Service Level Agreement

30th October 2025

Version 3.0

Vaioni Service Level Agreement – UK Managed Leased Lines

UK Managed Leased Lines

This Service Level Agreement (SLA) is provided in addition to our contractual obligations under the terms and conditions for a Vaioni Managed Leased Line and is limited in scope to wholly UK provided circuits with a contract length in excess of eleven months.

This document is part of the commitment that Vaioni provides to all customers and outlines the remedies available should Vaioni fail to meet our own high level of support and service.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Network Backbone Availability

The Vaioni backbone has a 100% availability guarantee.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN must be submitted showing unavailability within the Vaioni backbone.

Vaioni Network Latency

Vaioni guarantee to provide a maximum average round-trip of 20 milliseconds latency between any two routers on the Vaioni backbone measured over a one-hour period.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN showing a latency problem within the Vaioni backbone.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

Customer Circuit Availability

Where the circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 100% (with a second connection as failover) or 99.96% (without a second connection as failover) availability guarantee from Vaioni to the customer connection point on the Vaioni provided Managed Ciena Switch or Juniper/MikroTik Router or CPE regardless of the provision by a third-party (e.g. BT), with the aim of 100% available guarantee at all times, irrespective of additional circuits.

This guarantee excludes problems caused by power disruption at the customer premises or any customer device and associated cabling. This clause does NOT apply to transit customers, customers with circuit backup

services such as ISDN/ADSL or alternate/bonded leased lines or where customer premises hardware has not been provided by Vaioni.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- A copy of the attached device running configuration.
- A copy of the attached device SHOW VERSION (or non-Cisco equivalent) output.
- A copy of the attached device SHOW INTERFACE (or non-Cisco equivalent) output for the interface facing Vaioni during the outage.

SLA & Performance

- SLA clock starts from confirmation of tail issue.

Fibre

- P1 (Total loss of Vaioni core network) – MTTR 5hour
- P2 (loss individual customer circuit) – MTTR 5 hour (6 Hour MTTR (Mean Time to Repair) if the tail provider is ITS)
- P3 (Intermittent or performance issues) – MTTR 8 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 24 working hours (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

Copper EFM & GEA-FTTC

- P1 (Total loss of Vaioni core network) – MTTR 5 working hours (during 09:00 – 17:30 Mon-Fri)
- P2 (loss individual customer circuit) – MTTR 7 working hours (during 09:00 – 17:30 Mon-Fri)
- P3 (Intermittent or performance issues) – MTTR 12 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 24 working hours (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

Copper EFM & GEA-FTTP

- P1 (Total loss of Vaioni core network) – MTTR 5 working hours (during 09:00 – 17:30 Mon-Fri)
- P2 (loss individual customer circuit) – MTTR 20 working hours (during 09:00 – 17:30 Mon-Fri)
- P3 (Intermittent or performance issues) – MTTR 48 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 5 working days (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

- 20-hour MTTR (Mean Time to Repair) for GEA-FTTP
- 24/7 support lines
- All services are wire speed.

Customer Circuit Repair Time

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 5 hour return to service guarantee 24/7 for Fibre, 7 hour return to service guarantee 24/7 for copper EFM, 7 hour return to service guarantee 24/7 for GEA-FTTC and 20 hour return to service guarantee 24/7 for GEA-FTTP, regardless of the provision by a third-party (e.g. BT), in the event of a circuit failure. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- The time of the first contact with Vaioni.

CPE Repair Time

Where Vaioni supply, configure and install a Juniper/Mikrotik router, we will provide a 5hr fix 24/7 as standard.

Exclusions

In all cases scheduled maintenance, as notified to the customer 48 hours in advance and emergency maintenance where notified to the customer 4 hours in advance are both exempt from claims under this SLA.

Emergency maintenance carried out with less than 4 hours' notice may be exempt, should the impact of not carrying out the maintenance cause a breach of the SLA. Denial of Service attacks against the customer's service is also exempt from claim under this SLA.

Credits

Should any of the above metrics be breached then a service credit will be issued against the customer's circuit. The limit for claims is 10 days in a single 30-day period and 40 days in any 12-month period.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental. Where the outage period is less than or equal to ten (10) hours, Vaioni will apply a credit equivalent to one (1) day's rental charge per hour of downtime for that Leased line. For the purpose of calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If Vaioni, based on its data, fails to meet the Latency Guarantee Vaioni will apply a credit to the Customer's rental charge for the leased line as follows:

(a) If failure to meet the Latency Guarantee occurs in two consecutive calendar months, Vaioni will apply a credit equivalent to one day's rental charge for that Leased line.
(b) If failure to meet the Latency Guarantee occurs for longer than two consecutive calendar months, Vaioni for each additional month will apply a credit equivalent to one day's rental charge for that Service.

Claims

To claim against this SLA the customer must submit a claim within 2 working days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt.

Additional Information

Vaioni Group reserves the right to amend, modify or alter the thresholds and metrics measured by the SLA or change the level of remedy afforded to customers. Changes will be notified to the nominated contact at the customer organisation on a 30-day basis. A full, current copy of this SLA will be maintained online at

http://www.vaioni.com/ with a version number and publication date included. For the avoidance of doubt the following terms have been used in this document and have the following meanings:

“Attached Device” is defined as being the piece(s) of hardware that connect directly to the Vaioni provided Customer Premises Switch / Router.
“Remedy” is a credit made to a customer’s account upon the confirmation that a breach of this SLA has been made.

Vaioni will apply credit within 30 days of the confirmation of a breach and the customer is expected to continue to make payments to cover outstanding invoices until such time as the credit has been applied. At no stage will Vaioni make payments other than in the form of service credits.

“Traceroute” is a generic term for a number of different software tools capable of providing network path diagnostics.

Due to the nature of the protocol used (ICMP) and the priority applied to efficiently route packets within Vaioni’s network, instantaneous results from a particular router may indicate a breach of this SLA but repeated tests must be taken to eliminated expected performance changes due to load. Customers should also be aware that ICMP echo requests may be suppressed for network security reasons and other diagnostic measure may be requested in these instances. A breach of SLA will not be remedied should such a security measure be in place.

“Backbone” is the network owned and operated by Vaioni and includes all links, hardware and devices used to transmit packets within the facilities operated by Vaioni. For the avoidance of doubt, Border devices used to delineate the Backbone from customer premises equipment are always sited in facilities operated by Vaioni and the Backbone is defined as starting at the connected port on this device.

Vaioni Service Level Agreement – UK Wires-Only Leased Lines

Wires Only Leased Lines

This Service Level Agreement (SLA) is provided in addition to our contractual obligations under the terms and conditions for a Vaioni Wires Only Leased Line and is limited in scope to wholly UK provided circuits with a contract length in excess of eleven months.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Network Backbone Availability

The Vaioni backbone has a 100% availability guarantee.
To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer equipment must be submitted showing unavailability within the Vaioni backbone.

Vaioni Network Latency

Vaioni guarantee to provide a maximum average round-trip of 20 milliseconds latency between any two routers on the Vaioni backbone measured over a one-hour period.
To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN showing a latency problem within the Vaioni backbone.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.
During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

Customer Circuit Availability

Where the circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 99.96% availability guarantee regardless of the provision by a third-party (e.g. BT), with the aim of 100% available guarantee at all times. This guarantee excludes problems caused by power disruption at the customer premises or any customer device and associated cabling. This clause does NOT apply to transit customers, customers with circuit backup services such as ISDN/ADSL or alternate/bonded leased lines or where customer.
premises hardware is not the responsibility of Vaioni.

SLA & Performance

- SLA clock starts from confirmation of tail issue.

