Service Definition: Managed Internet Access v2.0

1 About Managed Internet Access

1.1 BSAS Telecoms Internet Access Services provide all or most of the physical and logical infrastructure to give a customer the ability to transmit Internet Protocol (IP) traffic between a single UK site and the global Internet infrastructure.

1.2 The product involves one or two Internet Access Services from the end user location to the relevant carrier Network.

1.3 Internet Access Services (sections 3.0 and 4.0)
- NetDSL Home worker Max
- NetDSL SOHO Max
- NetDSL SOHO 16
- NetDSL Network Max
- NetDSL Network 16
- NetDSL Network M
- NetEoFTTC
- NetEFM Dual / Quad
- NetConnect E100 +N
- NetConnect E1000 +N

1.4 The Internet Access Service optionally includes Customer Premises Equipment (CPE) to connect the Internet Access Service to the customer's local network or computing facilities.

1.5 Customer Premises Equipment
- DrayTek (various models)
- Cisco (various models)
- Juniper (various models)

1.6 The upstream boundaries of the Internet Access are the various physical interconnects between the Carrier Network and network facilities that are part of the upstream Internet infrastructure, but not under BSAS Telecoms control.

1.7 If the customer has not purchased CPE services from BSAS Telecoms, the downstream service boundary for this solution is the Network Termination Equipment (NTE) of the Internet Access Service at each site, which will typically be rack-mounted (except for EFM Dual/Quad where rack-

mounted is not an option). This type of Internet Access Service is referred to as wires only.

1.8 If the customer has purchased CPE services from BSAS Telecoms, the downstream service boundary for this solution is the LAN interface of the CPE. This type of Internet Access Service is referred to as managed.

1.9 Also included is the lease of RIPE-allocated addresses associated with the connectivity system to enable Internet access. The number of IP addresses and whether they are static or dynamic depends on the Internet Access Service selected.

1.10 In general, BSAS Telecoms will provide a single dynamic IP address for Home Worker Internet Access Services, a single static IP address for SOHO Internet Services and a block of 4 IP addresses (2 usable) for all other Internet Access Services. Larger blocks may be available on request, but are subject to prevailing RIPE regulations.

Product Type	Number of IPs allocated
NetDSL Home worker Max	Single Dynamic IP
NetDSL SOHO Max NetDSL SOHO 16	Single Static IP
NetDSL Network Max NetDSL Network 16 NetDSL Network M	Block of 4 IPs (2 usable)
NetEoFTTC	Block of 4 IPs (2 usable)
NetEFM Dual / Quad	Block of 4 IPs (2 usable)
NetConnect E100 +N NetConnect E1000 +N	Block of 4 IPs (2 usable)

1.11 All BSAS Telecoms Internet Access Services provide access to the domain servers for name resolution. Also Internet Access Service customers gain access to our carriers outbound mail relays.

1.12 Where necessary (e.g. ADSL services) BSAS Telecoms will provide RADIUS authentication services to allow customer CPE to authenticate with the carriers Network.

2   Our Carriers Network

2.1 The nature of our carriers network is to enable IP traffic transfer between customer's Internet Access Services and general carrier Network.

2.2 Unless otherwise noted, one of the Internet Access Services is defined as the primary Internet Access Service and the other as a secondary. The secondary Internet Access Service is not used in normal operation and is considered as a passive standby.

2.3 The Internet Access Service type determines which circuit is the primary route for traffic to a site. the precedence of the different types of Internet Access Services is as follows:
Ethernet ➔ EFM ➔ EoFTTC ➔ ADSL2+ ➔ ADSL

2.4 Internet Access Service availability monitoring
2.4.1 Only fixed-line (EoFTTC, EFM or Ethernet) Internet Access Services are polled for availability by the carriers automated monitoring system. This occurs at five-minute intervals. If three checks in a row fail, an alarm state is generated. This means the quickest an alarm state will be generated subsequent to an outage will be ten (10) minutes. The worst case is fifteen (15) minutes. 2.4.2 An alarm state will generate a ticket in the BSAS Telecoms support queue. Optionally, it can be used to generate an e-mail and/or an SMS to the customer. This can be requested from your account manager, or by raising a ticket with the Technical Services Team.
2.4.3 To ensure a prompt response, BSAS Telecoms urges customers to telephone the support team to report a fault.

