



Conditions for Fibre Integrated Reception System Service

Schedule 4 – Service Level Agreement

1. INTRODUCTION

- 1.1. This Schedule contains the Service Level Agreement between BT and the Customer for the Service. All the measurement criteria detailed in this Schedule are to be applied on an individual circuit basis.
- 1.2. BT is committed to a programme of continuous improvement relating to the Service, including billing processes and introduction of Service enhancements from time to time.
- 1.3. To the extent that any service level is reliant on the availability of accommodation of the Customer's equipment at the BT Exchange, the service level timescale shall be extended until such accommodation is available.
- 1.4. BT will aim to comply with the service levels defined in this Schedule, but these levels are targets and BT has no liability for any failure to meet them.
- 1.5. All service levels are subject to paragraph 4 of this Schedule.

2. SERVICE LEVELS

Subject to paragraph 4 of this Schedule:

2.1 Provision

- (a) BT will aim to commission the Service within one Working Day after receipt of an Order or will meet the CDD for delivery of the Service if later.

2.2 Repair

BT will aim to:

- (a) make the repair service available between 08:00 and 17:00, Monday to Friday, excluding Bank and Public Holidays in the UK.
- (b) acknowledge receipt of a fault report from the Customer within one hour.
- (c) respond within 4 hours of receipt of a fault report, unless agreed otherwise in writing by the parties.
- (d) repair a fault within 40 hours of it being reported or, subject to paragraph 3 below, by mid-night on day following the appointment date or on a later date agreed by both parties.
- (e) contact the Customer to report the progress being made to restore the Service if the Service is not restored within the timescales set out in paragraph 2.3 (d) above

as more fully described in the Handbook.

3. APPOINTMENTS

- 3.1 BT will use its reasonable endeavours to keep all appointments with the End User agreed between BT and the Customer under this Contract. If BT finds itself unable to keep such an appointment, BT will give the Customer and End User as much notice as possible and will agree a further appointment date at the earliest opportunity to do so.



Conditions for Fibre Integrated Reception System Service

Schedule 4 – Service Level Agreement

4. WHAT IS NOT COVERED

4.1 The service levels will not apply if:

- (a) the failure by BT is due to the Customer's own network or equipment or any other network or equipment outside the BT Network; or
- (b) the Customer is in breach of any part of this Contract or BT suspends the Service or any part of it in accordance with this Contract; or
- (c) through no fault of its own or because of circumstances beyond its reasonable control, BT is unable to carry out any necessary work at, or gain access to the Site or the Customer fails to agree an appointment date or work is aborted; or
- (d) the Customer and BT agree a different timescale for performance of the Service; or
- (e) reasonable assistance is required or information is reasonably requested by BT from the Customer or a third party and such assistance or information is not provided; or
- (f) through no fault of its own, BT is unable to obtain any necessary permissions or consents required in connection with the performance of a particular service level; or
- (g) the failure is due to a Force Majeure event; or
- (h) the failure is due to a planned or emergency Service interruption, outages etc; or
- (i) the failure is due to an inaccurate Order being submitted by the Customer; or
- (j) if the fault is not reported in accordance with the fault reporting provisions in Schedule 2.