



Service Level Agreement

Gateway of Technology Service Level Agreement

1. Fault priority

Gateway of Technology shall manage handling response and resolution according to the priority of the fault; the priority will be based on the impact on the Customer's business. The following table shows a definition of the priorities.

| | |
|--------------------------|--|
| Priority 1 Critical | Loss of service or problems severely affecting the Services. |
| Priority 2 Major | Intermittent and degraded performance which is a Service Affecting Fault |
| Priority 3 Minor | Faults with a minor impact which amount to a Non-Service Affecting Fault |
| Priority 4 Informational | Request for information |

The customer can select the priority of the fault at the time of entering the fault details; if no priority level is given Gateway of Technology will assign a priority level on the customer's behalf. The level of priority allocated to the fault will determine subsequent updates. Gateway of Technology reserves the right to upgrade or downgrade the fault priority having made its own assessment of the effects of the fault.

1.2 Updates and target resolution times

Gateway of Technology shall use its reasonable endeavours to provide updates and resolve faults within the target times set out below.

The provision of customer updates by Gateway of Technology shall depend on the priority level of the fault. These response times start when a fault has been registered in the fault management system.

Gateway of Technology shall attempt to provide a temporary solution to minimise the impact on the Hosted Services while a permanent solution is developed.

The customer acknowledges that in providing the Support Services, Gateway of Technology may need to rely on the provision of support services from a third party support provider ("Third Party Support Provider"). Gateway of Technology shall not be liable for any failure to provide the Support Services if such failure arises out of the length of time it takes for a Third Party Support Provider to resolve the fault or problem or if such failure arises out of a Third Party Support Provider's failure to resolve the fault or problem.

| First update | Further Updates | Target | expected resolution time |
|--------------|-----------------|-----------------------------------|--------------------------|
| Priority 1 | Within 30 min | Update every 2 hours (on request) | within 4 hours |
| Priority 2 | Within 2 hours | Update every 4 hours (on request) | within 2 days |
| Priority 3 | Within 8 hours | Update every 1 day (on request) | within 7 days |
| Priority 4 | Within 48 hours | Update every 7 days (on request) | within 7 days |

The target resolution times set out above are subject to the customer providing Gateway of Technology with prompt access to the customer's premises or equipment, or remote access to the





customer's system, if required and they are also subject to the performance of any relevant Third Party Support Provider.

Where the fault arises from any Third Party Local Access, Gateway of Technology shall use reasonable endeavours to manage the resolution of the fault by the Third Party Local Access provider as soon as reasonably practicable, but Gateway of Technology shall not be liable for the Third Party Local Access provider's delay in resolving, or failure to resolve, the fault.

The Support Group will monitor the progress of all faults internally, and will escalate the problem to Gateway of Technology Senior Management as and when appropriate.

1.3 Fault Ticket Numbers

The customer may be allocated a ticket number automatically on logging a fault with the Gateway of Technology service desk. This number must be referred to in any subsequent telephone conversations or correspondence relating to the fault.

1.4 Closing Tickets

Upon fault clearance, the status of the fault ticket will be changed to "closed" by the Gateway of Technology service desk and the customer will receive email notification. If the customer subsequently replies to a closed ticket notification the ticket will become "open" again.

Any tickets left "open" without any notes from either customer or Gateway of Technology will automatically be closed after 7 days. The customer can reopen a ticket at this point if they feel the fault is unresolved.

1.5 Escalation Procedure

Gateway of Technology will offer first line support to customers. First Line support includes taking the initial fault report and initiating the required steps to resolve the fault and keeping the customer informed of the progress of the fault. Gateway of Technology will supply 2nd Line support in conjunction with the network/carrier to advise the customer and arrange joint testing as needed. Gateway of Technology will also allocate 3rd Line support to the relevant parties which include escalating faults to the relevant manufacturer in cases where a fault cannot be resolved at the 1st or 2nd line.

The parties shall use the escalation procedure when events justify the escalation of issues above the level of personnel or management involved at any particular time.

The escalation procedure may begin when a reported fault passes a set time and it is likely that the fault will exceed its contracted time to resolve. The customer must request escalation and only after the specified set times.

An escalation can start prior to the period stated above if the customer requires more immediate action or feels an escalation is justified.

Upon escalation a Gateway of Technology senior Manager or Director will be notified of the issue and may contact the customer for more information. The Senior Manager or Director will then liaise with the network/carrier senior management to find a faster resolution.