2.5 Internet Access Service traffic graphing
2.5.1 Only fixed-line Internet Access Services are polled for traffic load statistics by the carriers automated monitoring system at five-minute intervals.

2.5.2 Traffic data is used to build a traffic profile for each Internet Access Service, which is available, in near real-time, via a portal.
2.5.3 To obtain a username and password for access to the graphing portal, please make a written request to your account manager, or raise a support ticket with the Technical Services Team.
2.5.4 To access traffic statistics for fixed-line Internet Access Services, please go to the relevant portal as detailed by your account manager.

2.6 Internet Access Service Traffic Management
2.6.1 The carrier network does not filter traffic, shape it or otherwise interfere with it under normal operations. There are no download limits or restrictions to protocols employed.
2.6.2 The carrier network does filter so-called "Bogon" packets, packets with malformed packet headers, packets from private address space (as identified by RFC) and to mitigate other packet-based security risks.
2.6.3 In the event of network traffic that is identified as an attack, our carrier reserves the right to proactively block traffic as close to the source as possible and then conduct an investigation into the source of the traffic. This will be in partnership with customers (if the attack source is internal to our carriers borders) or with other service providers (if the attack source is external to our carriers borders).

3   Carrier Network Characteristics

3.1 BSAS Telecoms can only measure performance across our carriers network and any services provided by any Third Party Operator are outside the scope of this Paragraph

Internet Access Platform Metric	Target
Our carriers network availability	99.99%
Our carriers network roundtrip latency	>30ms
Our carriers network packet loss	< 0.1%

3.2 Our carrier network availability is measured on a calendar year basis using the following formula:

$$\frac{A - B}{A} \times 100$$

A = number of minutes where our carrier network could be Network Available.
B = actual downtime excluding any downtime attributable to any of the causes set out in Paragraph 3.4 below.

3.3 Our carrier network packet loss is measured on a calendar year basis using the following formula:

$$\frac{C}{C + D} \times 100$$

C = Number of lost packets over our carriers network
D = Number of packets received successfully by the our carriers network

3.4 Internet Access Platform metrics shall not include any failure attributable to:
- scheduled network maintenance; and
- Force Majeure Events.

3.5 The above metrics are for information, network planning and account review purposes only.

4   Internet Access Services, Capacity and Contention

4.1 Internet Access using ADSL
4.1.1 Internet Access Services using ADSL require, and do not include, a standard non-LLU SMPF copper pair. Optionally, BSAS Telecoms can provide a suitable circuit.
4.1.2 Upstream access is provided at the following maximum theoretical data rates:

- NetDSL Home worker Max   400kbps
- NetDSL SOHO Max   400kbps
- NetDSL Network Max   800kbps
- NetDSL SOHO 16   1Mbps
- NetDSL Network 16   1Mbps
- NetDSL Network M   2Mbps

4.1.3 Downstream access is provided at the following maximum theoretical data rates:

- ADSL Max services   8Mbps
- ADSL 16/M services   16Mbps

4.1.4 ADSL SOHO 16 provides a minimum assured rate of 200kbps. ADSL Network 16 and ADSL Network M provide a minimum assured rate of 1Mbps. Rates are assured both upstream and downstream.
4.1.5 For ADSL Max services, an automated Dynamic Line Management (DLM) system establishes a Maximum Stable Rate (MSR) for each line independently. The MSR may be significantly lower than the theoretical maximum because of building infrastructure issues, local copper quality and wire distance from the local exchange.
4.1.6 Actual synchronisation rates will vary on a day-to-day basis due to external influences like interference. If the synchronisation data rate drops 30% below the MSR, then an unusually poor performance incident can be reported.
4.1.7 Unacceptable performance thresholds exist for the downstream performance according to the following calculation:
Unacceptable downstream performance threshold = 10% of the Synchronisation rate
No such performance thresholds exist for upstream data rates, which are generally more predictable than downstream data rates.
4.1.8 Interleaving adds to circuit latency, but stabilises the Internet Access Service circuit at high data rates. ADSL Max services have interleaving switched to AUTO by default. The DLM will determine whether interleaving is necessary for any given service during the stabilisation period. The customer may ask BSAS Telecoms to switch this on or off if desired.
4.1.9 Contention means the Internet Access Service circuit capacity might be used by several local entities. As a consequence, performance may vary during the day depending on congestion at the local exchange.
4.1.10 Traffic from SOHO 16, Network 16 and Network M Internet Access Services are given the highest priority. Traffic from Network Max Internet Access Services are a medium priority. Traffic from all other Internet Access Services is low priority. Priority is only honoured over the Internet Access Service, not the carriers network.
4.2 NetEoFTTC