Fibre

- P1 (Total loss of Vaioni core network) – MTTR 5hour
- P2 (loss individual customer circuit) – MTTR 5 hour (6 Hour MTTR (Mean Time to Repair) if the tail provider is ITS)
- P3 (Intermittent or performance issues) – MTTR 8 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 24 working hours (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

Copper EFM & GEA-FTTC

- P1 (Total loss of Vaioni core network) – MTTR 5 working hours (during 09:00 – 17:30 Mon-Fri)
- P2 (loss individual customer circuit) – MTTR 7 working hours (during 09:00 – 17:30 Mon-Fri)
- P3 (Intermittent or performance issues) – MTTR 12 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 24 working hours (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

Copper EFM & GEA-FTTP

- P1 (Total loss of Vaioni core network) – MTTR 5 working hours (during 09:00 – 17:30 Mon-Fri)
- P2 (loss individual customer circuit) – MTTR 20 working hours (during 09:00 – 17:30 Mon-Fri)
- P3 (Intermittent or performance issues) – MTTR 48 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 5 working days (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

- 20-hour MTTR (Mean Time to Repair) for GEA-FTTP
- 24/7 support lines
- All services are wire speed.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- A copy of the attached device running configuration.
- A copy of the attached device SHOW VERSION (or non-Cisco equivalent) output.
- A copy of the attached device SHOW INTERFACE (or non-Cisco equivalent) output for the interface facing Vaioni during the outage.

Customer Circuit Repair Time

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 5 hour return to service guarantee 24/7 for Fibre, 7 hour return to service guarantee 24/7 for copper EFM, 7 hour return to service guarantee 24/7 for GEA-FTTC and 20 hour return to service guarantee 24/7 for GEA-FTTP, regardless of the provision by a third-party (e.g. BT), in the event of a circuit failure. The SLA clock will only commence at the point that Vaioni determines that the issue is confirmed by Vaioni support engineers as a Vaioni or 3rd party supplier circuit problem and not from the time the fault is reported by the customer. Vaioni would expect that the customer has fully performed and undertaken network and circuit diagnostic checks and verified that the issues are due to the Vaioni or the 3rd party supplier's network, before a fault is raised to Vaioni support. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference
- The time of the first contact with Vaioni.

Exclusions

In all cases scheduled maintenance, as notified to the customer 48 hours in advance and emergency maintenance were notified to the customer 4 hours in advance are both exempt from claims under this SLA. Emergency maintenance carried out with less than 4 hours' notice may be exempt, should the impact of not carrying out the maintenance cause a breach of the SLA. Denial of Service attacks against the customer's service is also exempt from claim under this SLA.

Credits

Should any of the above metrics be breached then a service credit will be issued against the customer's circuit. The limit for claims is 10 days in a single 30-day period and 40 days in any 12-month period.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental. Where the outage period is less than or equal to ten (10) hours, Vaioni will apply a credit equivalent to one (1) day's rental charge per hour of downtime for that Leased line.
For the purpose of calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If Vaioni, based on its data, fails to meet the Latency Guarantee Vaioni will apply a credit to the Customer's rental charge for the leased line as follows:

(a) If failure to meet the Latency Guarantee occurs in two consecutive calendar months, Vaioni will apply a credit equivalent to one day's rental charge for that Leased line.
(b) If failure to meet the Latency Guarantee occurs for longer than two consecutive calendar months, Vaioni for each additional month will apply a credit equivalent to one day's rental charge for that Service.

Claims

To claim against this SLA the customer must submit a claim within 2 working days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt.

Additional Information

Vaioni Group reserves the right to amend, modify or alter the thresholds and metrics measured by the SLA or change the level of remedy afforded to customers. Changes will be notified to the nominated contact at the customer organisation on a 30-day basis. A full, current copy of this SLA will be maintained online at http://www.vaioni.com/ with a version number and publication date included. For the avoidance of doubt the following terms have been used in this document and have the following meanings:

"Remedy" is a credit made to a customer's account upon the confirmation that a breach of this SLA has been made.

Vaioni will apply credit within 30 days of the confirmation of a breach and the customer is expected to continue to make payments to cover outstanding invoices until such time as the credit has been applied. At no stage will Vaioni make payments other than in the form of service credits.

“Traceroute” is a generic term for a number of different software tools capable of providing network path diagnostics.

Due to the nature of the protocol used (ICMP) and the priority applied to efficiently route packets within Vaioni’s network, instantaneous results from a particular router may indicate a breach of this SLA but repeated tests must be taken to eliminate expected performance changes due to load.

Customers should also be aware that ICMP echo requests may be suppressed for network security reasons and other diagnostic measure may be requested in these instances. A breach of SLA will not be remedied should such a security measure be in place.

“Backbone” is the network owned and operated by Vaioni and includes all links, hardware and devices used to transmit packets within the facilities operated by Vaioni. For the avoidance of doubt, Border devices used to delineate the Backbone from customer premises equipment are always sited in facilities operated by Vaioni and the Backbone is defined as starting at the connected port on this device. For Wires Only services, the Vaioni Operated "Backbone" can be considered to end at the last mile tail provider NNI port. With responsibility for diagnosis between this NNI and the Customer being primarily with the Customer.

Vaioni Service Level Agreement – UK Wholesale Leased Lines

Wholesale Leased Lines

This Service Level Agreement (SLA) is provided in addition to our contractual obligations under the terms and conditions for a Vaioni Wholesale Leased Line and is limited in scope to wholly UK provided circuits with a contract length in excess of eleven months.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Network Backbone Availability

The Vaioni backbone has a 100% availability guarantee.
To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer equipment must be submitted showing unavailability within the Vaioni backbone.

Vaioni Network Latency

Vaioni guarantee to provide a maximum average round-trip of 20 milliseconds latency between any two routers on the Vaioni backbone measured over a one-hour period.
To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN showing a latency problem within the Vaioni backbone.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.
During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

Customer Circuit Availability

Where the circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 99.96% availability guarantee regardless of the provision by a third-party (e.g. BT), with the aim of 100% available guarantee at all times. This guarantee excludes problems caused by power disruption at the customer premises or any customer device and associated cabling. This clause does NOT apply to transit customers, customers with circuit backup services such as ISDN/ADSL or alternate/bonded leased lines or where customer premises hardware is not the responsibility of Vaioni.

SLA & Performance

- SLA clock starts from confirmation of tail issue.

Fibre

- P1 (Total loss of Vaioni core network) – MTTR 5hour
- P2 (loss individual customer circuit) – MTTR 5 hour (6 Hour MTTR (Mean Time to Repair) if the tail provider is ITS)

- P3 (Intermittent or performance issues) – MTTR 8 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 24 working hours (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

Copper EFM & GEA-FTTC

- P1 (Total loss of Vaioni core network) – MTTR 5 working hours (during 09:00 – 17:30 Mon-Fri)
- P2 (loss individual customer circuit) – MTTR 7 working hours (during 09:00 – 17:30 Mon-Fri)
- P3 (Intermittent or performance issues) – MTTR 12 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 24 working hours (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

Copper EFM & GEA-FTTP

- P1 (Total loss of Vaioni core network) – MTTR 5 working hours (during 09:00 – 17:30 Mon-Fri)
- P2 (loss individual customer circuit) – MTTR 20 working hours (during 09:00 – 17:30 Mon-Fri)
- P3 (Intermittent or performance issues) – MTTR 48 working hours (during 09:00 – 17:30 Mon-Fri)
- P4 (degraded Service) – MTTR 5 working days (during 09:00 – 17:30 Mon-Fri)
- P5 (Request for information) - 5 working days

- 20-hour MTTR (Mean Time to Repair) for GEA-FTTP
- 24/7 support lines
- All services are wire speed.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- A copy of the attached device running configuration.
- A copy of the attached device SHOW VERSION (or non-Cisco equivalent) output.
- A copy of the attached device SHOW INTERFACE (or non-Cisco equivalent) output for the interface facing Vaioni during the outage.

