

ANNEXURE D

Service Level Agreement for COT

Table of Contents

1. Service Level Agreement	3
2. Network Availability	4

1. Service Level Agreement

Service Desk					
Service Track	Service Level Agreement	Severity Classification	Typical value	Typical Target	Measurement System
Service Desk – Request for service on VPN, Internet or Voice services	Mean time to respond	Severity 1	20 min	95% within SLA – Quarterly Measurement	Trouble ticketing system
		Severity 2	30 min		
		Severity 3	60 min		
		Severity 4	60 min		
	Mean time to resolve	Severity 1	6 hours	95% within SLA – Quarterly Measurement	Trouble ticketing system
		Severity 2	8 hrs		
		Severity 3	24 hrs		
		Severity 4	72 hrs		
Incident Management					
Activity	Severity	Service Categories	Time to Resolve	Measurement System	
Incident/Problem Management	Severity 1	Critical Impact Outages at an entire site or multiple region or locations (With no workaround)	99% within 6 hrs. & 99,995% within 10 hrs.	Trouble ticketing system	
	Severity 2	Major Impact Device or Service outage affecting single or some sites (With workaround)	99% within 8 hrs. & 99,995% within 16 hrs.	Trouble ticketing system	
	Severity 3	Moderate Impact Device or Service outage affecting department or	99% within 24 hrs. & 99,995% within 36 hrs	Trouble ticketing system	

	Severity 4	some users(With workaround) Minimal Impact affecting some users(With workaround)	99% within 3 days & 99,995% within 7 days	Trouble ticketing system
Reporting				
Activity		Comment	Target	Measurement System
SLA and Network Performance		Report Accuracy	95% of reports accurate first time	COT queries – Incident register
Billing		Report Accuracy	98% of reports accurate first time	COT /Customer Queries of reports accurate first time

2. Network Availability

The calculation is based on an average availability over the quarter on network elements like Core, Access switches and up to the CPE – AR 2220 where the customer edge is. The measurement will not be done on COT LAN equipment.

Availability is a percentage value of the amount of time the network is delivering services divided by the amount of time it is expected to deliver services. The time the network is not delivering services is defined as downtime. This measurement will be done on an element level by the NMS (M2000)

A = Availability on each network element

A = (Uptime / Total time required to be operational) * 100

Quarterly Availability = Avg availability of all the devices in the measurement

The Quarterly Network availability target for the Core is 99.5%.

The Quarterly Network availability target for the Access Switches and CPE is 95%.

During the monthly Steerco meeting, network performance, availability, improvement plans and capacity management will be reviewed.

Availability					
Service Track	Service Level Agreement	Severity Classification	Typical value	Typical Target	Measurement System
Network Availability Core-Equipment, IMS–Voice Platform, CPE-AR 2220)	Uptime	% Availability	99.5% for Core and Access rings 95% for CPE's	99.5% for Core and Access rings 95% for CPE's	NMS – U2000

Incidents will be escalated according to the matrix below

Associated Escalation Procedure on failures:

Elapsed Time	Severity 1	Severity 2	Severity 3	Severity 4
1 Hour	Altech NOC / COT Network Manager	Altech NOC	Altech NOC	Altech NOC
2 Hours	Altech NOC Services – Team Lead / COT Technical Manager	Altech NOC Services – Team Lead	Altech NOC	Altech NOC
4 Hours	Altech NOC Services – Manager / COT Technical Manager and CIO	Altech NOC Services – Manager / COT Network Manager	Altech NOC Services – Team Lead	Altech NOC Services – Team Lead
6 Hours	Altech Technical Manager / COT Technical Manager and CIO	Altech Technical Manager / COT Technical Manager	Altech NOC Services – Manager	Altech NOC Services - Manager

2.1 Exclusions

The SLA will not be enforced under the following circumstances, which is not an exhaustive list:

- 2.1.1 Service interruption due to Force Majeure;
- 2.1.2 Service delivery delays caused by social problems (e.g. social unrest, war, strike, social disharmony, government regulation, etc.); or
- 2.1.3 Failure to deliver services or maintain service due to interruption of energy

- supply (e.g. power supply, water supply, oil supply, etc.);
- 2.1.4 Standing time due to access restrictions;
 - 2.1.5 Planned outages (approved by Change Approval Board);
 - 2.1.6 product damage caused by Force Majeure;
 - 2.1.7 direct damage to the Equipment due to the failure to meet the written requirements for the environment where the Equipment can be operated normally (e.g. humidity) or external factors (e.g. electromagnetic interference, faults of interconnected Equipment, etc.);
 - 2.1.8 large-scale damage to the Hardware and data of Equipment due to mistakes, improper operations, or sabotage save where such damage is caused directly due to an act by the Service Provider;
 - 2.1.9 product damage caused by failure to operate Equipment in accordance with product manuals save where such damage is caused directly due to an act by the Service Provider;
 - 2.1.10 system damage caused by mistakes or mistakes of third parties, including removing or reinstalling the system or adjusting, modifying, or deleting identification marks on the product not in accordance with the Service Provider's requirements;
 - 2.1.11 system damage caused by problems within the COT's infrastructure; or
 - 2.1.12 Hardware or Software has been modified without authorisation by the Service Provider;
 - 2.1.13 Inaccurate information supplied by COT (customer details, address, contact details).