

FIRSTCOM EUROPE LTD – SERVICE LEVEL AGREEMENT (SLA)

Version: 2026.1 — Effective from: 01/08/2026

1. PURPOSE OF THIS SLA

This Service Level Agreement (“SLA”) forms part of the Agreement between Firstcom Europe Ltd (“Firstcom”) and the Customer. It defines service availability targets, response and resolution times, fault classifications, escalation procedures, and service credit rules (where applicable).

This SLA does not apply to outages caused by third-party carriers, power loss, Customer equipment, or events outside Firstcom’s reasonable control.

2. SERVICE AVAILABILITY TARGETS

Hosted Voice (VoIP)

- Target Availability: 99.95%
- Excludes Customer internet outages, LAN faults, power loss, router/ONT failures.

SIP Trunks

- Target Availability: 99.99%
- Excludes PBX faults, firewall misconfiguration, Customer network issues.

Connectivity (FTTP, SoGEA, Ethernet)

- FTTP/SoGEA: 99.5%
- Ethernet: 99.9%
- Excludes Openreach/carrier outages, ECC delays, Customer router issues.

IT Managed Services (ITMS)

- Remote Monitoring & Management: 24/7
- Helpdesk Availability: Monday–Friday, 08:30–17:30 (excluding UK public holidays)

3. FAULT CLASSIFICATION

- **P1 – Critical Fault:** Complete loss of service; major outage affecting all users; no workaround.
- **P2 – High Priority Fault:** Degraded service affecting multiple users; workaround available but service impaired.
- **P3 – Standard Fault:** Issue affecting a single user or device; non-critical degradation.
- **P4 – Low Priority / Request:** Moves, adds, changes; configuration requests; non-urgent queries.

4. RESPONSE & RESOLUTION TARGETS

Response & Resolution Targets		
Priority	Response Time	Resolution Target
P1 Critical	1 hour	4 hours (best endeavours if carrier fault)
P2 High	2 hours	1 business day
P3 Standard	4 hours	3 business days
P4 Low / Request	1 business day	5 business days

5. CUSTOMER RESPONSIBILITIES

The Customer must:

- Provide accurate fault information
- Ensure equipment is powered and connected
- Allow remote access where required
- Provide site access for engineering visits
- Maintain secure passwords and network settings

Failure to do so may delay resolution and suspend SLA targets.

6. EXCLUSIONS

This SLA does not apply to:

- Power failures
- Customer LAN, Wi-Fi, firewall or router faults
- PBX misconfiguration
- Third-party carrier outages
- Force majeure events
- Customer-requested changes
- Equipment not supplied or managed by Firstcom
- Missed engineer appointments caused by the Customer

7. ESCALATION PROCEDURE

If a fault is not progressing satisfactorily:

- Stage 1: Support Engineer
- Stage 2: Support Team Leader
- Stage 3: Service Manager
- Stage 4: Operations Director

Escalation contact details are provided in the Customer Welcome Pack.

8. SERVICE CREDITS (IF APPLICABLE)

Service credits apply only where stated on the Customer Order Form. Where applicable:

- Credits are calculated as a percentage of the monthly recurring charge for the affected service.
- Credits are the Customer's sole and exclusive remedy for service performance issues.
- Credits must be claimed within 30 days of the incident.

9. PLANNED MAINTENANCE

Firstcom may perform planned maintenance:

- With at least 48 hours' notice
- Typically outside business hours
- With minimal expected disruption

Planned maintenance does not count towards availability calculations.

10. FAULT REPORTING

Faults must be reported via:

- Email: faults@firstcomeurope.co.uk
- Telephone: 0333 023 7000

Support hours: Monday–Friday, 08:30–17:30 (excluding UK public holidays). P1 faults may be reported 24/7 via telephone.

11. DEFINITIONS

- **Response Time:** Time between the Customer reporting a fault and Firstcom acknowledging it.
- **Resolution Time:** Target time to restore service or provide a workaround.
- **Availability:** Percentage of time the service is operational, excluding exclusions.

12. OUT-OF-HOURS SUPPORT (OPTIONAL SERVICE)

Availability

Out-of-Hours Support is an optional, chargeable service available only where expressly stated on the Customer Order Form.

Hours Covered

- Monday–Friday: 17:30–08:30
- Weekends: 24 hours
- UK Public Holidays: 24 hours

Scope

Out-of-Hours Support covers:

- P1 Critical faults
- P2 High-priority faults affecting multiple users
- Emergency service-impacting issues

Non-urgent requests (P3/P4) will be logged for next business day.

Charges

Out-of-Hours Support is billed as:

- A fixed monthly fee **or**
- A per-incident charge as stated on the Customer Order Form. On-site engineering outside business hours may incur additional charges.

Exclusions

Out-of-Hours Support does not cover:

- Moves, adds, changes
- Configuration requests
- Customer equipment faults (unless under a paid support contract)
- On-site engineering unless separately chargeable
- Issues caused by third-party carriers

Response Targets (Out-of-Hours

Customer Responsibilities

The Customer must:

- Provide an authorised out-of-hours contact
- Ensure equipment is powered and accessible
- Provide remote access where required

Out-of-Hours Response Targets		
Priority	Response Time	Resolution Target
P1 Critical	1 hour	Best endeavours
P2 High	2 hours	Best endeavours
P3 / P4	Logged only	Next business day
P4 Low / Request	1 business day	5 business days

END OF SLA