Customer Circuit Repair Time

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 5 hour return to service guarantee 24/7 for Fibre, 7 hour return to service guarantee 24/7 for copper EFM, 7 hour return to service guarantee 24/7 for GEA-FTTC and 20 hour return to service guarantee 24/7 for GEA-FTTP, regardless of the provision by a third-party (e.g. BT), in the event of a circuit failure. Unless the service is monitored/managed, the SLA clock will only commence at the point that Vaioni determines that the issue is confirmed by Vaioni support engineers as a Vaioni or 3rd party supplier circuit problem and not from the time the fault is reported by the customer. Vaioni would expect that the customer has fully performed and undertaken network and circuit diagnostic checks and verified that the issues are due to the Vaioni or the 3rd party supplier's network, before a fault is raised to Vaioni support. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference
- The time of the first contact with Vaioni.

Exclusions

In all cases scheduled maintenance, as notified to the customer 48 hours in advance and emergency maintenance where notified to the customer 4 hours in advance are both exempt from claims under this SLA. Emergency maintenance carried out with less than 4 hours' notice may be exempt, should the impact of not carrying out the maintenance cause a breach of the SLA. Denial of Service attacks against the customer's service is also exempt from claim under this SLA.

Credits

Should any of the above metrics be breached then a service credit will be issued against the customer's circuit. The limit for claims is 10 days in a single 30-day period and 40 days in any 12-month period.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental. Where the outage period is less than or equal to ten (10) hours, Vaioni will apply a credit equivalent.
to one (1) day's rental charge per hour of downtime for that Leased line. For the purpose of calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If Vaioni, based on its data, fails to meet the Latency Guarantee Vaioni will apply a credit to the Customer's rental charge for the leased line as follows:

(a) If failure to meet the Latency Guarantee occurs in two consecutive calendar months, Vaioni will apply a credit equivalent to one day's rental charge for that Leased line.

(b) If failure to meet the Latency Guarantee occurs for longer than two consecutive calendar months, Vaioni for each additional month will apply a credit equivalent to one day's rental charge for that Service.

Claims

To claim against this SLA the customer must submit a claim within 2 working days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt.

Additional Information

Vaioni Group reserves the right to amend, modify or alter the thresholds and metrics measured by the SLA or change the level of remedy afforded to customers. Changes will be notified to the nominated contact at the customer organisation on a 30-day basis. A full, current copy of this SLA will be maintained online at http://www.vaioni.com/ with a version number and publication date included. For the avoidance of doubt the following terms have been used in this document and have the following meanings:

"Remedy" is a credit made to a customer's account upon the confirmation that a breach of this SLA has been made.

Vaioni will apply credit within 30 days of the confirmation of a breach and the customer is expected to continue to make payments to cover outstanding invoices until such time as the credit has been applied. At no stage will Vaioni make payments other than in the form of service credits.

“Traceroute” is a generic term for a number of different software tools capable of providing network path diagnostics.

Due to the nature of the protocol used (ICMP) and the priority applied to efficiently route packets within Vaioni’s network, instantaneous results from a particular router may indicate a breach of this SLA but repeated tests must be taken to eliminate expected performance changes due to load. Customers should also be aware that ICMP echo requests may be suppressed for network security reasons and other diagnostic measure may be requested in these instances. A breach of SLA will not be remedied should such a security measure be in place.

“Backbone” is the network owned and operated by Vaioni and includes all links, hardware and devices used to transmit packets within the facilities operated by Vaioni. For the avoidance of doubt, Border devices used to delineate the Backbone from customer premises equipment are always sited in facilities operated by Vaioni and the Backbone is defined as starting at the connected port on this device. For Wires Only services, the Vaioni Operated "Backbone" can be considered to end at the last mile tail provider NNI port. With responsibility for diagnosis between this NNI and the Customer being primarily with the Customer.

Vaioni Service Level Agreement – International Managed Leased Lines

International Managed Leased Lines

This Service Level Agreement (SLA) is provided in addition to our contractual obligations under the terms and conditions for a Vaioni Managed Leased Line and is limited in scope to Global (excluding UK) provided circuits with a contract length in excess of eleven months.

This document is part of the commitment that Vaioni provides to all customers and outlines the remedies available should Vaioni fail to meet our own high level of support and service.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Network Backbone Availability

The Vaioni backbone has a 100% availability guarantee.
To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:
Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN must be submitted showing unavailability within the Vaioni backbone.

Vaioni Network Latency

Vaioni average latency is calculated as follows between any two routers on the Vaioni backbone:

Within North America: 45 milliseconds or less
Within Europe: 35 milliseconds or less
New York to London (Transatlantic): 85 milliseconds or less
Los Angeles to Tokyo (Transpacific): 120 milliseconds or less

To claim if we fail to meet this and do not remedy the network latency within 2hrs, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN showing a latency problem within the Vaioni backbone.

Vaioni Support Performance

Vaioni undertakes to return calls made to the Duty Support Engineer outside Vaioni Business Hours within 1 hour. If a fault is subsequently raised a remedy will be applied.

Customer Circuit Availability

Where the circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 99.96% availability guarantee from Vaioni to the customer connection point on the Vaioni provided Managed Ciena Switch or Cisco/Mirotic Router or CPE regardless of the provision by a third-party (e.g. BT), with the aim of 100% available guarantee at all times.

This guarantee excludes problems caused by power disruption at the customer premises or any customer device and associated cabling. This clause does NOT apply to transit customers, customers with circuit backup services such as ISDN/ADSL or alternate/bonded leased lines or where customer premises hardware has not been provided by Vaioni.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- A copy of the attached device running configuration.
- A copy of the attached device SHOW VERSION (or non-Cisco equivalent) output.
- A copy of the attached device SHOW INTERFACE (or non-Cisco equivalent) output for the interface facing Vaioni during the outage.

Customer Circuit Repair Time

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a back-to-back Circuit Repair Time that of the Operator or OLO used. This SLA can vary from Operator to Operator but is on average the RTT is 6-hours. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers. This clause does NOT apply to transit customers, customers with circuit backup services such as ISDN/ADSL or alternate/bonded leased lines or where customer premises hardware is not the responsibility of Vaioni.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- The time of the first contact with Vaioni.

CPE Repair Time

Where Vaioni supply, configure and install a Cisco/Juniper/Mikrotik router, we will provide automatically a 2-hour response and 5hr fix 24/7 as standard.

Exclusions

In all cases scheduled maintenance, as notified to the customer 48 hours in advance and emergency maintenance where notified to the customer 4 hours in advance are both exempt from claims under this SLA.

Emergency maintenance carried out with less than 4 hours' notice may be exempt, should the impact of not carrying out the maintenance cause a breach of the SLA. Denial of Service attacks against the customer's service is also exempt from claim under this SLA.

Credits

Should any of the above metrics be breached then a service credit will be issued against the customer's circuit. The limit for claims is 10 days in a single 30-day period and 40 days in any 12-month period.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental. Where the outage period is less than or equal to ten (10) hours, Vaioni will apply a credit equivalent to one (1) day's rental charge per hour of downtime for that Leased line. For the purpose of calculating the outage period, a

fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental.

For the purpose of calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If Vaioni, based on its data, fails to meet the Latency Guarantee Vaioni will apply a credit to the Customer's rental charge for the leased line as follows:

(a) If failure to meet the Latency Guarantee occurs in two consecutive calendar months, Vaioni will apply a credit equivalent to one day's rental charge for that Leased line.
(b) If failure to meet the Latency Guarantee occurs for longer than two consecutive calendar months, Vaioni for each additional month will apply a credit equivalent to one day's rental charge for that Service.

Claims

To claim against this SLA the customer must submit a claim within 2 working days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt.