4.2.1 NetEoFTTC is a single copper line from the site to the green cabinet, then fibre from the cabinet to the exchange.

4.2.2 Due to the reduced copper length the symmetrical bandwidth speeds achieved can be up to 20Mbps depending on the distance. This element is uncontended. Other users of the local exchange do not impact performance of the Internet Access Service.

4.2.3 There is an additional downstream "boost" available of up to 60Mbps. This is not guaranteed and may be contended at times of peak congestion.

4.2.4 NetEoFTTC is delivered onto the carriers network using VLANs. Customer VLAN tags will not be honoured by the Internet Access Service. 802.1 Q-in-Q is not supported.

4.2.5 NetEoFTTC requires any CPE to be configured with the interface speed specifically set to full duplex, rather than "auto".

4.2.6 NetEoFTTC is subject to copper quality at the local end user site. It is possible that, during survey, the site will be found to have copper of insufficient quality to support EoFTTC services. In BSAS Telecoms experience, this occurs in around 15% of installations.

4.2.7 At order placement, BSAS Telecoms will confirm a Guaranteed Minimum Speed (GMS) for the symmetrical element of the NetEoFTTC order. At handover, if this speed is not achieved the customer can choose to either accept the circuit at the lower speed or cancel the circuit with no charge (any Excess Construction Charges paid will not be returned).

4.2.8 NetEoFTTC 3Mbps will have the same attributes as NetEoFTTC as discussed in this document, but the traffic will be capped to 3Mbps symmetrical bandwidth. This product is only available for circuit if the GMS is 5Mbps or above. If 3Mbps is not achieved at handover, the customer can accept the circuit at the lower speed or cancel the circuit with no charge (any Excess Construction Charges paid will not be returned).

4.3 NetEFM Dual / Quad

4.3.1 NetEFM Dual includes 2 dedicated copper pairs bonded at a network level to present the end user site a single copper Ethernet interface with symmetrical bandwidth speeds of up to 10Mbps depending on distance from the exchange.

4.3.2 Net EFM Quad includes 4 dedicated copper pairs bonded at a network level to present the end user site a single copper Ethernet interface with symmetrical bandwidth speeds of up to 20Mbps depending on distance from the exchange.

4.3.3 NetEFM Dual and Quad is an uncontended service. Other users of the local exchange do not impact performance of the Internet Access Service.

4.3.4 NetEFM Dual and Quad is delivered onto the TalkTalk Business Network using VLANs. Customer VLAN tags will not be honoured by the Internet Access Service. 802.1 Q-in-Q is not supported.

4.3.5 NetEFM requires any CPE to be configured with the interface speed specifically set to full duplex, rather than "auto".

4.3.6 NetEFM is subject to copper quality at the local end user site. It is possible that, during survey, the site will be found to have copper of insufficient quality to support EFM services. In BSAS Telecoms experience, this occurs in around 15% of installations.

4.3.7 At order placement, BSAS Telecoms will confirm a Guaranteed Minimum Speed (GMS) for the NetEFM order. At handover, if this speed is not achieved the customer can choose to either accept the circuit at the lower speed or cancel the circuit with no charge (any Excess Construction Charges paid will not be returned).

4.3.8 NetEFM Dual 3Mbps/ Quad 3Mbps will have the same attributes as NetEFM Dual/ Quad respectively as discussed in this document, but the traffic will be capped to 3Mbps symmetrical bandwidth. This product is only available for circuit if the GMS is 5Mbps or above. If 3Mbps is not achieved at handover, the customer can accept the circuit at the lower speed or cancel the circuit with no charge (any Excess Construction Charges paid will not be returned).

4.4 NetConnect E100/E1000

4.4.1 NetConnect E includes a dedicated fibre circuit.

4.4.2 Upstream and downstream internet access is provided at a maximum theoretical data rate of, 100Mbps (E100) or 1Gbps (E1000).

