



# **Premier Support Service Level Agreement**

(V1.0 AJ – 09.05.06)

## Datanet – Service Level Agreement

### 1. General

- 1.1. This document is a service level agreement ("SLA") setting out the levels of services to be provided by Datanet to the Customer under this agreement and compensation for failure to meet those service levels.
- 1.2. In this SLA a reference to a paragraph, unless stated otherwise is a reference to a paragraph of this SLA.
- 1.3. In this SLA words, abbreviations and expressions have the meanings given in the Datanet Master Service Agreement General Terms and Conditions except as set out below:

|                                |  |
|--------------------------------|--|
| <b>"Availability"</b>          | All the time in any calendar month for which the network and any service equipment is not subject to any service affecting faults, and is therefore "Available". |
| <b>"Business Day"</b>          | Shall mean every day excluding Saturdays and Sunday and national holidays in England   |
| <b>"CDR"</b>                   | Means the committed data rate for each port set out in the service Order Form and provided as part of a Service.   |
| <b>"Fault"</b>                 | Shall mean a material defect, fault or impairment in a service, which causes an interruption in the provision of the service                                     |
| <b>"Non-Service Affecting"</b> | Means not materially affecting the performance or quality of the service   |
| <b>"Service Affecting"</b>     | Means causing full or partial loss of the ability to transmit data   |
| <b>"Third Party System"</b>    | Means a telecommunication system that is neither owned nor operated on behalf of Datanet   |

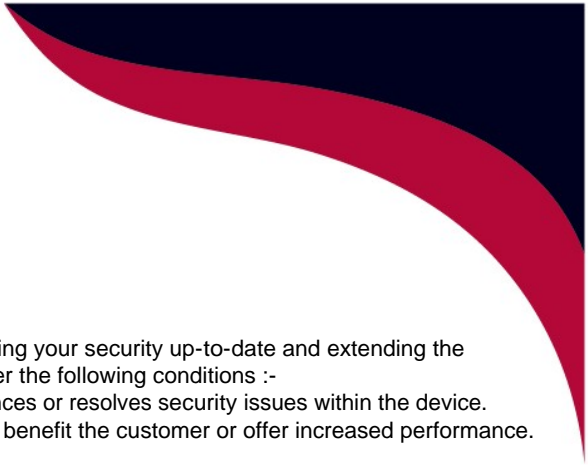
- 1.4. Datanet reserves the right to amend the SLA from time to time. The latest version of the SLA will always be posted on the Datanet web site.

### 2. Hardware Guarantee

- 2.1. Datanet guarantees the functioning of all hardware components covered under Premier Support and will replace any failed component at no cost to the customer. Hardware replacement will begin once Datanet identifies the cause of the problem is hardware related. Datanet will replace the faulty equipment next business day with a similar pre-configured device.
- 2.2. The customer may arrange a courier to collect the replacement unit in order to expedite delivery, costs involved in doing so will be the sole responsibility of the customer.

### 3. Remote Management

- 3.1. Our engineers will maintain and troubleshoot the Firewall as necessary via secure VPN. We will manage and support remote user configurations and branch to branch VPN's as part of our managed firewall solution. This will cover activities such as :-
  - Adding, removing and configuration of IPSEC VPN's
  - Port forwarding of services to internal devices
  - Policy additions / modifications and deletion
  - Reporting



#### **4. Software Guarantee**

- 4.1. Your firewall will be remotely upgraded and reconfigured, keeping your security up-to-date and extending the functionality of the hardware. Upgrades will be performed under the following conditions :-
  - A software update is announced which enhances or resolves security issues within the device.
  - Additional functionality is available which will benefit the customer or offer increased performance.

#### **5. Fault handling / Response Time Agreements**

- 5.1. Datanet offers response time agreements, during the business day (8.30am to 5:30pm, Monday to Friday) as follows: You can call us on our "lo-call" number 0845 130 6010 and expect a prompt answer, you will be able to speak to a member of the technical team who will be familiar with your account and services. You can expect to be able to speak to a network engineer normally straight away and always within 2 hours.
- 5.2. Replacement hardware will be shipped to the customer providing the fault can be identified and a replacement configured before the 17:00 postal deadline.