Additional Information

Vaioni Group reserves the right to amend, modify or alter the thresholds and metrics measured by the SLA or change the level of remedy afforded to customers. Changes will be notified to the nominated contact at the customer organisation on a 30-day basis. A full, current copy of this SLA will be maintained online at http://www.vaioni.com/ with a version number and publication date included. For the avoidance of doubt the following terms have been used in this document and have the following meanings:

"Attached Device" is defined as being the piece(s) of hardware that connect directly to the Vaioni provided Customer Premises Switch / Router.
"Remedy" is a credit made to a customer's account upon the confirmation that a breach of this SLA has been made.

Vaioni will apply credit within 30 days of the confirmation of a breach and the customer is expected to continue to make payments to cover outstanding invoices until such time as the credit has been applied. At no stage will Vaioni make payments other than in the form of service credits.

"Traceroute" is a generic term for a number of different software tools capable of providing network path diagnostics.

Due to the nature of the protocol used (ICMP) and the priority applied to efficiently route packets within Vaioni's network, instantaneous results from a particular router may indicate a breach of this SLA but repeated tests must be taken to eliminated expected performance changes due to load. Customers should also be

aware that ICMP echo requests may be suppressed for network security reasons and other diagnostic measure may be requested in these instances. A breach of SLA will not be remedied should such a security measure be in place.

“Backbone” is the network owned and operated by Vaioni and includes all links, hardware and devices used to transmit packets within the facilities operated by Vaioni. For the avoidance of doubt, Border devices used to delineate the Backbone from customer premises equipment are always sited in facilities operated by Vaioni and the Backbone is defined as starting at the connected port on this device.

Vaioni Service Level Agreement – International Wires-Only Leased Lines

Wires Only Leased Lines

This Service Level Agreement (SLA) is provided in addition to our contractual obligations under the terms and conditions for a Vaioni Wires Only Leased Line and is limited in scope to wholly Global (excluding UK) provided circuits with a contract length in excess of eleven months.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Network Backbone Availability

The Vaioni backbone has a 100% availability guarantee.
To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer equipment must be submitted showing unavailability within the Vaioni backbone.

Vaioni Network Latency

Vaioni average latency is calculated as follows between any two routers on the Vaioni backbone:

Within North America: 45 milliseconds or less
Within Europe: 35 milliseconds or less
New York to London (Transatlantic): 85 milliseconds or less
Los Angeles to Tokyo (Transpacific): 120 milliseconds or less

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:
Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN showing a latency problem within the Vaioni backbone.

Vaioni Support Performance

Vaioni undertakes to return calls made to the Duty Support Engineer outside Vaioni Business Hours within 1 hour. If a fault is subsequently raised a remedy will be applied.

Customer Circuit Availability

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a back-to-back Circuit Repair Time that of the Operator or OLO used. This SLA can vary from Operator to Operator but is on average the RTT is 6-hours. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers. This clause does NOT apply to transit customers, customers with circuit backup services such as ISDN/ADSL or alternate/bonded leased lines or where customer premises hardware is not the responsibility of Vaioni.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- A copy of the attached device running configuration.
- A copy of the attached device SHOW VERSION (or non-Cisco equivalent) output.
- A copy of the attached device SHOW INTERFACE (or non-Cisco equivalent) output for the interface facing Vaioni during the outage.

Customer Circuit Repair Time

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a back-to-back Circuit Repair Time that of the Operator or OLO used. This SLA can vary from Operator to Operator but is on average the RTT is 6-hours. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers. The SLA clock will only commence at the point that Vaioni determines that the issue is confirmed by Vaioni support engineers as a Vaioni or 3rd party supplier circuit problem and not from the time the fault is reported by the customer. Vaioni would expect that the customer has fully performed and undertaken network and circuit diagnostic checks and verified that the issues are due to the Vaioni or the 3rd party supplier's network, before a fault is raised to Vaioni support. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference
- The time of the first contact with Vaioni.

Exclusions

In all cases scheduled maintenance, as notified to the customer 48 hours in advance and emergency maintenance where notified to the customer 4 hours in advance are both exempt from claims under this SLA. Emergency maintenance carried out with less than 4 hours' notice may be exempt, should the impact of not carrying out the maintenance cause a breach of the SLA. Denial of Service attacks against the customer's service is also exempt from claim under this SLA.

Credits

Should any of the above metrics be breached then a service credit will be issued against the customer's circuit. The limit for claims is 10 days in a single 30-day period and 40 days in any 12-month period.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental. Where the outage period is less than or equal to ten (10) hours, Vaioni will apply a credit equivalent.
to one (1) day's rental charge per hour of downtime for that Leased line. For the purpose of calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If Vaioni, based on its data, fails to meet the Latency Guarantee Vaioni will apply a credit to the Customer's rental charge for the leased line as follows:

(a) If failure to meet the Latency Guarantee occurs in two consecutive calendar months, Vaioni will apply a credit equivalent to one day's rental charge for that Leased line.

(b) If failure to meet the Latency Guarantee occurs for longer than two consecutive calendar months, Vaioni for each additional month will apply a credit equivalent to one day's rental charge for that Service.

Claims

To claim against this SLA the customer must submit a claim within 2 working days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt.

Additional Information

Vaioni Group reserves the right to amend, modify or alter the thresholds and metrics measured by the SLA or change the level of remedy afforded to customers. Changes will be notified to the nominated contact at the customer organisation on a 30-day basis. A full, current copy of this SLA will be maintained online at http://www.vaioni.com/ with a version number and publication date included. For the avoidance of doubt the following terms have been used in this document and have the following meanings:

"Remedy" is a credit made to a customer's account upon the confirmation that a breach of this SLA has been made.

Vaioni will apply credit within 30 days of the confirmation of a breach and the customer is expected to continue to make payments to cover outstanding invoices until such time as the credit has been applied. At no stage will Vaioni make payments other than in the form of service credits.

"Traceroute" is a generic term for a number of different software tools capable of providing network path diagnostics.

Due to the nature of the protocol used (ICMP) and the priority applied to efficiently route packets within Vaioni's network, instantaneous results from a particular router may indicate a breach of this SLA but repeated tests must be taken to eliminate expected performance changes due to load.

Customers should also be aware that ICMP echo requests may be suppressed for network security reasons and other diagnostic measure may be requested in these instances. A breach of SLA will not be remedied should such a security measure be in place.

"Backbone" is the network owned and operated by Vaioni and includes all links, hardware and devices used to transmit packets within the facilities operated by Vaioni. For the avoidance of doubt, Border devices used to delineate the Backbone from customer premises equipment are always sited in facilities operated by Vaioni and the Backbone is defined as starting at the connected port on this device. For Wires Only services, the Vaioni Operated "Backbone" can be considered to end at the last mile tail provider NNI port. With responsibility for diagnosis between this NNI and the Customer being primarily with the Customer.

Wholesale Leased Lines

This Service Level Agreement (SLA) is provided in addition to our contractual obligations under the terms and conditions for a Vaioni Wholesale Leased Line and is limited in scope to wholly Global provided circuits (excluding the UK) with a contract length in excess of eleven months.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Network Backbone Availability

The Vaioni backbone has a 100% availability guarantee.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer equipment must be submitted showing unavailability within the Vaioni backbone.

Vaioni Network Latency

Vaioni average latency is calculated as follows between any two routers on the Vaioni backbone:

Within North America: 45 milliseconds or less
Within Europe: 35 milliseconds or less
New York to London (Transatlantic): 85 milliseconds or less
Los Angeles to Tokyo (Transpacific): 120 milliseconds or less

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:
Three date and time stamped ICMP traceroutes, taken at least one hour apart, within a four-hour window, from the customer LAN showing a latency problem within the Vaioni backbone.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

Customer Circuit Availability

Where the circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a 99.96% availability guarantee regardless of the provision by a third-party (e.g., BT), with the aim of 100% available guarantee at all times. This guarantee excludes problems caused by power disruption at the customer premises or any customer device and associated cabling. This clause does NOT apply to transit customers, customers with circuit backup services such as ISDN/ADSL or alternate/bonded leased lines or where customer premises hardware is not the responsibility of Vaioni.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference.
- A copy of the attached device running configuration.
- A copy of the attached device SHOW VERSION (or non-Cisco equivalent) output.

