

AMVIA SIP & Operator Connect SLA

This Service Level Schedule forms part of the Agreement between Amvia and the Customer and applies to Gamma SIP Trunk and Operator Connect services supplied, managed or supported by Amvia.

Service Scope

This schedule applies to SIP trunking and Operator Connect services, including incident logging, technical triage, supplier escalation, customer communications and service management by Amvia in relation to those voice services.

The underlying services are intended to support inbound and outbound business telephony over SIP, including direct SIP trunking and Operator Connect-based voice enablement, and may depend on compatible customer telephony systems, Microsoft Teams configuration where relevant, internet or access connectivity, session border controller configuration where applicable, local network performance and any associated number porting or access services.

Unless expressly stated otherwise in a Service Order, Amvia acts as the managed service interface for the Customer and will use reasonable endeavours to manage faults through to restoration, but the underlying carrier platform, core network and related third-party components remain dependent on Gamma Telecom's service capabilities and fault processes.

Support Hours

Amvia's standard support hours for this service are 08:30 to 17:30 Monday to Thursday and 08:30 to 17:00 Friday, excluding English public and bank holidays, unless the Order states otherwise.

Amvia response SLAs run within those support hours. Incidents raised outside those hours will be treated as received at the next opening of the support window unless the Customer has purchased an enhanced support arrangement that expressly provides otherwise.

Where Gamma operates a supplier-side restoration process outside Amvia's standard support hours for major faults, Amvia may escalate or monitor such incidents where reasonably practicable, but that does not create a general 24x7 Amvia support commitment unless separately contracted.

Service Availability

Service availability is measured over one calendar month and reflects the ability of the service to perform its required function within the agreed service hours.

Where a service is only partially available, unplanned downtime is assessed on a proportional basis. For example, if the service is 50% available during an incident period, 50% of the elapsed incident period is treated as unplanned downtime for availability measurement purposes.

The underlying Gamma SLA distinguishes between core and non-core service elements. Core functions are Gamma switching infrastructure, transmission equipment and core network functions supporting call routing and termination, while non-core functions include support systems, portal access and feature-based services such as call divert.

Availability targets

SIP TRUNK ENDPOINT	CORE AVAILABILITY TARGET	NON-CORE AVAILABILITY TARGET
Standard Build	99.95%	99.50%
Resilient Build	99.99%	99.50%
Operator Connect	99.99%	99.50%

A resilient build means a Gamma-approved resilient configuration, such as dual SBCs in active/standby mode offering geographic diversity, and the availability commitments relate to the core SIP trunking service only, not access connectivity or local CPE elements.

Service Credits

Where the monthly core service availability target is not achieved, the Customer may request a service, subject to the Customer providing reasonable evidence of the affected service and subject always to the terms of the Agreement and any supplier pass-through conditions.

Any such service credits apply to monthly channel rental charges only and, where agreed, are satisfied by credit note and must be requested by emailing slaclaims@amvia.co.uk within 30 days of the claim event.

SLA Claims raised outside of 30 days of the claim event will not have service credits applied.

Core Availability Credit Table

BUILD TYPE	TARGET AVAILABILITY	MEASURED AVAILABILITY	SERVICE CREDIT
Standard Build	99.95%	99.90% to 99.94%	10%
Standard Build	99.95%	99.50% to 99.89%	15%
Standard Build	99.95%	Below 99.50%	25%
Resilient Build	99.99%	99.95% to 99.98%	10%
Resilient Build	99.99%	99.75% to 99.94%	15%
Resilient Build	99.99%	Below 99.75%	25%
Operator Connect	99.99%	99.90% to 99.94%	10%
Operator Connect	99.99%	99.50% to 99.89%	15%
Operator Connect	99.99%	Below 99.50%	25%

Service credits do not apply to non-core service elements, fault rectification performance metrics or service provisioning metrics unless expressly stated otherwise in the Agreement.

Incident Priorities

Amvia will classify incidents using its standard P1 to P4 priority structure, while maintaining alignment with the underlying Gamma fault severity categories for SIP trunking faults and applying the same incident handling structure to Operator Connect unless a service-specific Order states otherwise.

AMVIA PRIORITY	DESCRIPTION	TARGET TIME TO RESOLVE
P1 – Critical	Critical loss of service affecting multiple customers, multiple services or a complete service outage with no workaround.	4 clock hours
P2 – High	Loss of service affecting a single customer service or a major fault with significant business impact.	8 clock hours
P3 – Medium	Disrupted service affecting one or more services where the service is impaired rather than fully unavailable.	3 working days
P4 – Low	Low-impact issue such as single number destination faults or QoS-related issues.	7 working days

These target times to resolve are based on the underlying Gamma SIP SLA and apply subject to supplier validation, correct fault logging, service scope and any dependencies outside Amvia's direct control.

Amvia Response Targets

In addition to the supplier-side restoration targets above, Amvia will apply its own service desk response targets for incident acknowledgement and triage during Amvia support hours.

PRIORITY	TARGET INITIAL RESPONSE
P1 – Critical	30 minutes
P2 – High	1 business hour
P3 – Medium	4 business hours
P4 – Low	1 business day

Initial response means acknowledgement, logging, impact assessment, assignment and commencement of triage. It does not mean that the fault is fully resolved within that period.

Call Quality Performance

Gamma measures SIP trunking call quality across its core IP network and session border controllers using Perceptual Evaluation of Speech Quality, or PESQ, on a scale from 1 to 5.

The supported codecs referenced in the underlying SLA are G.711 and G.729 for external call termination, with monthly mean average PESQ targets as follows.

CODEC	MEAN AVG. PESQ SCORE	MEASUREMENT PERIOD
G.711	4.1	One calendar month
G.729	3.7	One calendar month

The underlying measurement method described by Gamma uses internal probes generating test calls every 10 minutes through the SIP trunking network infrastructure, and those quality measures apply to the Gamma core network only rather than the Customer's LAN, WAN, internet access or local telephony environment.

Customer Responsibilities

The Customer must provide accurate fault details, affected numbers, examples of failed calls where available, network details, contact information and any other information reasonably required to enable triage and supplier escalation.

The Customer remains responsible for all customer-side systems and dependencies unless expressly included within the managed scope, including LAN, firewall, PBX, handset estate, SBC configuration, internal wiring, power, internet access and any local or third-party systems affecting service operation or call quality.

The Customer must also provide timely access, testing assistance and change approvals where required. Any delay caused by missing information, lack of access, customer-side misconfiguration or unmanaged third-party dependencies may pause or defer applicable SLA timing.

Exclusions and Limitations

This SLA does not apply to planned maintenance, emergency maintenance, service suspension under the Agreement, unsupported or non-standard configurations, faults outside the managed scope, force majeure events, access or CPE failures outside the Gamma core service, or incidents caused by the Customer's own systems, networks or providers.

The availability, call quality and provisioning measures drawn from the underlying Gamma SLA relate to the Gamma core service and do not include associated products such as number porting or IP access, each of which may be governed by a separate service level framework. Operator Connect is included within this schedule only to the extent expressly stated here, with the 99.99% availability target and Standard Build service credit thresholds being an Amvia contractual overlay rather than a metric taken from the attached Gamma SIP source document.

Except where the Agreement expressly states otherwise, this schedule sets out operational targets and supplier-aligned service measures only. Nothing in this schedule guarantees uninterrupted or error-free service, and any remedy is limited to the express terms of the Agreement and any applicable approved service credit process.