

## **Service levels for communications and technical assistance for equipment**

### **1. Scope**

The stipulations of this document apply to the communications services commercialized by Ar Telecom and technical assistance to equipment not related to the provision of the services, such as equipment supplied as a service model, sold or rented by Ar Telecom and with support and/or management service hired by the customer.

### **2. Service levels**

2.1 The measurement of the service levels is carried out by the following parameters: (i) Availability, (ii) Time for resolution of technical incidents and (iii) Time for resolution of technical requests.

2.2 The service levels for resolution of incidents and technical requests are segmented into NS1 and NS2. Ar Telecom's base proposal includes service level NS1.

2.3. In measuring service levels the following is considered:

a) Linear Hours (HL): Consecutive hours.

b) Working hours: Daily working hours between 9:00 and 18:00 from Monday to Friday, except public holidays.

c) Business Hours (HU): Hours which occur within the Business Hours. For example, a time interval of 6 HU can have linear hours depending on the starting time of the interval. So if the break starts at 09:30 on Tuesday it will end at 15:30 and will last 6 linear hours; but if it starts at 17:00 on Tuesday it will only end at 14:00 on Wednesday and will last 21 linear hours.

d) Availability: annual percentage of operational hours of the service in relation to the number of potential hours of its correct operation, after discounting the number of unavailable hours resulting from pre-programmed interruptions for maintenance purposes of Ar Telecom's infrastructure. The maintenance interventions on the infrastructure may interfere with the operation of the services and will be carried out at the following times: Saturdays and Sundays from 00h00 to 08h00, in time intervals not exceeding 1 hour and on other days from 04h00 to 08h00, in time intervals not exceeding 30 minutes.

e) Resolution Time: Resolution time for 90% of the incidents/support requests. The calculation of the time starts after the registration of the report and ends after the resolution of the incident or request. In circumstances where confirmation from the client is required that the incident has been resolved, the client's response time is not considered.

f) Maximum Resolution Time: Maximum time for the resolution of an incident/request for support. The calculation of the time starts after the registration of the report and ends after the resolution of the incident or request. In circumstances in which it is necessary to confirm to the client that the incident is resolved, the response time of the client is not considered.

g) Priority: Degree of precedence with which an incident/request should be resolved in relation to other competing incidents/requests. The priority is given by the combination of the variables impact and urgency and is used to establish the appropriate order of resolution of incidents and requests, considering the required effort and existing resources. The customer determines the initial priority when creating the Incident or request according to the stipulations in the tables below. After the initial assessment of the problem/request, the priority may be changed by Ar Telecom provided the customer approves it.

h) Serious Incident: a priority P1 incident whose estimated resolution time, even if provisional, exceeds the SLA value by 4 working hours and/or whose resolution requires significant external help. The Customer will be informed when an incident is promoted to a Serious Incident.

The service level values defined below are annual although subject to monthly assessments.

### 3. Service level values for communications services

Availability of Access:  $\geq 99.00\%$ . Availability of Services: (i) Voice Services  $\geq 99.99\%$ ; (ii) MeetIP  $\geq 99.97\%$ ; (iii) Data Services  $\geq 99.99\%$ .

Global Availability: The availability values of the services do not include the means of physical access to the customer. Thus, global availability, including access and platform, results from the multiplication of the two availability values.

Resolution of incidents and technical requests

		Incidents		Requests	
		NS1	NS2	NS1	NS2
Priority P1	Resolution time	5 HU	4 HL	8 HU	8 HL
	Maximum Resolution Time	8 HU	8 HL	16 HU	16 HL
Priority P2	Resolution time	8 HU	8 HL	12 HU	12 HL
	Maximum Resolution Time	16 HU	16 HL	24 HU	24 HL
Priority P3	Resolution time	16 HU	16 HL	24 HU	24 HL
	Maximum Resolution Time	24 HU	32 HL	40 HU	40 HU

Prioritisation of Incidents:

- Priority P1: The customer's service is unavailable.
- Priority P2: Customer service is slow or faulty.
- Priority P3: All other cases.

Prioritisation of Technical Requests

- Priority P1: Tasks whose urgent non-execution has a high impact on the client's business.
- Priority P2: Non-urgent tasks whose non-execution has a high impact on the client's business or tasks whose urgent non-execution has a low impact on the client's business.
- Priority P3: Non-urgent tasks whose non-execution has a low impact on the client's business
- Priority P4: Tasks that have to be planned with the customer to be executed at a certain date and time, or which imply a change in commercial conditions. The planned execution of tasks requires prior scheduling 16 working hours in advance.

### 4. Service level values for the equipment support service

During the warranty period of the equipment, Ar Telecom only ensures compliance with the warranty and support conditions provided by the manufacturer of the equipment. In case of need, the customer can turn directly to the manufacturer or Ar Telecom, with no travel or management of spares to replace faulty equipment being included.

The Support service contemplates the replacement of equipment in case of breakdown and the replacement of configurations in the substitute equipment, with the client being able to opt for one of the two support models:

- (i) Support Return and Replace: The travel to the customer is not included in the service. The replacement equipment is sent to the customer by carrier. The equipment can be dispatched as soon as the customer reports the fault, i.e. before we receive the faulty equipment. If the customer does not send the faulty equipment within 20 days, it will be invoiced to the customer.
- (ii) On Site Support: A visit to the customer is included in the service.

Incident Resolution for Return And Replace Service: Delivery of replacement equipment to the Client within 24HU for NS1 contracts and within 24 HU for NS2 contracts, following communication of the incident.

Incident Resolution for On Site Service:

		NS1	NS2
Priority P1	Resolution time	8 HU	10 HL
	Maximum Resolution Time	12 HU	16 HL
Priority P2	Resolution time	12 HU	14 HL
	Maximum Resolution Time	16 HU	24 HL
Priority P3	Resolution time	16 HU	24 HL
	Maximum Resolution Time	24 HU	36 HL

## 5. Service level values for the equipment management service

The equipment management service includes the management of the equipment configurations and does not include the guarantee or support in the event of a breakdown.

Incident Resolution

		Incidents		Requests	
		NS1	NS2	NS1	NS2
Priority P1	Resolution time	5 HU	4 HL	8 HU	8 HL
	Maximum Resolution Time	8 HU	8 HL	16 HU	16 HL
Priority P2	Resolution time	8 HU	8 HL	12 HU	12 HL
	Maximum Resolution Time	16 HU	12 HL	24 HU	24 HL
Priority P3	Resolution time	16 HU	24 HL	24 HU	24 HU
	Maximum Resolution Time	24 HU	48 HL	40 HU	40 HU

Prioritisation of Incidents

- Priority P1: The equipment is inoperable and has a high impact on the functioning of the customer's organisation.
- Priority P2: The equipment is faulty, not preventing its use, but impacting on the functioning of the customer's organisation.
- Priority P3: All other cases.

## Assigning Priority to Requests

- Priority P1: Tasks whose urgent non-execution has a high impact on the client's business.
- Priority P2: Non-urgent tasks whose non-execution has a high impact on the client's business.
- Priority P3: Non-urgent tasks whose non-execution has a low impact on the client's business.
- Priority P4: Tasks that must be planned with the customer to be executed at a certain date and time, or which imply a change in commercial conditions. The planned execution of tasks requires prior scheduling 16 working hours in advance.