIBFIBRE. This is a payable option (*currently £200 per month*) and customers have access to Technical Support 24 x 7, 365 days per year

### Response Time

This is the time to respond to an event based on the level of urgency of the incident detected from the Customer and logged and acknowledged by GIBFIBRE through its Trouble Ticketing System.

SLA TYPE	Response Time
Basic Support	60 Minutes
Extended Support	30 Minutes
Extended Support 24	30 Minutes

### 4.3 Service Restoration Time (MTTR)

This is the period of time which is calculated from the point in time when an incident or event is detected, logged and recorded. During which time GibFibre shall correct the interruption or otherwise normalize the service.

Restoration	Basic	Extended	Extended 24
<b>Critical</b>	48 Hours	24 Hours	4 Hours
<b>Serious</b>	72 Hours	48 Hours	24 Hours
<b>Low</b>	5 Working Days	72 Hours	48 Hours

Where applicable, GIBFIBRE is committed to replace GIBFIBRE's CPE within 2 business days from the moment a fault is formally logged by a member of the GIBFIBRE team. GIBFIBRE's commitment excludes any CPE subject to customer misuse.

#### **4.4 Technical Support Categories**

Critical: Where all services are unavailable to customers and no immediate work-around is available (e.g. customer network is down)

Serious: Major service functionality is impaired. E.g. Service is operational but in a restricted fashion

Low: General usage questions / queries; intermittent packet loss which does not impair use of service

#### **4.5 Target Level**

GIBFIBRE will process 95% of the incident situations within the above described Response and Restoration times.

### **Scheduled Maintenance**

The Maintenance Window for disruptive work (greater than 15 mins) will be limited from 01:00am to 06:00am hours CET, any day with 5 calendar days' notice to customers.

### **Emergency Maintenance**

GIBFIBRE reserves the right to perform Emergency Services maintenance as needed outside the Scheduled Maintenance window. GIBFIBRE will make a reasonable effort to notify customers if feasible under the circumstances.

Please Note:

- a) Confirmation of Scheduled Maintenance will be via email to the Customers' Authorised Contacts
- b) Once notification is issued to the customer this will be considered a 'Scheduled Maintenance'

GIBFIBRE reserves the right to the change terms and conditions of this SLA, changes to this SLA document will be sent to all of our clients within 7 days of any and all changes.

This document is valid only with the acceptance of GIBFIBRE's Terms & Conditions.

<https://www.gibfibre.com/terms>

<b>CET</b>	Central European Time
<b>CPE</b>	Customer Premises Equipment
<b>FTTH</b>	Fibre to the Home
<b>GPON</b>	Gigabit-capable Passive Optical Network
<b>MTTR</b>	Mean Time to Repair
<b>NOC</b>	Network Operation Centre
<b>SLA</b>	Service Level Agreement