

## Spitfire Service Level Agreement v2.1

### Key improvements and updates from v2.0

Customers should always ensure they are viewing the latest version of the Spitfire SLA as found at the Spitfire website:  
<http://www.spitfire.co.uk/support/terms-and-conditions/>

#### Key improvements

- Added TTB and VMB Ethernet performance targets.
- Added non-UK based Ethernet services performance and clearance targets.
- Added FTTC Ethernet clearance targets.
- Added FTTC Ethernet to Service Credits section (page 23).

#### Key amendments

- Corrected single analogue product name from Basic to Standard (page 5).
- Updated Openreach Engineers section to match current passages used by Spitfire Support (page 21).

#### Key withdrawals

- (none)
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## Spitfire Service Level Agreement v2.0

### Key improvements and updates from v1.0

Customers should always ensure they are viewing the latest version of the Spitfire SLA as found at the Spitfire website:  
<http://www.spitfire.co.uk/support/terms-and-conditions/>

#### Key improvements

- Definitions of supported hours per-product.
- Support for DSL services with Standard Care has been extended to cover weekends. Support is now available every day from 08:00-18:00.
- Added distinction between Single Analogue Basic + Service Level 2 vs. Single Analogue Premium (inc. Service Level 2) to help customers choose the most suitable product for their needs.
- Fibre Ethernet and Copper Ethernet (EFM) services' previous "Guaranteed Uptime" of 99.93% has been improved to "Target Uptime" of 100% and 99.95% respectively.
- Fibre Ethernet and Copper Ethernet (EFM) services' previous Clearance Times of 8 clock hours has been improved to Target Clearance Times of 5 clock hours and 7 clock hours respectively.
- Ethernet Access Direct (EAD) ISP services have been included within the Spitfire SLA.
- DSL services have been expanded to include downstream and upstream throughput targets for a number of products.
- A number of additional VDSL2 services have been included within the Spitfire SLA.
- IFNL Broadband services have been included within the Spitfire SLA with the associated details due to be expanded further in a future revision of the Spitfire SLA.
- A number of Customer Premises Equipment (CPE) Phone Systems and Hosted and Cloud Phone Systems have been included within the Spitfire SLA, along with corresponding definitions for the various support levels.
- The Router Replacement service has been included within the Spitfire SLA.
- Guidance on Hardware Remote Programming has been included within the Spitfire SLA covering ISP routers and telephony services.
- SIP Services including SIP Communicator Hosted PBX, 3CX Cloud and SIP Trunking have been included within the Spitfire SLA.
- Details on how to best interact with Spitfire Support have been included within the SLA.
- Details of Openreach engineering activities have been provided within the SLA. Helpful guidance relating to charges is also included, as well as information about customer demarcation points, to increase transparency when it comes to Time Related Charges and Abortive Visit Charges that might occasionally be raised during a support case.
- The Service Credits section has been improved, including new Ethernet Service Credit calculations which now result in increased payments to customers in the unfortunate event of them experiencing a fault.

#### Key amendments

- Improved definition of Spitfire Support Office Hours to cover the Christmas period.
- Clarification that the KCI system applies 08:00-17:59 during Spitfire Support Office Hours.
- Improved definitions for support case categories.
- Improved definition of Work Hours and how Response Targets are defined within these periods.
- Performance Targets are clarified for Fibre Ethernet and Copper Ethernet (EFM) services by renaming "Guaranteed Throughput" to "Uncontended Throughput" in line with supplier and industry product specifications.
- An erroneous reference to "BT Wholesale" under DSL "Enhanced Care" has been removed as this is a TalkTalk Business service level, not BT Wholesale. In addition, a reference to "4 hour response time" has also been removed as that refers to an internal target from BT Wholesale to Spitfire. Finally, a reference to "20 clock hours" has been corrected to "24 clock hours" in line with the relevant service offering from TalkTalk Business.
- Performance Targets are clarified for a number of DSL services by renaming "Guaranteed Throughput" and "Guarantee" as "Throughput Targets", "Targets", and "Assured" in line with supplier and industry product specifications.

- VDSL2 Downstream Throughput Targets have been clarified and expanded to now also include Upstream Throughput Targets in line with supplier product specifications.
- Within the Hardware section, Warranty Replacement has been clarified to include the Customer's responsibility to return hardware that is replaced, at their return cost. This is not a change to policy, and instead, this clarifies what the Customer should expect when using the Warranty Replacement service.
- Within the ISP section, "Advanced Support" has been renamed "Router Support".
- Additional guidance has been provided within the Fraud section.

#### Key withdrawals

- LLU ADSL2+ Voice Approved (TalkTalk Business) has been removed from the SLA. Customers are encouraged to enquire with their Spitfire Account Manager regarding a seamless transfer to SDSL M as the ideal replacement for this service.
- The Performance Targets for LLU ADSL2+ Premium and LLU ADSL2+ Annex M (TalkTalk Business) have been removed from the SLA. This is due to updated product guidance by Spitfire. Customers still requiring SLA-backed Performance Targets are encouraged to enquire with their Spitfire Account Manager regarding a seamless transfer to SDSL M as the ideal replacement for these services.
- PureStream, DualStream 1:1 and DualStream M have been removed from the SLA as these are not discrete products. Customers should instead refer to the relevant component products, as detailed within this SLA.