



I B F I B R E

RESIDENTIAL

SERVICE LEVEL AGREEMENT

1. DEFINITION OF SERVICE

GF Residential Broadband Internet is a FTTH/FTTB Service based on GPON/EOC technologies and designed to provide fast internet for residential use.

2. INSTALLATION OF SERVICE

For each registered application for a **GF** Service, **GF** commits to install and commission the required service within **31 calendar days** after receiving **Customer** commitment (application and initial payment).

3. GF NETWORK AVAILABILITY

3.1. **GF** commitment is **99.9%** for any given month. This translates into a maximum downtime of **GF** network of **43minutes/month**, with Service/Maintenance Windows not included.

3.2. **GF** is committed to limit maintenance window only to critical service operations (critical security updates, patches, etc).

GF will attempt - where possible - to schedule maintenance windows between **00:00-07:00 hrs** weekdays, to keep the interruption of service impact at a minimum.

3.3. **GF** commitment excludes any events or series of events which are outside the reasonable control of the company.

4. LATENCY

GF commitment for a **standard 64-byte roundtrip ping** between CPE and any **GF** edge router is 60ms (monthly average).

5. PACKET DELIVERY

GF commitment for packet delivery is **99%** for any given month – **1%** packet loss.

6. LOCAL LINK SERVICE RESTORE

6.1 **GF** is committed to restoring any local loss of service **within 2 business days** from the moment an outage is logged and recorded - through a customer service ticket or via **GF NOC**.

6.2 **GF** is committed to replace any leased **CPE within 2 business days** from the moment a fault is acknowledged by a member of a GF Team. **GF** commitment excludes any **CPE** subject to customer misuse.

7. SERVICE CREDIT

7.1 Any client experiencing **GF** network availability values lower than the one stated on paragraph (3.1) is entitled to service credit, as follows:

Exceeding **4 hours: 5%** of monthly billed site revenue.

Exceeding **8 hours: 10%** of monthly billed site revenue.

Exceeding **12 hours: 15%** of monthly billed site revenue.

Every subsequent **8-hour increment** after the above mentioned shall receive an additional **5%** credit, the sum of which is not to exceed **100%** of the total monthly bill for a given contract.

7.2 Any client experiencing an average latency greater than the one stated on paragraph (4) for a consecutive period of time greater than **4 hours** is entitled to a **10%** of monthly billed site revenue.

7.3 Lost connectivity periods will be monitored and measured by the **GF NOC Team** and all updates and relevant information will be sent to the client and updated accordingly in a Service Order/Customer Ticket. The ticket will be created by the **GF Team** when an outage is observed (following customer complaint or **NOC** triggered alarm).

7.4 Latency values will be monitored and measured by the **GF NOC Team** and all updates and relevant information will be sent to the client and updated accordingly in a Service Order/Customer Ticket. The ticket will be created by the **GF Team** when abnormal values are observed (following customer complaint or **NOC** triggered alarm).

7.5 Any undisputed amount owed by the Customer shall be paid in full to GF before a service credit can be applied.

7.6 GF will not be held responsible and will issue no service credit due to any causes beyond its reasonable control, including, but not limited to, Acts of God, War, Strikes, electrical storm, hurricane, political unrest, and, if applicable, lack of access to GF equipment at the Customer Site.

8. TECHNICAL SUPPORT

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

8.2 Technical Support is available **Monday to Friday, 9am to 5pm.**

8.3 Customers can open a ticket by contacting Technical Support from Monday to Friday 08:00 – 22:00 and Saturday to Sunday 10:00 – 22:00 on 225 00000 and selecting the appropriate option from the menu. In addition, you can email GIBFIBRE directly on support@gibfibre.com or speak to one of our agents using our live chat feature.

8.4 Every time a customer reports an issue or the GF NOC detects a failure in services, a Service Order/Work Ticket will be opened and updated accordingly during its lifetime period.

8.5 Customer has the right to enquire on 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.

This document is valid only with the acceptance of the Terms and Conditions.

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

9. GLOSSARY

GF	GIBFIBRE
CPE	Customer Premises Equipment
FTTH	Fibre to the Home
GPON	Gigabit-capable Passive Optical Network
MTTR	Mean Time to Repair
NOC	Network Operation Centre
SLA	Service Level Agreement