



Service Level Agreement (AT SLA)

INCORPORATION OF THIS SLA

This SLA forms part of the Contract between you, the customer, and Avance Digital Telecom SL. Expressions used in this SLA have the meanings used in our Terms and Conditions. This SLA covers our Services and the relevant section(s) apply to the Contract to the extent you have subscribed to the applicable Service (this will be recorded on the Customer Order Form).

SERVICE LEVEL ONE - Installation

We will use all reasonable commercial efforts to install the Service within three weeks of the date recorded on the Customer Order Form provided we have the necessary access and support from you. Should the information you supply us with turn out to be incomplete or inaccurate or if you request a change to the specification of a Service we may have to extend the three week installation period.

SERVICE LEVEL TWO - Training and Configuration Time

We will provide an amount of time free of charge for training and configuration each month, as recorded on the Customer Order Form. Should you require training or configuration beyond the time allocated, at our discretion we will charge 25.00 Euros per half hour.

SERVICE LEVEL THREE - Service Availability

We will use all reasonable commercial efforts to provide the Service in accordance with this SLA but cannot guarantee that:

- The Service will be continuous throughout the Contract Duration since the quality and availability of the Services does rely in part upon services and infrastructure provided by third parties (over whom we have limited control).
- We will always be able to meet our restoration target where the fault results from circumstances outside our reasonable control.

SERVICE LEVEL FOUR - Service Restoration

We are committed to fixing faults as quickly as we reasonably can. We rely on you to promptly report any faults to us to help us meet our Service Levels; please report faults by telephoning us on 902 750 815 (or, if you are unable to telephone because of a fault, by e-mail to admin@avancetelecom.es). Details of fault reporting response and service restoration target times are shown in relation to each Service in the applicable table on the next page. Please note that restoration and fix times cannot always be guaranteed for the reasons described in Service Level Three.

In order to fulfil our commitment to you and maintain our service level, we ask you to provide us with the following information so that we can investigate and resolve faults should they occur:

- Number(s) that is/are faulty.
- Detailed information about the fault.
- How long the fault has been in existence and how many calls have been affected.
- The terminating number(s).
- Details of any local tests you have carried out to try to establish the source of the fault.

RESTORATION OF SERVICE

Service	Period of Cover	Hours of Cover	Ticket / Service Restoration Target
Peak Hours	Monday to Friday	09:30 until 17.30	Fault Ticket 60mins Restoration 24hrs
Off Peak Hours	Monday to Friday	17:30 until 09:30	Fault Ticket 240mins Restoration 24hrs
Weekend Hours	Saturday, Sunday and Bank Holidays	00:00 until 23:59	Fault Ticket 360mins Restoration 48hrs

LIMITS ON OUR OBLIGATIONS IN THIS SLA

For the purposes of calculating whether we have restored Services in accordance with this SLA a period of unavailability will commence at the time a Fault is first reported to Avance Telecom by your representative. The period of unavailability ends when our systems log that restoration is complete. We will advise you promptly when we restore service or giving you any reason that may lead to restoration being delayed (e.g. problems with third party carriers). We will not be in breach of this SLA if we cannot restore Services in accordance with the applicable target because:

- You fail to report a fault or you fail to give full details of the fault as requested in Service Level Four.
- We modify the Services at your request and an unforeseen error results in a fault that we cannot trace within the target restoration times.
- We have suspended provision of the Services in the circumstances allowed for in the Standard Terms and Conditions.
- The fault results from a failure in your systems or those provided to you directly by any other service provider and you fail to allow us such access as we reasonably require in order to trace the fault.