

Transmitair BUSINESS Service level agreement

General

This document is a Service Level Agreement (SLA) setting out the levels of services to be provided to you by Transmitair Limited. This document is only relevant to the service(s) with Business Service SLAs and must be read in conjunction with Transmitair Limited Terms and Conditions and its defined terms.

In this SLA, words, abbreviations and expressions have the following definitions as set out below:

Business Day	“Normal” Working days (Mon-Fri) Excluding public/bank holidays.
Business Hours	The working day between the hours of 09:00 and 17:30.
Consents	Planning consents, where you consider that planning consent is necessary.
CPE	Customer Premises Equipment - communications equipment that resides on your premises whether owned by you or leased from Transmitair Limited.
Site	The premises that you require the service to be delivered to.
Downtime	The period of time of total loss of service or material degradation such that there is no ability to transmit or receive data, where the time is accumulated during the SLA.
Fault	A material defect, fault or impairment in a service, which causes an interruption in the provision of the service.
Helpdesk	Transmitair Limited Customer Support Helpdesk.
Non-Service Affecting	Means not materially affecting the performance or quality of the Service.
Service Affecting	Means causing loss of the ability to transmit or receive data.
Third Party System	Means a telecommunication or other system that is neither owned nor operated on behalf of Transmitair Limited.
Transmitair Website	The website located at URL http://www.transmitair.com or such other website or URL as Transmitair Limited may notify you of from time to time.
Wayleaves	Permissions from other parties if Transmitair Limited has to cross their land or place Equipment on their premises.

This SLA applies to the service to the extent that it is provided by means of systems and equipment that are either owned or operated by or on behalf of Transmitair Limited. All references in this SLA to network and service equipment shall be construed as references to such systems and equipment.

Provisioning of Service(s):

Wireless Service provision requires a survey and installation of CPE. This may involve some preliminary work on your part to obtain Wayleaves and Consents and to ensure the safety of the Transmitair Limited installation team. You will be informed of this before a physical site survey is conducted.

Where possible the installation will be carried out at the same time as the survey. Otherwise, Transmitair Limited will agree a date for installation with you at the time of the survey.

Transmitair Limited will make every effort to provide service by the agreed installation date.

Survey:

Transmitair Limited will endeavour to complete the survey within 5 working days of you signing the contract, subject to the availability of your representative to provide the necessary access.

Transmitair Limited will make every effort to attend your premises at the time agreed. You will be informed of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements will be made.

Transmitair Limited will provide you with supporting documentation to assist you in obtaining the Wayleaves or Consents.

Installation

Transmitair Limited will endeavour to complete the installation within 10 working days of the survey, subject to the availability of your representative to provide the necessary access.

Transmitair Limited staff will make every effort to attend your Site at the time agreed. You will be advised of any unavoidable delay immediately by the Installation Manager and, if necessary, alternative arrangements made.

Transmitair Limited will endeavour to inform you of any installation delay at least 24 hours before the installation is due and agree a new installation date.

If an installation fails for any reason beyond Transmitair Limited's control (such as failure to find a suitable location to mount the CPE), Transmitair Limited will suggest alternative service offerings or, if these are unacceptable to you, we will offer to cancel the contract.

Service Monitoring and Reporting

Transmitair Limited has systems that monitor the service delivery platform 24 hours a day, 365 days per year. All systems are proactively monitored by the Network Operations Centre (NOC) team within Business hours. Outside these hours core network issues are automatically alerted to the on-call engineer 24-7-365 and escalated if not acknowledged.

Service Fault Reporting and Categorisation

Faults can be reported 24 hours a day, 365 days per year via the Transmitair customer portal or directly by emailing support@transmitair.com. The fault will then be categorised and a ticket raised by the Network Operations Centre Team.

Fault Categorisation:

Priority 1 (P1): Greater than 50% loss of Service

Faults that cause a complete loss of service or greater than 50% loss of service, for example:

Typical P1 Faults
Subscriber Unit Failure
Router Failure
Cable or POE Failure/Issue
Sector or Base Station Failure
Core Network Outages
Data Rates Degraded >50%: <ul style="list-style-type: none"> Severe Packet Loss Severe Latency

Priority 2 (P2): Less than 50% Loss of Service

Faults that cause the client to lose less than 50% service quality, for example:

Typical P2 Faults
Packet Loss
Latency
IP Address Conflicts
Data Rates Degraded <50%: <ul style="list-style-type: none"> Packet Loss Latency

Priority 3 (P3): Quality Impairments

These are quality related faults, for example:

Typical P3 Faults
Slow Browsing
Unable to access websites
Access List Issues
DNS Request Errors
IP address being blocked

Priority 4 (P4): Minor Faults and Information / Support Requests

These will be minor faults and Customer / Third Party support information requests, for example:

Typical P4 Faults
Unable to access a specific website
Information request to support customer
Third Party provider issues
Internal WiFi Issues

The Ticket will be closed when the fault is resolved.

Where Transmitair Limited proactively discovers a fault and cannot rectify it remotely the Engineer will raise a Ticket. You will be informed of the situation by the Network Operations Centre.

The Network Operations Centre will update you on the progress of service-affecting faults dependent on the category of fault.

Escalation of an unresolved fault:

Priority Level	1	2	3	4
Support Desk	Instant	Instant	Instant	Instant
NOC Team Manager	2 hours	4 hours	12 hours	72 hours
Head of Operations	4 hours	8 hours	24 hours	n/a
Managing Director	8 hours	24 hours	72 hours	n/a

Response Times

You can email or call Transmitair Limited Network Operations Centre during the business day as follows:

You can call us on our Network Operations Centre number and expect a prompt answer. Our aim is that all calls to our Network Operations Centre within business hours should be answered within 1 minute.

You will be able to speak to a member of our Network Operations Centre Team who will be able to access your account information and services. They will create a Ticket for the issue you've raised depending on your SLA level and / or the fault categorisation.

If necessary, you will be called back by a member of the support team.

The Network Operations Centre team have 24-hour monitoring for any fault affecting the Core Network, Connections to the public Internet and the Base Stations. The Network Operations Centre team will attend to the diagnostics and resolution, except resolutions where daylight is required for safety reasons.

Service Response Times

(NB: "Response" time stated below means the time after the Ticket has been generated and the first updated response communicated).

Level		Priority 1	Priority 2	Priority 3	Priority 4
Business Service	Response	2 hours	2 hours	4 hours	8 hours

Network and Service Equipment Maintenance

Transmitair Limited may suspend the Service to carry out periodic maintenance or upgrade work on the Network. In exceptional circumstances, Transmitair Limited may suspend the Service immediately to carry out emergency work. In cases other than an emergency, Transmitair Limited will provide you with 5 business days' notice of any suspension of the service via email to your nominated contact. We will advise the duration of the work and whether it will be a total or partial service loss together with the objectives.

We will endeavour to complete any such Maintenance or Upgrade work between the hours of 24:00 and 07:00hrs.

You will be notified by telephone or alternative email if we are unable to restore the service within the scheduled period of work.

Decommissioning

Where it is agreed between the parties that the service is to be terminated under the terms of the Transmitair Limited Standard Terms and Conditions, then Transmitair Limited and / or third-party suppliers will remove the equipment that was supplied for the service.

This equipment may include, but not limited to, The Transmitair Limited Antenna Unit, Fixings, Router, Cabling and Power supply.