- A copy of the attached device SHOW INTERFACE (or non-Cisco equivalent) output for the interface facing Vaioni during the outage.

Customer Circuit Repair Time

Where a circuit from the customer premises to the Vaioni point of presence was ordered by Vaioni, we will offer a back-to-back Circuit Repair Time that of the Operator or OLO used. This SLA can vary from Operator to Operator but is on average the RTT is 6-hours, regardless of the provision by a third-party (e.g., BT), in the event of a circuit failure. Unless the service is monitored/managed, the SLA clock will only commence at the point that Vaioni determines that the issue is confirmed by Vaioni support engineers as a Vaioni or 3rd party supplier circuit problem and not from the time the fault is reported by the customer. Vaioni would expect that the customer has fully performed and undertaken network and circuit diagnostic checks and verified that the issues are due to the Vaioni or the 3rd party supplier's network, before a fault is raised to Vaioni support. This guarantee excludes problems caused by power disruption at the customer premises or the customer CPE and associated cabling. This clause does NOT apply to transit customers.

To claim if we fail to meet this guarantee, the following must be submitted to Vaioni:

- The Vaioni customer fault reference
- The time of the first contact with Vaioni.

Exclusions

In all cases scheduled maintenance, as notified to the customer 48 hours in advance and emergency maintenance were notified to the customer 4 hours in advance are both exempt from claims under this SLA. Emergency maintenance carried out with less than 4 hours' notice may be exempt, should the impact of not carrying out the maintenance cause a breach of the SLA. Denial of Service attacks against the customer's service is also exempt from claim under this SLA.

Credits

Should any of the above metrics be breached then a service credit will be issued against the customer's circuit. The limit for claims is 10 days in a single 30-day period and 40 days in any 12-month period.

If there is an Outage, based on Vaioni data, Vaioni will apply a credit against the leased line rental. Where the outage period is less than or equal to ten (10) hours, Vaioni will apply a credit equivalent to one (1) day's rental charge per hour of downtime for that Leased line. For the purpose of calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour, provided the Customer reports the Outage within the "Claims" criteria below.

If Vaioni, based on its data, fails to meet the Latency Guarantee Vaioni will apply a credit to the Customer's rental charge for the leased line as follows:

(a) If failure to meet the Latency Guarantee occurs in two consecutive calendar months, Vaioni will apply a credit equivalent to one day's rental charge for that Leased line.

(b) If failure to meet the Latency Guarantee occurs for longer than two consecutive calendar months, Vaioni for each additional month will apply a credit equivalent to one day's rental charge for that Service.

Claims

To claim against this SLA the customer must submit a claim within 2 working days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt.

Additional Information

Vaioni Group reserves the right to amend, modify or alter the thresholds and metrics measured by the SLA or change the level of remedy afforded to customers. Changes will be notified to the nominated contact at the customer organisation on a 30-day basis. A full, current copy of this SLA will be maintained online at http://www.vaioni.com/ with a version number and publication date included. For the avoidance of doubt the following terms have been used in this document and have the following meanings:

"Remedy" is a credit made to a customer's account upon the confirmation that a breach of this SLA has been made.

Vaioni will apply credit within 30 days of the confirmation of a breach and the customer is expected to continue to make payments to cover outstanding invoices until such time as the credit has been applied. At no stage will Vaioni make payments other than in the form of service credits.

"Traceroute" is a generic term for a number of different software tools capable of providing network path diagnostics.

Due to the nature of the protocol used (ICMP) and the priority applied to efficiently route packets within Vaioni's network, instantaneous results from a particular router may indicate a breach of this SLA but repeated tests must be taken to eliminate expected performance changes due to load. Customers should also be aware that ICMP echo requests may be suppressed for network security reasons and other diagnostic measure may be requested in these instances. A breach of SLA will not be remedied should such a security measure be in place.

"Backbone" is the network owned and operated by Vaioni and includes all links, hardware and devices used to transmit packets within the facilities operated by Vaioni. For the avoidance of doubt, Border devices used to delineate the Backbone from customer premises equipment are always sited in facilities operated by Vaioni and the Backbone is defined as starting at the connected port on this device. For Wires Only services, the Vaioni Operated "Backbone" can be considered to end at the last mile tail provider NNI port. With responsibility for diagnosis between this NNI and the Customer being primarily with the Customer.

Vaioni Service Level Agreement – UK Wireless Ethernet

UK Wireless Ethernet

The Service availability measure during a twelve (12) month period is **99.95%.**
Availability excludes any outages as a result of Planned Works, Minor Faults, customer provided power supply and force majeure events or any disruptions to the Services caused by customer. Availability measures also exclude any period of delay or refusal to provide access to the Sites or circuits for testing.

The Service has a target mean time to repair ("**Target MTTR**") of four (4) working hours for all major faults, from the time when Customer notifies a Critical Fault to the Vaioni Support Team. It is agreed that "working hours" means 9:00am to 5:30pm Monday to Friday excluding public holidays. Planned Works may be required at a later stage to undertake a permanent repair. The time for such repair shall be agreed between the parties at the relevant time.

Reduced charges, calculated as below, shall apply where Vaioni fails to restore the Services within the agreed period for each of the Service installations provided under this Service Level Agreement. Reduced charges shall not apply to any failure to restore Services within the Target MTTR period to the extent caused by delay or refusal to provide access to the Sites or circuits for testing Vaioni shall apply the following reductions to the following month's rental charges in respect of individual installations or circuits that have not been restored within four (4) hours:

Total Hours per month outside agreed repair (Target MTTR) time of 4 working hours per Critical Fault	Reduction of following month's annual rental charges (per circuit affected)
0-4	1 day
4-8	2 days
8-16	3 days
16+	4 days

Any reduced charges under this Service Level Agreement will be confirmed by credit note issued by Vaioni to Customer, confirming the adjustment to be made to the monthly charges otherwise payable.

To claim against this SLA the customer must submit a claim within 2 days of the outage resolution to slaclaim@vaioni.com

Providing the information shown in the section entitled remedies above. Vaioni aims to reply and resolve all such claims within 30 days of receipt. Claims must be made within 30 days of the incident and proof of posting is not a proof of receipt.

Vaioni Service Level Agreement – Colocation

Remote hands

Equipment located in Vaioni rack space; a standard charge will be applied for all power cycles of £35 + VAT.

Vaioni is able to provide 'remote intelligent hands' assistance for customers. An intelligent remote hands session is where a Vaioni engineer will investigate the problem and attempt to resolve. Charges apply at our remote intelligent hands rate £125 + VAT per hour or part thereof.
Vaioni technical staff can execute specific commands as requested either in writing or during a telephone conversation with the customer. This service is known as 'remote hands'. Charges apply at our standard rate - £75 per hour or part thereof.

Should your server stop responding it's vital for your business to get it rebooted as quickly as possible. We will attempt to get your server rebooted within 60 minutes during business hours - Simply put in a reboot request via support@vaioni.com or 0870 160 0650 and we'll do the rest.

Security

All servers are located in a secure building with both physical and electronic security. The building is protected by secure key card entry control, CCTV and an advanced intruder detection system.

Environmental Monitoring

Vaioni provides continuous environmental monitoring. The temperature in the data centre is monitored and maintained at a suitable temperature. In the event of a fire the VESDA smoke detection system automatically activates the FM200 gas suppression system which will extinguish any fire in seconds without damaging equipment.