4.4.3 NetConnect E Internet Access Services are tiered. This means that the customer sets the actual data rate to one of the following capacities:

E 100 – 10/20/30/40/50/100Mbps

E1000 – 100/200/300/500Mbps/1Gbps

4.4.4 NetConnect E100/E1000 is an uncontended Internet Access Service. Other users of the local exchange do not impact performance of the Internet Access Service.

4.4.5 NetConnect E100/E1000 is delivered onto the TalkTalk Business Network using VLANs. Customer VLAN tags will not be honoured by the Internet Access Service. 802.1 Q-in-Q is not supported.

4.4.6 Performance of all Ethernet Internet Access Services is very sensitive to CPE interface settings, specifically in terms of speed and duplexity. In most cases, the Internet Access Service will be full duplex by default and will auto-negotiate speed. However this can vary depending on exact delivery parameters. If there is any doubt, please contact the Technical Services Team.

5   Service Levels for Internet Access

There are four service levels described in the Service Schedule which will define the target fix restoration times depending on the access technology employed at each site.

5.1 Premium

Internet Access services in the Premium category:

- NetConnect E100/E1000 +N

5.2 Express

Internet Access services in the Express category:

- NetEoFTTC
- NetEFM Dual / Quad

5.3 Enhanced

Internet Access services in the Enhanced category:

- NetDSL Network (Max / 16 / M) Plus
- NetDSL SOHO (Max / 16) Plus

5.4 Standard

Internet Access services in the standard category:

- NetDSL Network Max
- NetDSL SOHO (Max / 16)
- NetDSL Home worker Max

Service Level Agreement: Managed Internet Access v2.0

1 Scope of Schedule

1.1 This schedule describes the service level agreement (SLA) for the following products and services:
- NetDSL (all variants)
- NetEFM Dual / Quad
- NetConnect 2000
- NetConnect E (all variants)

2 BSAS Telecoms Service Operating Hours

2.1 BSAS Telecoms shall make the BSAS Telecoms Service Desk available to the Customer for reporting incidents with the Managed Internet Access Services and for making changes to existing accounts, billing queries and general enquiries.

2.2 For:
2.2.1 the **Standard** service level for Managed Internet Access Services operates during Office Hours; and
2.2.2 for Premium, Express or Enhanced Managed Internet Access Services (as defined in the Managed Internet Access Service Definition), BSAS Telecoms shall allow the reporting, and management of, Priority 1 incidents and Priority 2 incidents 24 hours a day, seven days a week, 365 days a year. Priority 3 and Priority 4 incidents are covered during Office Hours.

3 Responsibilities
3.1 BSAS Telecoms is responsible for:
- provision of a helpdesk for call handling; and
- incident resolution and escalation.

In addition for fixed line services, BSAS Telecoms shall be responsible for:
- proactive monitoring of access availability;
- outage alerts by SMS and/or email; and
- utilisation statistics of access circuits.

3.2 The Customer is responsible for:
- notifying BSAS Telecoms of any changes to Site and contact details;
- basic troubleshooting;

- reporting incidents with the Internet Access Service
- access to sites for incident resolution

4 Our Carriers Network Characteristics

4.1 Our Carriers Network metrics do not include the Managed Internet Access Service provided by any Third Party Operator.

Internet Access Platform Metric	Target
Our Carriers Network availability	99.99%
Our Carriers Network roundtrip latency	>30ms
Our Carriers Network packet loss	< 0.1%

4.2 Our carriers network availability is measured annually using the following formula:

$$\frac{A - B}{A} \times 100$$

A = number of minutes where our narriers network could be Network Available.
B = actual downtime excluding any downtime attributable to any of the causes set out in Paragraph 4.4 below.

4.3 Our carriers network packet loss is measured annually using the following formula:

$$\frac{C}{C + D} \times 100$$

C = Number of lost packets over our carriers network
D = Number of packets received successfully by the our carriers network

4.4 Internet Access Platform metrics shall not include any failure attributable to:
- scheduled network maintenance; and
- Force Majeure Events.

4.5 Service Credits are only applicable to incidents as further described below and accordingly, the above metrics are for network planning and account review purposes only.

