yappl

Service Level Agreement

Ethernet (Leased Line)

Updated: October 2024

Carrier Services Covered:

Yappl Fibre Ethernet Powered by Entanet/CityFibre

Yappl Fibre Ethernet Powered by Glide

Yappl Fibre Ethernet Powered by ITS

Yappl Fibre Ethernet Powered by Zen

Yappl ITS Bright

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

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.

Fault Type	Response Time (Working Hours)	Time to Resolution (Working Hours)
Ethernet Unavailable	1	10
Carrier Router Fault	4	If the router cannot be fixed remotely an engineer will be dispatched to site. If the router cannot be fixed, then a suitably configured replacement will be provided within 10 working hours of an irreparable fault being confirmed.

Fault Reporting

Faults should be reported to **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. Yappl will where applicable raise these to our carriers for further investigation.

Where a fault with an Ethernet service is suspected, you should first ensure that all cables are connected properly prior to contacting us or raising a ticket in order to rule out any cabling issues. If the issue persists, you should contact our technical support team so that one of our trained technicians can carry out further diagnostics to determine the cause of the problem.

Faults affecting availability of the carrier supplied router will be responded to in 4 hours of the fault being raised and a fault ticket number being assigned.

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.

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.

Circuit Performance Service Level

Yappl's carriers will ensure that Packet Loss will not exceed 5% across the Ethernet circuit, as measured over any continuous 15 minute period and that the average round trip time for data packets will not exceed 30ms (milliseconds) between a supplied Router and the interface with the carrier edge network, as measured over any continuous 15 minute period.

If we fail to meet the Performance Service Level of the Leased Circuit in any Quarter, we will credit you with the equivalent of one day's service charge for each hour the fault persists, from the time of (the later of) a fault being raised and a ticket number being assigned, subject to a maximum credit of 27.5% of the quarterly service charge for that Quarter.

Availability Service Levels

Managed Ethernet services with an assurance back-up will be available for 100% of any given calendar month, and where no assurance back - up is provided the Managed Ethernet service will be available for 99.9% of any given calendar month.

Our carriers periodically conduct Scheduled Maintenance that may affect availability of supplied router or Ethernet 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 Ethernet service.

The Service Levels will not apply and accordingly claims for service credits or other financial compensation whatsoever cannot be made in respect outages and/or loss or failure of service resulting from Scheduled Maintenance that may affect availability of all or any part of the Ethernet service.

Supplied Carrier Router Service Levels

Yappl will ensure that each carrier Supplied Router will be available 100% of the time during the term in respect of data transmission, and that operating software on the device remains up to date and in line with the manufacturer's specifications.

In the event of failure of Supplied Router, Yappl and our carriers will ensure that a suitably configured replacement will be available to you within 10 working hours of you notifying us of the failure and an irreparable fault being confirmed. This applies only to the router interfacing directly with the NTE.

Yappl Credit for Service

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.

Standard Credit Amounts for 'Total Loss of Service'

Outage Period (Working Hours/Days)	% of Monthly Recurring Charge to be credited
0 to 10	0
10 to 12	10
12 to 24 and above	20

Claims

All claims for service credit are to be made following circuit recovery in writing to billing@yappl.com