Software Support and Maintenance

Vaioni is unable to provide any support for hardware/component failure associated with customer provided servers. It is the customer's responsibility to arrange on-site maintenance cover, through manufacturers, third party or own staff provision. All customer provided hardware must be fitted into the rack space using a correct manufacturer's rack mounting kit or mounted on shelves. Equipment not complying will be removed. The customer accepts sole responsibility for the installation of third-party software. It is the customer's responsibility to ensure that they are in possession of valid licences for all software used on their collocated server. Vaioni is unable to provide technical support for third party applications. The customer is responsible for any conflicts that third party software installation may cause. If Vaioni is asked to provide any intervention to resolve conflict issues, then a charge will be made at the company's standard consultancy rate of £100 per hour. Additional charges may apply for operations carried out by third parties.

Access to Colocation space

The customer will have physical access to their server by prior appointment only.

All appointments for physical access to collocated servers must be made by emailing support@vaioni.com or via telephone to 0870 160 0650.

Vaioni Service Level Agreement – IP Transit

Network Service Level Agreement for Bandwidth

Vaioni warrants that its supply of access to the Internet shall be available at a level not less than 99.95% per month - the “Standard Service Level Guarantee”. The SLA shall only apply to the bandwidth Services.

Notification of Outage and Service Interruption Events - as part of an additional Service Level

Agreement:

(a) An outage or service interruption event is defined when the second ping test fails or when the customer notifies Vaioni which will be carried out in the first instance by use of the online form and then as per the escalation procedure put in place by mutual agreement.

(b) Vaioni shall notify the Customer via the service status page of an outage or service interruption event within 30 minutes of such an outage being officially recorded.

Vaioni may suspend the Service from time to time for necessary technical reasons and Network upgrades without invalidating its Service Level Agreement set out above provided that 1 days’ notice via the Vaioni’s Network status page, email or phone call has been given to the Customer and the period of suspension is not more than one hour.

If the event reported as per the escalation procedure is confirmed by Vaioni, then the Customer will receive service credit as calculated by the following formula:

For each 1% of lack of availability the customer will receive 1 day of service credit.

For faults that are not remedied within the 6 business hours above the following remedies will be applied to the customer’s account:

6-8 hours 1 day
8-12 hours 1.5 days
12-16 hours 2 days
16-24 hours 2.5 days
24+ hours 3 days

To claim against this SLA the customer must submit a claim within 2 days of the outage resolution to slaclaim@vaioni.com

Vaioni Service Level Agreement - Managed Security / Device Management

Managed hardware is configured and operated to a specification agreed between the customer and Vaioni.

Vaioni will apply vendor updates and patches to managed hardware on a timely basis as defined in this document as and when required.

Vaioni will replace managed hardware found to be faulty on a next working day for broadband and 4-hours for Ethernet services, subject to the limitations defined in this document.

Routine changes to the configuration of managed hardware will be made upon request, there are no chargeable thresholds applied to Vaioni managed products.

A dedicated team of experienced and qualified technical staff providing technical support for Vaioni managed services will be available during working hours. There are no time limits or quotas imposed on access to the technical support resource.

Customers of managed services have access to a 24/7 emergency contact number for priority issues concerning security or service availability.

All customers of managed services have the option to undergo a solution health check every six months, free of charge. The health check incorporates a report and presentation of the current Vaioni solution and details any improvements that can be made.

Vaioni guarantees a 1-hour response time for all telephone calls logged to the Technical Support Team and the emergency contact number.

Vaioni guarantees that managed hardware found to be faulty will be replaced next working day before 12 noon, or same-day or within 5 working hours based on faults warranting a replacement being diagnosed before 3pm of the preceding working day.

Vaioni guarantees that changes to the configuration of managed hardware will be made in accordance with the customer specification.

Vendor updates and patches will be applied to managed hardware subject to a period of acceptance testing and evaluation for routine updates of up to 10 working days. Vendor updates considered critical to the operation and integrity of managed hardware will be applied within 24 working hours of general availability.

Customers should telephone the Technical Support Team for routine enquiries during working hours and telephone the emergency contact number for emergency enquiries outside working hours.

If a Vaioni engineer is not immediately available to take the call the customer must leave a voicemail message with the appropriate contact information and a brief description of the problem including an email.

Vaioni reserves the right to refuse calls for routine change requests and enquiries presented to the emergency contact number.

The customer must be ready to supply all necessary data to corroborate the presence of a fault and be able to assist the Vaioni engineer in determining the cause of the fault condition.

Claims against this service level agreement should be raised with the account manager responsible for the product or service in question.

Compensation payments will take the form of service charge credits, raised in respect of the monthly service charge for the affected product or service.

If Vaioni fails to meet the service level described in this document, Vaioni will pay the equivalent of one day's monthly service charge for each occurrence.

Compensation shall not exceed the total monthly service charge for any given month in which a fault occurs, regardless of the number of faults reported in that time against an individual product.

Customers can only claim against one service level agreement guarantee in respect of a single job ticket.

Claims must be made within 2 days of an incident being reported and must be submitted to ccc@vaioni.com

Claims must be accompanied by a valid job ticket number.

Claims cannot be made against outages resulting from scheduled maintenance that may affect service availability.

Claims cannot be made in instances where an incident that is service affecting incident has been identified as being the result of a malicious act or otherwise through the actions of another Vaioni user that have been found to be in breach of Vaioni's stated Acceptable Use Policy (AUP) or product terms and conditions.

Claims cannot be made in respect of faults which are the result of misuse or interference with the managed hardware.

Claims cannot be made in respect of faults which are the result of data transmission originating from customer equipment.

Vaioni Service Level Agreement – Satellite

Satellite

Vaioni Satellite is a business satellite connectivity service delivered over the OneWeb constellation in Low Earth Orbit. It is designed to provide fibre optic performance with sub-150 ms RTT anywhere in the world.
Vaioni Satellite SLA features 99.5% guaranteed network availability, burstable and dedicated bandwidth quota, supporting any IP application and toll-quality voice and video conferencing.

Enterprise grade LEO service, Low Earth Orbit (LEO) constellations represent the next generation of satellite connectivity services, providing 3-5 times lower latency than geostationary spacecraft.

Unlimited bandwidth usage, unlike many other services, the Vaioni Satellite Service has no limits on the volume of traffic you can receive or transmit per month, no artificial TCP or UDP session limits, and provides both dedicated (CIR, Committed Information Rate) and burstable (BIR, Burstable Information Rate) bandwidth at the same time for common and real-time applications.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Satellite covers 90% of the earth's landmass and water ways, with 648 satellites, 18 launches and 42 SNP's.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.
During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

SLA & Performance

- Availability of the satellite network – 99.5% or 44 hours of downtime a year
- On-site equipment faults – MTTR best endeavours

Vaioni Service Level Agreement – Managed Fibre

Managed Fibre

Vaioni Managed Fibre bridges the gap between businesses that are spending more than they need to for a 100Mb fibre leased line and replacing it with an alternative at a fraction of the cost, fully managed by us for complete peace of mind. By combining the latest FTTP and mobile data technology, we maintain a strong SLA and high performance for the most demanding users, ideal for video, voice and all the bandwidth hungry applications SMEs use.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Managed Fibre offers up to 100Mb download and 100Mb upload speeds.

Managed fibre offers 99.95% with the 5G/4G SIM.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

SLA & Performance

- P1/P2 MTTR 24 hour (excludes physical cable damage on 3rd party local loop network)
- P3 MTTR 48 hour

Credits

1 day's credit for every hour's downtime. Based on a full-service outage the duration that a service operates on 5G/4G sim is not included.

Vaioni Service Level Agreement – Mobile Data

Mobile Data

Vaioni have designed a world-class portfolio of 4G (LTE), 5G and IoT products to address any market which requires connectivity, anywhere, anytime from any device.