Service Level Agreement: Managed Internet Access v2.0

5 Incident Severity

Priority	Class	Description
1	Total Outage	Total loss of Connection (e.g. total circuit or equipment failure)
2	Severe Intermittence	Significant degradation or intermittent service on a Connection (e.g. significant packet loss, significant degradation in throughput or loss of a particular component service)
3	Degradation	Minor degradation on a Connection (e.g. small or intermittent packet loss, minor reduction in throughput)
4	Query	Non urgent change request (e.g. modification to configurations of equipment)

5.1 BSAS Telecoms shall initially determine the incident severity and log an Incident Ticket. BSAS Telecoms may change the priority level during repairs. For example, if a priority 1 incident is temporarily repaired, then the incident may be reduced to priority level 2. The new classification shall determine the course of actions thereafter.

5.2 Once BSAS Telecoms believes that the incident is fixed, or if BSAS Telecoms has requested vital information from the Customer and the Customer has not responded within three days the Incident Ticket status will be changed to Resolved.

6 Incident Reporting

6.1 Incidents may be reporting by telephone on 0800 988 1978

6.2 The primary method of reporting Priority level 1 incidents and Priority level 2 incidents to BSAS Telecoms should be by telephone. Any incidents reported by email or via any web portal may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response.

Table 1 – Initial Diagnosis Timeframe

Priority	Telephone	Email or Portal
1	30 minutes	Inappropriate (4 hours)
2	1 hour	Inappropriate (4 hours)
3	4 hours	4 hours
4	Next day	Next day

6.3 For Priority level 3 incidents and Priority level 4 incidents, or as an alternative to calling, the customer may email tsc@talktalkbuisness.co.uk or visit https://extra.mytalktalkbusiness.co.uk, log in and submit a "call log".

6.4 In accordance with Paragraph 2.2, should a relevant incident be raised outside of Office Hours, the measurement of the response time shall not start until Office Hours recommence.

6.5 The Customer shall provide a complete description of the incident and any reasonable information requested by TalkTalk Business. In the event that requested information is not provided by the Customer in accordance with Managed Internet Access Service Definition, TalkTalk Business reserve the right to return the incident to the Customer requesting the missing information but shall not affect the logging of the time of the incident.

7 Target Fix Times

7.1 Target restoration times depend on the Managed Internet Access Service employed at each Site. Details as to which Managed Internet Access Service is subject to which standard (Premium, Express, Enhanced or Standard) is set out in the Managed Internet Access Service Definition.

Table 2 – Service Restoration Timeframe

Service Restoration (Clock Hours)			
Priority	Premium	Express	Enhanced	Standard
1	5 hours	8 hours	Next day	3 Business days
2	8 hours	Next day	3 days	5 Business days
3	Next Day	3 days	No guarantee	No guarantee
4	No guarantee	No guarantee	No guarantee	No guarantee

8 Service Restoration Clock

8.1 The service restoration clock starts when the Customer contacts BSAS Telecoms by telephone or when the email/portal notification has been received and read by BSAS Telecoms. An Incident Ticket will be allocated, the Customer contacted after the Initial Diagnosis and a severity level will be assigned.

8.2 Following service restoration, tickets may be left open for monitoring purposes. Thus the clock stops when the Incident Ticket is Resolved.

8.3 Clock Hours shall be defined as the difference in hours between the Start Time and Stop Time excluding Parked Time:
8.3.1 "Start Time" is the initiation (timestamp) of an incident on the BSAS Telecoms incident handling system in accordance with Paragraph 6.5 above; and
8.3.2 "Stop Time" is when the status of the incident becomes Resolved.

8.4 Parked Time is where the progression of the resolution of an incident is outside the control of BSAS Telecoms or its sub-contractors including where:

