

NewNet Extension Service (NES) Service Level Agreement

Overview

Included with all every NES as standard with no extra charges:

- 24/7 service monitoring by NewNet technical team
- Targeted 0-5 hour fault resolution
- Available 24/7

Fault Escalation Process

1. The NewNet Extension Service is monitored 24/7 by NewNet technical staff. In the event of an outage, NewNet technical staff will be instantly alerted by the monitoring system and will commence the fault escalation process.
2. NewNet will call the customer on their supplied 24 hour contact telephone number to confirm that they are indeed without service or to confirm whether this is a known issue such as a power failure or maintenance at the customer end.
3. If it is not a known issue, NewNet will raise a Support Ticket and will take immediate action to identify the cause of the fault.
4. If the fault requires escalation to a third party for resolution; NewNet will receive, and pass on to the customer, hourly progress reports from any third party that NewNet relies on to repair the fault.

Fault Resolution

NewNet will aim to clear a fault within 5 hours of receipt of customer confirmation that a fault exists. In most circumstances, faults are resolved within the 5 hour target. Please note that, due to the individual nature of every NES for each different customer, the fault resolution time is a target and not guaranteed.

The 5 hour fix time commences when an official fault report is received by any third party that NewNet is reliant on to resolve the fault. Please note that the 5 hour 'clock' stops each time any third party passes the fault back to NewNet or the end user for query.

Full details on service availability can be found in the Service Level Guarantee within NewNet's Terms and Conditions: <http://www.newnet.co.uk/terms/#slg>

Exemptions

There are some limited circumstances where faults will be excluded from the 5 hour fault resolution target.

These are:

- No access to EU premises – abortive visit charges may be applied.
- Damage by third parties.
- Unforeseen Health and Safety Issues that limit timely resolution.
- Force Majeure. Matters beyond NewNet's reasonable control, e.g. NewNet will not be liable for any breach of contract which is caused by matter beyond its reasonable control including Acts of God, fire, lightning, explosion, war, disorder, flood, industrial disputes, extremely severe weather or acts of local or central Government or other competent authorities.
- Any fault that involves digging.