Our unsteered, multi-sim mobile data service is part of VeCX, our market-leading, connectivity ecosystem, which provides businesses with the largest choice and options of connectivity carriers, products and services in the UK. We operate a mobile network which aggregates O2, Vodafone, EE and Three all on a single SIM, giving our customers the option of a highly resilient multi-network SIM, which intelligently finds the strongest signal. In addition, we offer mobile data access into 180 countries, across 650 mobile networks, giving you a truly global mobile data network. Through the Vaioni Mobile Data service, you can take broadband internet access, backup for resilient connectivity, SD-WAN, MPLS, temporary connectivity and of course IoT, delivered as a simple SIM. Add the option of pre-configured high performing gateway devices and a fully managed service for complete peace of mind.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

Vaioni Mobile Data offers 99.95% with the 5G/4G SIM.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

SLA & Performance

- P1 (Total loss of M2M network) – MTTR 4hrs
- P2 (50% loss of M2M network) – MTTR 8hrs
- P3 (1-50% loss of M2M network) – MTTR 24 hrs during 08:00 – 18:00 Mon-Fri
- P4 (Single SIM fault with temporary loss or degraded Service) – MTTR 5 Days during 08:00 – 18:00 Mon-Fri

Vaioni Service Level Agreement – Clear Voice 8x8

Cleare voice 8x8

Vaioni have chosen to work with 8x8, the world leader in UCaaS (Unified Communications as a Service) for the 8th year running in the Garner Magic Quadrant. With over 2 million users across 55,000 organisations, the Clear Voice solution powered by 8x8 serves a rich and diverse range of SME, Mid-Market and Corporate businesses across 45 countries, across 7 regions globally, with phone number support in over 120 countries. Built to operate at its optimum across Vaioni connectivity, we are one of the only service providers who are able to deliver a full end to end connectivity and UC solution, which does not compromise on performance, security and technical support.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

The 8x8 clear voice platform offer 99.999% network up time.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

SLA & Performance

Priority	Definition	Helpdesk Target Response	Target Access	Target Site Response	Target Resolution Time
Priority 1	Critical Failure	All calls should be answered within 30 Seconds and emails will be responded to with an automatic ticket response	Sub 5 Minutes	Not Applicable (Remote Service Only)	Refer to 8x8 core SLA
This Priority is used for system faults where there is a critical impact on normal operation. This relates to faults affecting entire voice network services Whole system, whole site and where there is no workaround. The Resolution Time is defined as the time needed to recover the Service. The Service is considered as recovered even when it is restored through a workaround or a fall-back solution. The Resolution Time, started from the ticket creation, is calculated as the effective elapsed execution time from which third parties' interventions are subtracted. During this resolution timeframe, all the administrative and technical actions are taken to inform. No hardware is covered unless previously agreed otherwise. Target of 95% response to target measurement.					
Priority 2	Major Failure, system wide component failure	All calls should be answered within 30 Seconds and emails will be responded to with an automatic ticket response	Sub 30 Minutes	Not Applicable (Remote Service Only)	Refer to 8x8 core SLA
This Priority is used for system faults where there is a major impact on normal operation. A P2 fault is where the majority of users are impacted or there is a client/supplier component failure (LAN/WAN/Power) that impacts the majority of users at a site. This relates to faults affecting Part system, building out, power out, functionality lost for the majority of users and where there is no workaround. No hardware is covered unless previously agreed otherwise. Target of 99% response to target measurement.					

Remote MAC/Tech Support	Soft Move, Add or Change	30 minutes acknowledgement within normal business hours (08.00 to 18.00hrs GMT) Mon/Fri exc UK Public holidays.	NA	NA	Within 24 Hours subject to contract type
This Priority is for any user configuration/Tech Support changes that may be requested. It is recommended that the remote requests are bundled together and logged in a single request. This enables multiple job requests to be completed together and is the most cost-effective route. The fair use policy is that MAC requests over a 3-month period should average out at no more than 10% of user capacity for a month. For example, we would expect a 100-user system to log no more than 10 system change requests per month. For systems with less than 10 users we would provide 1 MAC inclusive per month. Each change request can be up to 30 minutes in duration. For anything outside the above, we reserve the right to charge a standard fee of £100.00 per hour.					

8x8 Core SLA

Severity Level	Details	First Response	Update	Support Hours
Severity 1 – Urgent	Multiple sites are unable to make or receive calls – Business critical impact – No workaround available	1 Hour	2 Hours	24/7
Severity 2 - High	Single endpoint or site affected, causing a reduced level of service. Major business impact and a workaround may be available	4 Hours	Daily	Weekday
Severity 3 – Normal	Single endpoint or site affected causing minimal impact. Workaround available and a replacement endpoint is ordered	1 Business Day	N/A	Weekday

Vaioni Service Level Agreement – Broadband

Vaioni Broadband

Vaioni offers unrivalled choice of Broadband services, especially in the Fibre broadband space, bringing together the largest choice of broadband operators, technologies and services to businesses for both UK and International requirements. Backed by our award-winning team and 100% network uptime, we are famous for our internet connectivity capabilities.

Vaioni Broadband offers businesses a large choice of high quality, business-grade broadband services. Vaioni Broadband comes in several flavours, ranging from ADSL2+, FTTC and more recently SoGEA & FTTP.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

ADSL2+

up to 24Mbps with unlimited data usage as part of the Business Broadband Bundle.

SoGEA and FTTC

Up to 80mbs Downstream Broadband with unlimited data usage.
Up to 20mbs Upstream Broadband with unlimited data usage.

FTTP

Up to 100Mbps Downstream Broadband and up to 20Mbps Upstream Broadband (depending on package chosen) with unlimited data usage.
Up to 150Mbps Downstream Broadband and up to 30Mbps Upstream Broadband (depending on package chosen) with unlimited data usage.
Up to 200Mbps Downstream Broadband and up to 50Mbps Upstream Broadband (depending on package chosen) with unlimited data usage.
Up to 300Mbps Downstream Broadband and up to 75Mbps Upstream Broadband (depending on package chosen) with unlimited data usage.
Up to 500Mbps Downstream Broadband and up to 20Mbps Upstream Broadband (depending on package chosen) with unlimited data usage.
Up to 1000Mbps Downstream Broadband and up to 115Mbps Upstream Broadband (depending on package chosen) with unlimited data usage.

FibreLight

Committed Information Rate is 20% on downstream bandwidth and 10% on upstream bandwidth as a function of Headline Rate.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

SLA & Performance

Talk Talk Business ADSL2+, SoGEA, FTTC, & FTTP

P1 Hard Down – MTTR 48 Hours (Core Hours)
P2 Degraded – MTTR 48 Hours (Core Hours)
P3 Limited Business impact – MTTR 72 Hours (Core Hours)

FibreLight

- P1 Hard Down – MTTR 24 Hours
- P2 Degraded MTTR 48 Business Hours
- Service Request Fix Time – 5 working days

Vaioni Service Level Agreement – Clear SIP

Vaioni Clear SIP

Clear SIP from Vaioni allows you to make and receive voice and video calls over the internet, rather than using the traditional PSTN Network.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

99.5% availability Standard clear SIP build
99.9% availability Enhanced SIP build

A Resilient build SIP Trunking means a Vaioni-approved configuration, such as dual SBCs in active/standby mode offering geographic diversity. For full details of the Resilient Build options and how to access these solutions, please refer to the SIP Trunking Service Description. Please note the Service Availability and other measures with the SLA relate to the core SIP trunking service and does not include access or local CPE elements.

As a means of determining and measuring the call quality of the SIP Trunking service, Vaioni measures the call quality of calls passing through the Vaioni core IP network and Session Border Controllers (SBCs).

The performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that cover a scale from 1 (bad) to 5 (excellent) for call quality. The Vaioni SIP Trunking Product supports the following codecs, G.711 and G.729 for external call termination.

