

Service Level Agreement



Service Level Agreement

This Service Level Agreement ("SLA") is offered by Ooredoo P.Q.S.C (hereinafter referred to as "Ooredoo") and is intended to identify and define Service and support levels provided by Ooredoo to Customer as per the submitted "Technical Proposal." Under this SLA, Customer may request Ooredoo to grant Service Credits (as hereinafter defined) for any failure to meet the quality parameters as defined in, and in accordance with, this SLA. This SLA is applicable for the complete solution offered to the customer as per the "Technical Proposal" and on an individual link basis. This SLA is applicable for IPVPN, Ethernet VPN & Business Internet products.

This SLA shall be incorporated into and shall form part of the agreement for the supply of the Service by Ooredoo to Customer upon the terms of the Service Agreement, for any qualifying Customer as per section 1 below.

This SLA shall be valid for the duration of the Service Term with effect from _____(Date)

Terms and Conditions Accepted by Customer:

Signature:

Name:

Title:

Date:

Official Stamp/Seal:



1 General Service Conditions

In the case of Ooredoo failing to attain the quality levels described below, in total or in part, the Customer is entitled to receive reimbursement of a proportion of the monthly charges for the service (such reimbursements hereinafter referred to as "Service Credits") in accordance with the following provisions:

- 1.1 The Customer receives service credits resulting from any failure to meet the quality parameters as defined in, and in accordance with, this SLA, after a 12 month service period. Where the customer decides to terminate the services before a period of 12 months, these credits will be withheld.
- 1.2 Access Circuits and Wide Area Network connectivity required for the Service must be provided and maintained by Ooredoo. This SLA does not apply if any Access Circuits are provided by Customer itself or by a third party.
- 1.3 Performance metrics in this SLA are only applicable if Customer's use level for each Managed Access Circuit (as measured by Ooredoo) is less than or equal to 80% of the total capacity of that Access Circuit. If an Access Circuit's load is over 80% of total capacity in any two consecutive months, Ooredoo shall notify the Customer a capacity upgrade is required. If the Customer does not order a capacity upgrade within 30 days of the date of this notification, then no SLA will apply to the Access Circuit and no Service Credits be granted to the Customer for the remaining period of the Service Term or until the Access Circuit is upgraded.
- 1.4 Ooredoo records of network performance data shall be the basis for all SLA calculations and determinations.
- 1.5 Ooredoo will provide on a monthly basis an SLA report to Customer. This report will show the values measured and recorded for the Service Commitments and will be the only basis for compensation claims.
- 1.6 Service Credits are applicable on an individual links basis, including for multipoint network topologies. The demarcation point for SLA measurement is the Ooredoo CPE.
- 1.7 Periods of service disruption and service degradation related to reasons outlined below will not be included in SLA calculations:
 - a) Fault attributed to Customer equipment, applications or facilities;
 - b) Fault resulting from Customer's acts or omissions or from User of the Service authorised by Customer;
 - c) Reasons of Force Majeure or other circumstances beyond Ooredoo's reasonable control caused due to the acts beyond Ooredoo's reasonable control; and
 - d) Scheduled Maintenance notified to customer.
- 1.8 It is Customer's responsibility to submit a claim in writing to the Customer's Ooredoo Account Manager within 30 calendar days from receiving the SLA report highlighting the individual Access Circuits which did not meet the Service Level Agreement's targets.
- 1.9 The Service Credits will be calculated by reference to the Service Level Commitments table in section [...] and will be based on a percentage of the monthly Rental Charge for the individual Access Circuit.
- 1.10 Ooredoo reserves the right to amend the SLA from time to time effective upon notification of the revised SLA. Provided that in the event that such amendment results in a material reduction of the service level commitments or Service Credits set out in this SLA, Customer may terminate the Service by providing Ooredoo written notice of termination within thirty (30) days following notice of such amendment.
- 1.11 Service Credits to Customer under this SLA are the sole and exclusive remedy available to Customer in respect of any failure to meet any service level commitments set out in this SLA.
- 1.12
- 1.13 In case of Chronic Outages for Business Class SLA, Ooredoo shall convert the same service into First Class SLA without any extra charges.



