



yappl

# Service Level Agreement

Broadband

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**Business. Better Connected.**

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**Carrier Services Covered:**

- Entanet/CityFibre Flex
- Giganet Business & Standard FTTP
- Glide FTTP
- Gigaclear FTTP
- G.Network Business Full Fibre
- ITS Fibre Light
- Vodafone SoGEA & FTTP
- Zen ADSL, FTTC & FTTP

**Working Hours** are defined as 9.00am to 5.30pm Monday to Friday, excluding public and bank holidays.

**Working Days** are defined as the period of time (excluding Parked Time) elapsed following confirmation of a fault being logged with the Yappl Technical Support team.

**Parked Time** is the period of time where the reported fault is outside of the control of the Yappl Technical Support team, for example waiting for the End User to complete diagnostics, on-site investigations, when dealing with any non-Yappl provided equipment or service related issues, or awaiting site visit access to be arranged.

The table below outlines Yappl's target SLAs in relation to the above services.

Service Level	Target Response Time (Working Hours)	Target Restoration Time (Working Days)
Broadband	6	3

**Fault Reporting**

Faults should be reported to [support@yappl.com](mailto:support@yappl.com) or by telephone on 01773 522300 or 03333 448290.

**Out of Hours Support** is offered from 10.00am to 4.00pm Saturday, Sunday, public and bank holidays. Faults and change requests can be logged and issues diagnosed remotely.

Our carriers do not offer engineering resource out of hours and this is not something Yappl can arrange.

**Service Level Compliance**

Yappl will use its reasonable endeavours to comply with the Service Levels defined in this document, but the end user acknowledges that these Service Levels are targets only and Yappl has no liability for any failure to meet them.

Yappl may issue a Service Credit for Service Level failures where there is a 'Total Loss of Service' being where there are no transmission signals in one or both directions.

Service Credits will be credited by Yappl to the Customer's next Yappl invoice. We may offset all or part of any such amounts against any outstanding account balance which has not been paid by the Customer, except where these amounts may be disputed.

Our carriers periodically conduct Scheduled Maintenance that may affect availability of supplied router or broadband circuits, and will make every reasonable effort to ensure that Scheduled Maintenance does not affect availability of your service. However, the carriers reserve the right to carry out Scheduled Maintenance and Yappl will give you as much notice as is reasonably practicable to ensure proper operation of the broadband service.

In the event that you raise a fault, which is later determined not to be the fault of us or our suppliers, we reserve the right to reclaim from you any charges incurred by us. (Wording that weekends can be used for fault logging and basic remote diagnostics10-4) (Explicit that engineers only work during working hours)