



## Service levels for communications and technical support for equipment

### 1. Scope

The provisions of this document apply to communications services marketed by Ar and technical assistance for equipment not used to provide services, such as equipment supplied on a service model, sold or rented by Ar and with support and/or management services contracted by the customer.

### 2. Service levels

2.1. Service levels are measured using the following parameters: (i) Availability, (ii) Technical incident resolution time, and (iii) Technical request resolution time.

2.2. Service levels for incident resolution and technical requests are segmented into NS1 and NS2. Ar's base proposal includes the NS1 service level.

2.3. The following is considered when measuring service levels:

a) **Linear Hours (LH):** Consecutive hours.

b) **Working hours:** Daily working period between 9:00 a.m. and 6:00 p.m. from Monday to Friday, except public holidays.

c) **Working Hours (WH):** Hours that occur within Working Hours. For example, a time interval of 6 WH may correspond to more or fewer linear hours depending on the start time of the interval. Thus, if the interval 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 compared to the number of potential hours of correct operation, after deducting the number of hours of unavailability resulting from pre-programmed interruptions for the purpose of maintaining the Ar infrastructure. Maintenance work on the infrastructure may interfere with the operation of the services and will be carried out at the following times: Saturdays and Sundays from 00:00 to 08:00, in intervals of no more than 1 hour, and on other days from 04:00 to 08:00, in intervals of no more than 30 minutes.

e) **Resolution Time:** Resolution time for 90% of incidents/support requests. The time is calculated from the moment the incident or request is logged until it is resolved. In circumstances where confirmation from the customer is required to confirm that the incident has been resolved, the customer's response time is not taken into account.

f) **Maximum Resolution Time:** Maximum time for resolving an incident/support request. The time is calculated from the moment the incident is logged until the moment it is resolved. In circumstances where customer confirmation that the incident is resolved is required, the customer's response time is not taken into account.

g) **Priority:** Degree of precedence with which an incident/request must be resolved in relation to other competing incidents/requests. Priority is given by combining the variables of impact and urgency, and is used to establish the appropriate order of resolution of incidents and requests, taking into account the effort required and the resources available. The customer determines the initial priority when creating the Incident or request in accordance with the tables below. After the initial assessment of the problem/request, the priority may be changed by Ar provided that the customer approves.



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

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

### 3. Service level values for communications services

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

**Overall Availability:** Service availability values do not include physical access to the customer. Therefore, overall availability, including access and platform, is calculated by multiplying the two availability values.

Resolution of incidents and technical requests

		Incidents		Requests	
		NS1	NS2	NS1	NS2
Priority P1	Resolution Time	12 HU	4 HL	8 HU	8 HL
	Maximum Resolution Time	16 HU	8 HL	16 HU	16 HL
Priority P2	Resolution Time	16 HU	8 HL	12 HU	12 HL
	Maximum Resolution Time	24 HU	16 HL	24 HU	24 HL
Priority P3	Resolution Time	24 hours	16 HL	24 HU	24 HL
	Maximum Resolution Time	36 HU	32 HL	40 HU	40 HU

#### Assigning Priority to Incidents

- Priority P1: Customer service is unavailable.
- Priority P2: Customer service is slow or experiencing failures.
- Priority P3: All other cases.

#### Assigning Priority to Technical Requests

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

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

During the equipment warranty period, Ar only ensures compliance with the warranty and support conditions provided by the equipment manufacturer. If necessary, the customer can contact the



manufacturer or Ar directly. Travel or spare parts management for the replacement of faulty equipment is not included.

The Support service covers the replacement of equipment in the event of a fault and the restoration of settings on replacement equipment. The customer may choose one of two support models:

(i) **Return and Replace Support:** Travel to the customer is not included in the service. Replacement equipment is sent to the customer by carrier. The equipment can be shipped 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:** Travel to the customer is included in the service.

Incident Resolution for Return And Replace Service: Delivery of replacement equipment to the customer within 24 hours for NS1 contracts and within 24 hours for NS2 contracts, after the incident has been reported.

### Incident Resolution for On-Site Service:

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

## 5 Service level values for the equipment management service

The equipment management service covers the management of equipment configurations, but does not include warranty or support in the event of a breakdown.

		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

### Assigning Priority to Incidents

- Priority P1: The equipment is inoperative and has a high impact on the customer's organisation's operations.



- Priority P2: The equipment has faults that do not prevent its use, but have an impact on the functioning of the customer's organisation.
- Priority P3: All other cases.

### **Assigning Priority to Requests**

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