- 1.14** The maximum Service Credits the Customer can claim for any calendar month under the SLA under all categories of Service Credits combined shall not exceed 30% of the Monthly Fee for First Class SLA and 15% of the Monthly fee for the Business Class SLA (which, without the Service Credit, would have been charged to Customer for the Service in that month).

2 Definitions

- 2.1 Demarcation Point (or Service Access Point):** The Demarcation Point, or Service Access Point, is defined as the point where Ooredoo SLA responsibility ends and customer responsibility begins, and is identified specifically per site in the site survey design carried out before the circuit is provisioned.
- 2.2 Site:** Site is the physical location of the customer where the demarcation point or service access point is present
- 2.3 Outage:** "Outage" means the non-availability of the IP VPN, Ethernet VPN & Business Internet Service at a Location, which prevents Customer or any User from sending or receiving data using the IP VPN Service.
- 2.4 Fault:** A material defect, fault or impairment in the IP VPN Dedicated, which causes an interruption in provision of IP VPN Dedicated, or anything that gives rise to a request for assistance or a report, as described in this SLA.
- 2.5 Fault Escalation Process:** Fault Escalation Process (FEP) describes the escalation process which takes place when a fault is not resolved within the targeted timeframe defined in the SLA.
- 2.6 Time to Restore Service Commitment:** Mean Time to Restore service (MTTR) is the average time to restore the service after reporting a fault; this time includes the time to diagnose and locate the fault. The MTTR is measured from time when a Fault Ticket has been logged by Ooredoo Customer Services and to the Fault Ticket has been closed, which is the time when the Service has been restored and is operational. Please refer to section 1.6 and 1.7 for exceptions which shall have influence on the calculation of actual MTRS.
- 2.7 Packet Loss:** Packet loss is a comparative measure in percentage of packets successfully transmitted and received to the total number of packets that were transmitted. Packet Loss is expressed as the percentage of packets that were dropped.
- 2.8 Scheduled Maintenance:** Ooredoo will conduct from time to time Scheduled Maintenance on their network for improvements and upgrades, which may occasionally cause downtime periods of the Service provided to the Customer. During a Scheduled Maintenance period, the SLA will not be applicable. In addition, there will be rare occasions when planned maintenance may need to be undertaken outside of these times. In these instances the customer will be advised 48 hours in advance of any planned outage which is likely to affect the Customer's Services notice of such maintenance will be provided to the customer by a method elected by Ooredoo (telephone, e-mail or fax).
- 2.9 Chronic Outages:** "Chronic Outage" means a specific Access Circuit at a particular Service location (i) that experiences three (3) or more occurrences of repairs qualifying for the SLA calculation during [QUANTIFY] consecutive months or (ii) that is not meeting the same Network Parameter target.
- 2.10 End to End Client Network Availability:** Service Unavailability shall mean a failure resulting in Customer being unable to connect to the Ooredoo Network from Customer's location. Service Unavailability shall not include failure as a result of Ooredoo Network planned/scheduled maintenance, other planned outages, packet loss, problems with Customer's applications, equipment or facilities, acts or omissions of Customer, any use or user of the service authorized by Customer, Force Majeure.
- 2.11 Service Credits:** In the event that the Service Level Commitment targets are not achieved by Ooredoo service in any month period, the Customer is entitled to claim Service Credits in accordance with the process defined in Section 5.



3 Service Level Targets

The tables below show the Service Level parameters and targets for each individual Access Circuit as per the Technical Proposal.

3.1 Severity Definitions

SI	Severity	Definition
1	Severity 1	It's an incident when customer site experience a total loss of their Critical service. If NO correction is available, but a workaround is created, the Severity of the incident will be diluted to Severity 2
2	Severity 2	It's an incident that results in degradation of service performance, or loss of resilience or redundancy of the site, but which does not result in a total loss of service.
3	Severity 3	Any incident that does not fall in the above two categories and also it doesn't have an immediate impact on the service.