8.4.1 the Incident Ticket is marked Pending Requestor Information or TalkTalk Business has requested information missing from the Incident Ticket submission without which the relevant Managed Internet Access Service cannot be repaired;
8.4.2 TalkTalk Business is awaiting power down or up of the Customer's equipment or results of other tests;
8.4.3 TalkTalk Business is awaiting the Customer to provide availability for a visit appointment;
8.4.4 the Customer is unavailable to respond to TalkTalk Business;
8.4.5 a visit appointment is confirmed outside of the resolution window at the request of the Customer – Parked Time commences when visit appointment is agreed with the Customer until the visit appointment commences;
8.4.6 TalkTalk Business or its agent is unable to access a Site at an agreed time for a visit appointment – Parked Time commences when TalkTalk Business attends the Site until a rescheduled visit appointment commences and the incident report will move to a Pending Requestor Information status;
8.4.7 TalkTalk Business (including if appropriate a relevant TalkTalk Business subcontractor) has cleared the incident and has notified the Customer and the status of the incident is "Resolved"; or
8.4.8 where the Site does not have 24x7 access and the Customer requests an engineer to attend Site when the Customer is available for a visit. Parked Time commences when a visit appointment is agreed with the Customer and ends when the visit appointment commences.

8.5 Unless the target restoration time on the applicable Access Technology precludes this, engineer repair visits to a Site are conducted 24 hours a day seven days a week.

8.6 The Customer is responsible for ensuring that each incident report sets out whether:

8.6.1 the Site is manned 24x7x365 to allow access to BSAS Telecomsor its representative; or

8.6.2 the normal business hours for the Site as to when the Customer's representative will be present on-site to provide access to BSAS Telecoms or its representative, and the incident report clock will move into Parked Time status until the time the Customer states Site access is available or selects a specific appointment time.

8.7 Multiple Short Service Failures in one month

8.7.1 If the same Managed Internet Access Service experiences multiple failures within the same month, BSAS Telecoms shall consider this a single outage event for the purposes of service restoration and Service Credits. The service restoration clock shall be restarted from the point the subsequent failure has been diagnosed.

8.8 Managed Internet Access Equipment

8.8.1 Following Initial Diagnosis, once an incident has identified any total failure of any BSAS Telecoms Equipment supplied pursuant to clause 9.1, BSAS Telecoms shall provide an engineer to Site to install a replacement unit within eight hours (measured in accordance with the principles set out in Paragraph 2.2). Any failed BSAS Telecoms Equipment shall be replaced and hardware services operating normally within one hour of an engineer gaining access to the failed BSAS Telecoms Equipment.

8.9 The service restoration clock starts when an Incident Ticket has been allocated, the Customer contacted, a severity level assigned and the initial diagnosis work has been completed.

8.10 Incident Tickets may be left open, post service restoration, for monitoring purposes. Thus the clock stops when the Incident Ticket is closed or when a member of the BSAS Telecoms Technical Services Team informs the Customer of service restoration, whichever is sooner.

8.11 Subject to 2.2 above, should an incident be raised outside the Working Hours, the measurement of the service restoration time shall not start until Working Hours recommence.

8.12 Multiple Short Service Failures

8.12.1 If the same circuit experiences multiple failures within the same month, BSAS Telecoms shall consider this a single outage event for the purposes of service restoration and Service Credits. The service restoration clock shall be restarted from the point the subsequent failure has been diagnosed.

9 Outages and Maintenance

9.1 Where planned maintenance will result in degradation or interruption of a Managed Internet Access Service the maintenance will be conducted between 00:00 and 06:00.

9.2 Should maintenance be service affecting, the affected Customer shall be notified with three Business Days' notice via the nominated email contact detailing the work to be carried out and any effect on the Managed Internet Access Service.

9.3 All network maintenance on our carriers network is also published on our website.

9.4 Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, BSAS Telecoms shall seek to limit any resultant adverse effects on the Customer's service.

10 Emergency and Major Fault escalation

10.1 General

10.1.1 Escalation means that more senior support staff shall be made aware of the Customer's incident and provides additional assurance to the Customer.

10.1.2 For details of the escalation path please contact your account manager

10.1.3 For continuity, the Customer's point of contact with the BSAS Telecoms Technical Services Team remains the same throughout the repair.

10.1.4 BSAS Telecoms shall automatically escalate Priority 1 and 2 incidents using the procedure outlined in Paragraphs 10.2 and 10.3 below. Escalation automatically starts once 75% of the service restoration target time has passed.

10.2 Time Before Escalation Starts

Priority	Premium	Express	Enhanced	Standard
1	3 hours	5 hours	18 hours	2 Business days
2	6 hours	18 hours	2 days	3 Business days

10.2.1 Incidents are further escalated, one tier at a time, after a certain number of elapsed Office Hours with no resolution. The interval between each escalation event depends on the severity of the incident and the Managed Internet Access Service employed at the Site according to the following table.