The PESQ score targets for the supported CODECs for the Vaioni SIP Trunking product are as follows:

Codecs	Mean Average PESQ Score	Period
G.711	4.1	Once Calendar Month
G.729	3.7	Once Calendar Month

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SLA

Severity	Description	Time to Resolve
P1	Critical fault loss of service - Multi Clear SIP services affected	5 clock hours
P2	High loss of service – single service affected	9 clock hours
P3	Medium disrupted service Clear SIP service affected	3 working days
P4	Low Single number destination or QoS	7 working days

Vaioni Service Level Agreement – Cloud Connect

Vaioni Cloud Connect

Vaioni Cloud Connect (VCC) delivers public cloud service enabling our customers with quick and easy access to all major Cloud platforms, giving your business scalable, flexible solutions for the management of your applications and internet infrastructure.

Guarantees

Vaioni guarantees that the following minimum standards are met at all times.

99.9% availability

Region	RTT	Packet Loss	Jitter
Within Europe	85ms	Average monthly packet loss 0.1%	Average Jitter Per month 500µs
Within North America	110ms	Average monthly packet loss 0.1%	Average Jitter Per month 500µs
Asia Network	175ms	Average monthly packet loss 0.1%	Average Jitter Per month 500µs

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

Vaioni Service Level Agreement – Cyber Security

MDR

VaiGuard MDR is a critical Monitor, Detect and Respond service, wrapped with a Managed SOC, providing the highest levels of Cyber protection in a fully managed service. VaiGuard MDR underpins three key security modules:

- Endpoint Sensor
- Network Sensor
- Services Sensor

The MDR service provides cloud-based monitoring of your corporate applications/services, network traffic and endpoint devices which is scrutinised & analysed 24/7/365 by our Security Operations Centre (SOC).

EDR

VaiGuard Managed EDR delivers protection, compliance and secure access in a single, lightweight device agent. It is built on the world class FortiClient by Fortinet, delivering the most powerful end-point device security which is integrated into Vaioni's 24/7 365 SoC and managed service. The service proactively looks for malicious behaviour on your devices and stops it before it can spread within your environment, gaining access/ control of your data, application or devices.

CSIRT

Vaioni's Cybersecurity Incident Response Team (CSIRT) Service minimises the impact of any cyber incidents through providing access to our cyber and data protection experts at short notice, when you need it most. Our specialist investigation teams will help you understand how a cyber-attack was perpetrated and support you through remediation.

Vaioni's Incident Response Service comprises of three key security modules:

- On-Demand Incident Response Service
- Retainer Incident Response Service
- Incident Response Readiness Service

Vulnerability Management & Vulnerability Patching

VaiGuard Vulnerability & Patching Management Service offers the key to keeping on top of patching

your device and applications. We offer four components to the service:

- Internal Network Infrastructure Scanner
- External Network Infrastructure Scanner
- Endpoint Scanner
- Web Application Scanner

The VaiGuard Vulnerability Management service monitors your whole corporate environment through scanning and monitoring all the devices connected to your internal and external networks including your internet-facing applications/services. Each device/application's scanned information is scrutinised and analysed for vulnerabilities. Those identified are then scored based upon their criticality.

Vaioni Support Performance

MDR and EDR

Vaioni provide a 24/7 technical support team.
During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

When a ticket is created, Vaioni will assign it to one of the following ticket types:

Security Incidents: These are created when the norm. SOC team identify a security alert and need to identify the customer. The customer can also raise a security incident, if required, by contacting the support team.

Support Incidents: These are created when there is a failure or issue in the service and further investigation or remedial action is required. These will either by raised by Vaioni, if identified via regular monitoring activity, or by the customer by contacting the support team.

Service Requests: These are created when an action is required, but there is no impact to the service.

When the ticket is triaged, the Vaioni analyst will assign it one of the following priorities. This may change during the lifetime of the ticket as more information becomes available.

Type	Priority	Description
Security Incident	P1	Actionable, high-risk events or policy violations that have the potential to cause severe damage or disruption to customer environment.
Security Incident	P2	Unauthorised user activities that do not directly impact the system performance or harm data.
Security Incident	P3	User error, misconfigurations, non-compliance, and scanning.

Support Incident	P2	Service impacting issue with no workaround
Support Incident	P3	Non-service impacting issue such as reporting failure, or service impacting issue with a valid workaround
Service Request	P4	Service requests / Requests for information

Target time taken from the support team being made aware of a request/incident, classifying it, and notifying the customer.

Priority 1 Incident Response: Respond in 1 hour.
Priority 2 Incident Response: Respond in 4 hours.
Priority 3 Incident Response: Respond in 1 working day.
Priority 4 Service Request Response: Respond in 3 working days.

CSIRT

Vaioni's CSIRT service is offered in two variations: on-demand and retained. Retained is comprised of three tiers, Broze, Sliver, and Gold. The table below shows the core service for each.

	Remote Support	Onsite Support
On-Demand	First responder contact within 24 hours (Mon – Fri 9 – 5)	Case by case basis
Bronze	First responder contact within 4 hours (Mon – Fri 9 – 5)	On-site support next working
Sliver	First responder contact within 4 hours (Mon – Fri 9 – 5)	On-site support next working
Gold	First responder contact within 2 hours	On-site support within the 24hrs to pre-arranged sites

Vulnerability Management & Vulnerability Patching

Vulnerability Management & Vulnerability Patching are not SLA backed services.

Vaioni Service Level Agreement – ConnectedOn

ConnectedOn

Vaioni provides a both an Ad hoc Managed and fully managed Wi-Fi LAN solution designed to work seamlessly with our connectivity products. The service utilises Ubiquiti access points and switches to deliver reliable, high-performance wireless coverage across customer sites.

For standard indoor environments, Vaioni deploys the Ubiquiti U6 Pro access point as our primary option, offering robust throughput, Wi-Fi 6 performance, and broad coverage suitable for most office and commercial settings.

Where deployments require alternative specifications—such as outdoor, open-air, or high-exposure environments—Vaioni can provide additional access point models tailored to those conditions. For example, the Ubiquiti U6 Mesh is commonly used for outdoor coverage or flexible installation scenarios.

This service includes the design, configuration, and deployment of the appropriate Wi-Fi equipment to ensure reliable connectivity aligned with the customer's operational needs.

Vaioni Technical Support

Vaioni provide a 24/7 technical support team.

During core business hours the Vaioni Technical support team will respond to both proactive and reactive incidents, outside of business hours (reactive only) calls to the Vaioni Technical support team will be returned by the Duty Support Engineer within 1 hour.

SLA

(Managed Only)

Severity	Description	Time to Resolve
P1	Critical: Service-Affecting Fault Complete Service outage - the Service is completely unavailable. There is a critical security incident, or for High Availability (HA) Solutions - where both the primary and secondary instances of a particular service are completely unavailable, resulting in complete service outage. For non-HA solutions when a single instance of a service is completely unavailable resulting in the same.	Typically, within 4 working hours
P2	Severe: Service-Affecting Fault Some day-to-day work can be completed but business is affected. Multiple applications are unavailable. There is a high risk to the security of the Service.	Typically, within 6 working hours
P3	Moderate: Non-Service- Affecting Fault The service is available but day-to-day business may be moderately affected. One or more business applications cannot operate fully. There is a moderate risk to the security of the service, or for High Availability Solutions - where a component of the primary or secondary instance of a HA Service is completely unavailable, but the Service remains operational.	Typically, within 12 working hours
P4	Minor: Non-Service-Affecting Fault The Service is available and most or all daily tasks can still be carried out. All applications can be used but some features are affected. There is a low risk to the security of the service.	Typically, within 5 working days

Change log.

Date	Change description	Issue number	Author
23 July 2020	Rebranded	2.93	Sally Hannigan
20 July 2023	Additional products included	2.94	Claire Wilkinson
20 September 2023	Additional products included.	2.96	Claire Wilkinson
15th November 2023	Additional products included.	2.97	Claire Wilkinson
12th December 2023	Additional products included.	2.98	Claire Wilkinson
28th February 2024	Additional products included.	2.99	Claire Wilkinson
30th October 2025	Additional products included	3.0	Claire Wilkinson

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