3.2 Time to Repair (TTR)*

Priority	Severity level	Response Time Business Class	Response Time First Class	Resolution Time Business Class (within 20 Kms)	Resolution Time First Class (within 20 Kms)	Resolution Time Business Class (Greater than 20 Kms)	Resolution Time First Class (Greater than 20 Kms)
S1	Critical	20 Minutes	20 Minutes	6 Hours	4 hours	8 Hours	10 Hours
S2	Major	30 Minutes	30 Minutes	12 Hours	8 hours	14 Hours	16 Hours
S3	Minor	1 Hour	1 Hour	48 Hours	24 hours	48 Hours	24 Hours

3.3 Service Credits.

Duration of Service Availability	Business Class SLA	First Class SLA	Impact per Month
(100% - 99.90%)	No Service Credit	No Service Credit	0-44 Min
(99.89% - 99.50%)	No Service Credit	10% of MRC	45 -219 Min
(98.49% - 99.00)	5 % of MRC	15% of MRC	220-438 Min
(98.99% - 98.5%)	7.5% of MRC	20% of MRC	439-657 Min
(98.49% - 98.00%)	10% of MRC	25% of MRC	658-876 Min
For each subsequent 1% unavailability, subject to a maximum service credit of 15% of the MRC for BC SLA and 30% for FC SLA	Additional 1% of MRC	Additional 1% of MRC	



3.4 Packet Delivery Ratio Credits *: Packet delivery is measured in five (5) minute intervals and averaged on a daily interval over a monthly basis at each location. Customer can claim a Service Credit equal to ten percent (10%) of the MRC in the event Ooredoo service fails to meet the monthly average packet delivery ratio target.

Service	Target
Packet transmitted	99.9%

3.5 Latency Credits. *: Latency is measured in five (5) minute intervals and averaged on a daily interval over a monthly basis at each location. Customer can claim a Service Credit equal to ten percent (10%) of the MRC in the event Ooredoo service fails to meet the monthly average Latency target.

Service	Target
Latency	10 ms

3.6 Jitter Credits*: Jitter is measured in five (5) minute intervals and averaged on a daily interval over a monthly basis at each location. Customer can claim a Service Credit equal to five percent (5%) of the MRC in the event Ooredoo service fails to match the target monthly Jitter target.

Service	Target
Jitter	5 ms

*Applicable only for First Class SLA for IPVPN & Ethernet VPN Platinum class services

4 Service Availability Target

4.1 Ooredoo's target Service Availability is defined as per the SLA Matrix Table defined above, applicable for individual Access Circuit. The service will be considered unavailable in the event of one hundred percent (100%) blocking of movements of packets ahead of the customer link and will be calculated on the monthly basis. For the avoidance of doubt, any scheduled service outage on the OOREDOO network will be excluded.

4.2 Service Availability is calculated using the following formula:

$$\frac{((\text{Hours in a day} \times \text{Days in a month}) - \text{Schedule Maintenance} - \text{Unavailability})}{((\text{Hours in a day} \times \text{Days in a month}) - \text{Schedule Maintenance})} \times 100$$

Scheduled Maintenance periods and Unavailability periods are measured in hours during the relevant month.

4.3 Service Unavailability will not include any outage period resulting from:

- (a) Scheduled Maintenance of OOREDOO Network notified to customer;
- (b) Period when the Customer elects not to release the service for testing or repair and continues to use the Service on an impaired basis;
- (c) Customer's applications, equipment, or facilities;



- (d) Interruptions due to failure of equipment provided by customer or from any third party on behalf of Customer;
 - (e) Acts or omissions of Customer (including the provision of inaccurate information knowingly or unknowingly), or any use or user of the Service authorized by Customer or Customer caused outages or disruptions;
 - (f) Interconnections to or from and connectivity that is considered unauthorized as per the applicable telecommunication Law and Regulatory Framework; or
 - (g) Disconnection of the Service due to non-payment of OOREDOO's invoices; or
 - (h) Reasons of Force Majeure.
- 4.4** After one (1) full calendar month of Service and thereafter for each calendar month Ooredoo shall provide the Customer with an SLA report. The preferred method of delivery is via e-mail. This report will present the values determined for each individual Service provided and will be the formal basis for Customer Service Credits claims.
- 4.5** Applicable Site hours of operation, excluding scheduled downtime, are measured monthly. A trouble ticket created in one month and closed in a subsequent month shall be included in the measurement for such later month. Ooredoo will track the time between report of trouble and restoration of service to determine availability.
- 4.6** Maximum service credits shall not exceed 15% of the MRC charges for Business class SLA customers and 30% for First Class SLA customers in any given month.

