

Amvia Leased Line SLA

This Service Level Schedule forms part of the Agreement between Amvia and the Customer and applies to eligible Amvia leased line services supplied within the United Kingdom under a contract term of more than eleven months.

It is intended to restate the existing leased line SLA in the same Amvia style and structure used across the other service schedules already adopted for support and voice services, while preserving the substantive service commitments, exclusions and service credit framework contained in the source document.

Scope of Service

This schedule applies to leased line connectivity services provided by Amvia and covers backbone availability, backbone latency, support performance, customer circuit availability, customer circuit repair targets and the related service credit process.

This schedule operates in addition to the main Agreement and is limited to the specific service levels and remedies expressly stated here. It does not replace the wider contractual terms applying to the service.

Unless expressly stated otherwise in an Order, this schedule applies only to wholly UK-provided leased line services that meet the eligibility criteria set out in the source SLA.

Support Hours

For support performance purposes, business hours are 08:30 to 17:30 Monday to Thursday and 08:30 to 17:00 on Friday, excluding public holidays.

Amvia undertakes to return calls or respond to support tickets raised during business hours within 30 minutes, and to respond through the out-of-hours support engineer outside core business hours within 1 hour.

Where a fault is subsequently validated and correctly raised, the Customer may claim the applicable remedy if the relevant support performance target is missed, subject to the claims process and exclusions set out in this schedule.

Service Commitments

Amvia applies the following service commitments to eligible leased line services.

Backbone & Support Targets

MEASURE	COMMITMENT
Network backbone availability	100% availability guarantee.
Network latency	No more than an average of 25 milliseconds latency between any two routers on the backbone measured over a one-hour period.
Support performance during business hours	Response or call return within 30 minutes.
Support performance outside core business hours	Response by the out-of-hours support engineer within 1 hour.

Customer Circuit Targets

Where the circuit from the customer premises to the point of presence was ordered by Amvia, Amvia offers a 100% availability guarantee from Amvia to the customer handover point, typically the carrier-installed NTE or the supplied managed router.

Where the same circuit has been ordered by Amvia, Amvia also offers a 5 hour target return-to-service commitment in the event of a circuit failure, even where the underlying access or delivery component is provided through a third-party carrier.

Exclusions

The customer circuit availability guarantee does not apply to problems caused by power disruption at the customer premises, problems caused by customer devices or associated cabling, transit-only customers, customer backup services such as FTTC, SoGEA or FTTP that have not been provided by Amvia, or customers whose CPE hardware has not been provided by Amvia.

The customer circuit repair time commitment does not apply to problems caused by power disruption at the customer premises, problems caused by customer devices and associated cabling, or transit-only customers.

In all cases, scheduled maintenance notified to the Customer at least 48 hours in advance and emergency maintenance notified at least 4 hours in advance are excluded from claims under this schedule.

Emergency maintenance carried out on less than 4 hours' notice may also be exempt where failing to carry out that maintenance would itself create a likely breach of the SLA or a material risk to service integrity.

Denial of Service attacks against the Customer's service are excluded from claim under this schedule, and Fibre One and Fibre Light services provided over the ITS network are outside the scope of this SLA entirely.

Service Credits

If Amvia fails to meet one of the service levels stated in this schedule, the Customer may be entitled to a service credit, subject to the claims process, the evidence requirements and the credit caps set out below.

The maximum claim limit is 10 days of service credit in any single 30-day period and 30 days of service credit in any 12-month period.

Only one of Customer Circuit Availability, Network Backbone Availability or Network Latency may be claimed in a single month.

Credit Matrix

MEASURE	REMEDY
Network backbone availability	1 day of service credit for each 1% of lack of availability.
Network latency	1 day of service credit for each 1% of substandard performance.
Support performance	1 day of service credit for each incident where support does not return a call or respond to a support ticket within the applicable target period.
Customer circuit availability	1 day of service credit for each 1% of lack of availability.

Repair Time Credits

Customer circuit repair time is measured from the point at which all required first-line checks have been completed and provided to Amvia.

Those first-line checks include images of both the NTE and managed router clearly showing the light status of both devices, confirmation that all cables have been checked and re-seated, and provision of on-site contact details together with site access hours.

For faults not remedied within the target repair period, the following credits apply:

TIME TO RESTORE	SERVICE CREDIT
6 to 10 hours	3 days.
More than 10 hours up to 24 hours	5 days.
More than 24 hours up to 48 hours	7 days.
More than 48 hours	10 days.

The source SLA states that repair time credits apply where faults are not remedied within the repair target, although one sentence refers to “5 business hours above” while the service commitment itself is expressed as a 5 hour target return to service. In this rewritten version, the repair credit section has been

aligned to the stated 5 hour target for consistency, but the underlying source wording should be reviewed if a stricter interpretation is intended.

Claims Process

To make a claim under this schedule, the Customer must submit the relevant claim by email to slaclaims@amvia.co.uk within 30 days of the incident and provide the information required for the relevant claim category.

Amvia aims to respond to and resolve all valid SLA claims within 30 days of receipt.

Claim evidence requirements

For backbone availability claims, the Customer must provide the support ticket reference, the fault start time and the fault end time.

For latency claims, the Customer must provide the support ticket reference together with a WinMTR export or screenshot performed directly to the managed router.

For support performance claims, the Customer must provide the support ticket reference or evidence of the time of call together with evidence of the time of first response.

For customer circuit availability and repair claims, the Customer must provide the support ticket reference, the fault start time and the fault end time, together with any first-line evidence reasonably required under the repair process.

General

This schedule should be read alongside the Agreement, the relevant Order and any applicable service documentation. If there is any conflict, the Agreement and Order take precedence unless they expressly state that this schedule overrides them.

Nothing in this schedule removes the Customer's obligation to maintain suitable power, internal network integrity, reasonable cooperation and access arrangements where required to investigate and restore service.