10.3 Interval Between Further Escalation Events

Priority	Premium	Express	Enhanced	Standard
1	30 minutes	1 hours	2 hours	4 hours
2	1 hours	2 hours	4 hours	5 hours

11 Call out charge for non-BSAS Telecoms incidents

11.1 Fault resolution sometimes means an engineer has to visit the Site. If, while the engineer is onsite, the incident is discovered not to be a hardware or circuit failure under BSAS Telecoms control (e.g. the managed device has been unplugged, or there is a incident with Customer's equipment or facilities), BSAS Telecoms reserves the right to charge the Customer a one-off fee of £250.

12 Service credits

12.1 Where BSAS Telecoms fail to achieve the target time for service restoration for incident is exceeded the time set out in Table 2, the Customer shall be entitled to a Service Credit for the failure according to the following schedule:

Priority	Service Credit of the total monthly Recurring Charges due for the relevant Managed Internet Access Service
Within one Business Day of the service restoration target.	50%
More than one Business Day beyond the service restoration target.	100%

12.2 No Service Credits apply where the Target Service Restoration set out in Table 2 is listed as "No Guarantee".

12.3 Total Service Credits per month are limited to 100% of the total monthly Recurring Charges due for the relevant Managed Internet Access Service and dependant CPE (if applicable).

12.4 The service level set out in Table 2 shall not apply in the following situations and no Service Credits will be due where:

12.4.1 the Customer requests BSAS Telecoms to test the Managed Internet Access Services and no failure in the Managed Internet Access Service is detected or reported;

12.4.2 the Managed Internet Access Service is modified or altered in any way at the Customer's request not in accordance with the terms of this Service Schedule;

12.4.3 any suspension of the Managed Internet Access Services has taken place in accordance with the terms of the Framework Agreement;

12.4.4 failure of the Customer to operate the relevant Managed Internet Access Service in accordance with the terms of the Framework Agreement and this Service Schedule;

12.4.5 for any planned maintenance or emergency maintenance;

12.4.6 a Force Majeure Event is affecting the relevant Managed Internet Access Service;

12.4.7 the Customer fails to respond to a reasonable query raised by BSAS Telecoms in relation to the Managed Internet Access Service which prohibits the incident from being corrected;

12.4.8 the Customer has failed to implement any reasonable instructions issued by BSAS Telecoms

in relation to the Managed Internet Access Services which causes an outage or prolongs an outage and extends the BSAS Telecoms time to fix beyond the resolution times set out in Table 2; or

12.4.9 the Customer provides inaccurate details within the incident request which prohibits an outage from being corrected.

12.5 Service Credit Process

12.5.1 All claims for Service Credits must be initiated by the Customer to the BSAS Telecoms Customer Relationship Manager (or account manager) in writing, if assigned, or else via the Customer's account manager.

12.5.2 All claims for Service Credits must be supported by the appropriate Incident Ticket references.

12.5.3 The Incident Ticket references must fully substantiate the type of incident and the period of outage claimed as failed service caused by BSAS Telecoms. In the event of any discrepancy, the Parties shall work together to reach agreement.

12.5.4 Where Service Credit claims are not made within the relevant period (as set out in the Framework Agreement) or where claims are not substantiated with valid Incident Tickets, no Service Credits will apply.

12.5.5 Applicable Service Credits will be paid one month in arrears in the form of a credit note which can only be applied against the future billing of Managed Internet Access Services.

12.5.6 The Customer will have 30 days to query any Service Credits issued, and where supplementary Service Credits are due, these will appear on the following monthly invoice.

12.5.7 Where BSAS Telecoms inadvertently issues an overpayment of Service Credits, BSAS Telecoms reserves the right to have these refunded. This will take place on the following monthly invoice after notification to the Customer.

Be prepared with the following:
- Company name and your name
- Your telephone number
- Site address where the fault is
- Circuit number
- Description of the problem
- What happened prior to the fault
- How the fault been diagnosed

13.2 For severity 3 and 4 incidents, or as an alternative to calling, please email support@bsastelecoms.co.uk

13 Reporting a fault

13.1 Dial 0800 988 1978