5 SLA Credit Claim Process

- 5.1** Ooredoo shall provide a monthly report for all SLA parameters defined herein. To initiate a claim for Service Credits with respect to SLA parameters defined in appropriate table in this Agreement, Customer shall submit a completed Service Credit Request Form within thirty (30) business days after the end of the month during which the event occurred which gives rise to the claim for Service Credit.
- 5.2** The claim for a Service Credit must include the following information:
- Customer Name and contact information
 - SLA report from the Ooredoo customer portal substantiating the claim
 - Product or Service type
 - Date and beginning /end time of outage or failed metric
 - Brief description of the characteristics of the failed metric
 - End User location and circuit ID.
- 5.3** The Customer must provide the Ooredoo fault reference number supporting the claim of a SLA violation such as output taken at the time of the occurrence which demonstrates the problem(s) being reported.
- 5.4** OOREDOO, in its sole discretion, shall attempt to review all claims within Sixty (60) business days of receipt and will notify the Customer if the Customer's claim is accepted or rejected. Service Credits will be issued only for qualified faults as per this SLA every 12 months.
- 5.5** OOREDOO shall issue Service Credits to Customer's account upon approval of Customer's Service Credits Request. Service Credits shall appear on the invoice issued in the next bill or the subsequent bill following the month in which the Service Credit Request was approved.



Service Credits shall be exclusive of any applicable taxes charged to customer or collected by OOREDOO.

- 5.6 The Service Credits provided for in this SLA assumes compliance by Customer with the respective terms and conditions provided by OOREDOO, and the failure of Customer to comply therewith may invalidate OOREDOO's guarantees provided herein.
- 5.7 If Customer is entitled to receive credits on more than one Service Level target due to the same service-affecting incident, Customer will only receive the largest possible credit that it would otherwise be entitled to receive under a single guaranteed criterion.
- 5.8 In no event shall the total amount of credits issued to Customer per month exceed 30% of monthly recurring charges invoiced to Customer whichever is higher for the affected Service for that month.
- 5.9 Credits are calculated after deduction of all discounts and other special pricing arrangements, and may not be applied to governmental fees, taxes, surcharges, or any other charges other than monthly recurring Service charges.
- 5.10 The credits provided in this Service Schedule are Customer's sole and exclusive remedies for all matters related to the guaranteed criteria.
- 5.11 Accrued credits may be applied to charges accruing to the affected Service or new purchases of OOREDOO Services after the initial 12 month service period.

6 Escalation Matrix

This procedure describes the method used by the customer to alert appropriate Ooredoo personnel that an emergency out-of-line situation has occurred, which may require their urgent attention. It will also be used as a vehicle for escalating a situation to Management levels of Ooredoo. Customer may want to escalate a topic within Ooredoo for reasons such as, but not limited to:

- Increase the priority for a resolution of a problem or a required support, where severe Business Impact occurred.
- SLA Breach.
- Prolonged outages.
- Dissatisfaction with any of the key indicators done by Ooredoo staff
- Has an exceptional request regarding the support and maintenance activities.

Customers & Internal stakeholders may contact the following persons by phone, email, or any other means as detailed in the following Escalation Matrix



Level	Title	Contact	Telephone	Email Address	Time line		
					Sev1	Sev2	Sev3
1 st	Enterprise Services Center		+974 44406666	esc@ooredoo.qa	As per SLA	As per SLA	As per SLA
2 nd	Team-Leader Enterprise Service Center	Raja Gupta Shreyas Karkera	+974 44404111 +974 55916874 +974 66204478	RGupta@consultants.ooredoo.qa SKarkera@consultants.ooredoo.qa	As per SLA	As per SLA	As per SLA
3 rd	Manager Enterprise Service Center	Ranjith Kumar	+974 44404399 +974 55839021	rkumar@ooredoo.qa	As per SLA	As per SLA	As per SLA
4 th	Sr. Manager Service Assurance	Nitesh Mohite	+974 44404400 +974 66781406	nmohite@ooredoo.qa	As per SLA	As per SLA	As per SLA
5 th	Director, Business Operations	Benedikt De Wulf	+974 44404404 +974 66821724	BDeWulf@ooredoo.qa	As per SLA	As per SLA	As per SLA