

Service Level Agreement (SLA) - Addendum



IMPORTANT NOTE:

This SLA addendum should only be consumed alongside, and in the context of, the main SLA document.

FTTC Ethernet Target Response and Target Clearance times

Detailed below are the Target Response and Target Clearance times that apply to Spitfire FTTC Ethernet services. FTTC Ethernet (B) is a product that uses an analogue copper bearer line (WLR) and overlying Fibre to the Cabinet (FTTC) VDSL service in order to connect to the Ethernet network. Please see the Wholesale Line Rental and Calls section of the SLA for more information on WLR. FTTC Ethernet (T) does not require a separate underling copper bearer line (WLR) as the copper pair is included with the product. FTTC Ethernet performance targets require specific CoS configuration on both the Customer's router and on routers within the Spitfire Core Network.

Spitfire FTTC Ethernet Services Target Response and Target Clearance								
Product Name	Target Response Times				Target Clearance Times			
	System Failure	Major Faults	Minor Faults	Others	System Failure	Major Faults	Minor Faults	Others
FTTC Ethernet (B)	30 wk mins	2 wk hrs	4 wk hrs	1 wk hr	7 clock hrs	n/a	n/a	n/a
FTTC Ethernet Max (B)	30 wk mins	2 wk hrs	4 wk hrs	1 wk hr	7 clock hrs	n/a	n/a	n/a
FTTC Ethernet (T)	30 wk mins	2 wk hrs	4 wk hrs	1 wk hr	7 clock hrs	n/a	n/a	n/a

Spitfire FTTC Ethernet Services Support Hours		
Product Name	Customers May Raise A New Support Case	Spitfire Support Will Progress A Support Case
All Faults (System Failures, Major Faults, Minor Faults)		
All Products	Everyday 00:00-23:59 (incl. Bank/Public Holidays)	Everyday 00:00-23:59 (incl. Bank/Public Holidays)
All Other Support Requests		
All Products	Mon-Fri 08:00-19:59 (excl. Bank/Public Holidays)	Mon-Fri 08:00-19:59 (excl. Bank/Public Holidays)

FTTC Ethernet Target KCI

Spitfire FTTC Ethernet Services KCI Targets								
Product Name	KCI - Customer Update Frequency				KCI - Contact Ratio (call/electronic)			
	System Failure	Major Faults	Minor Faults	Others	System Failure	Major Faults	Minor Faults	Others
All Products	2 hrs	3 hrs	4 hrs	n/a	1:1	1:2	1:3	n/a

FTTC Ethernet Performance Targets

Spitfire FTTC Ethernet Performance Targets								
	Etherflow	Maximum Prioritised Traffic Allocation^^	Max Downstream	Max Upstream	Prioritised Traffic Throughput^	Max Packet Loss Target^	Max Latency Target^	Max Jitter Target^
Spitfire BT Wholesale Products								
FTTC Ethernet (B)	20 Mb/s	1 Mb/s	The lesser of: (1) the Downstream DSL BRAS Profile <u>or</u> (2) the Etherflow	The Upstream DSL BRAS Profile	Marked traffic up to the Maximum Prioritised Traffic Allocation	0.01 %	<10 ms	<3 ms
FTTC Ethernet Max (B)	80 Mb/s	4 Mb/s	The lesser of: (1) the Downstream DSL BRAS Profile <u>or</u> (2) the Etherflow	The Upstream DSL BRAS Profile	Marked traffic up to the Maximum Prioritised Traffic Allocation	0.01 %	<10 ms	<3 ms
Spitfire TalkTalk Business Products								
FTTC Ethernet (T)	80 Mb/s	4 Mb/s	The lesser of: (1) the Downstream DSL BRAS Profile <u>or</u> (2) the Etherflow	The Upstream DSL BRAS Profile	Marked traffic up to the Maximum Prioritised Traffic Allocation	1 %	<80 ms	<45 ms

^The FTTC Ethernet Performance Targets apply to the proportion of traffic which is included within the Prioritized Traffic Allocation.

^^The FTTC Ethernet Prioritized Traffic Allocation is 5% of the Etherflow. So for a 20 Mb/s Etherflow, where the BRAS Profile is at least 1 Mb/s, the FTTC Ethernet Performance Targets apply to 1 Mb/s of total throughput. For an 80 Mb/s Etherflow, where the BRAS Profile is at least 4 Mb/s, the FTTC Ethernet Performance Targets apply to 4 Mb/s of total throughput.