

SCHEDULE 7
SERVICE LEVELS

This Schedule 7 sets out the Service Levels and Service Level Penalties (Service Credits) for the Services in the Reference Offer.

CONDITION PRECEDENT TO MEETING SERVICE LEVELS

- A. BNET's ability to meet certain Service Level may be dependent on certain third parties (including but not limited to Government authorities, ministries and municipalities) for the purpose of obtaining, inter alia, authorisations, wayleaves, or any other permission as long as the Access Provider made all reasonable efforts to obtain them, including making the relevant applications in a timely manner, notifying the Access Seeker of such requirement and keeping the Access Seeker updated on the progress.

- B. Where the Access Seeker has requested the suspension of a Service Order for a relevant Reference Offer Service, the Service Level related to that Reference Offer Service shall be suspended until the Access Seeker notified BNET in writing that it wishes to proceed with the Service Order.

WHOLESALE BITSTREAM SERVICE (WBS)

Service Level Type	Business Process	Service Level Terms	SLA	Responsibility	Service Level Penalties
Service Order Acknowledgement	Maximum Time for Service Order Acknowledgment	During Working Hours	15 minutes	Access Provider	N/A
		Outside Working Hours	15 minutes		
Service Order Confirmation	Maximum Time for Service Order Confirmation	During Working Hours	2 Working Days	Access Provider	10 SC for each Working Day after the Maximum Time for Notification of Expected RFT and RFS Dates until such time as the MNO receives the Notification.
Service Order Completion RFS Date (New Provide) - WBS Essential	Order-To-Payment -Maximum Delivery Time	<p>Subject to availability of GPON fibre and other conditions stipulated in Schedule 6.1</p> <p>In case of a WBS Transfer Request as defined in Decision No. 2 of 2021 or any applicable Decision and/or Regulation relating to WBS Transfer as issued by the Authority, the timelines set out in such Decision and/or Regulation will apply.</p>	10 Working Days (from Service Order Confirmation)	Access Provider	<p>10 SC for each additional Working Day thereafter until the Access Seeker receives the RFS Certificate.</p> <p>(There is no Maximum Penalty Cap per Connection).</p>
Order Completion RFS Date (New Provide) - WBS Advanced	Order-To-Payment Maximum Delivery Time	<p>Subject to availability of GPON fibre and other conditions stipulated in Schedule 6.1</p> <p>In case of a WBS Transfer Request as defined in Decision No. 2 of 2021 or any applicable Decision and/or Regulation relating to WBS Transfer as issued by the Authority, the timelines set out in such Decision and/or Regulation will apply.</p>	5 Working Days (from Service Order Confirmation)	Access Provider	50 SC for failure to meet the Maximum RFS Date and 25 SC for each additional working day thereafter until the Access Seeker receives the RFS Certificate. (There is no Maximum Penalty Cap per Connection).

Service Order Completion RFS Date (New Provide) - Premium Service Delivery	Order-To-Payment Maximum Delivery Time Premium Service Delivery	Premium Service Delivery in 24hours if no civil works is required.	24 hours (subject to service confirmation that premises is home connect and the order being placed during working hours)	Access Provider	No applicable service credit as this is an optional service. If Access Provider is unable to deliver within 24hours, Access Provider will not charge Access Seeker the premium delivery charge
Order Completion RFS Date (New Provide) – both WBS Essential and Advanced	Order-To-Payment Maximum Delivery Time	Maximum delivery time for Service Orders impacted by civil infrastructure issues	60 Calendar Days (subject to obtaining the necessary approvals, including wayleaves, permission, etc)	Access Provider	10 SC for each additional working day Working Day thereafter until the Access Seeker receives the RFS Certificate. (There is no Maximum Penalty Cap per Connection).
Order Completion (Internal Relocation, Upgrade & Downgrade)	Request to Change (Internal Relocation, Upgrade & Downgrade)	Maximum Delivery Time	Internal Relocation subject to End User premises readiness: 10 Working days An Internal Relocation follows the same process as a new provide whereby the Access Seeker must select an available appointment slot for the request. Upgrade & Downgrade: 5 Working Days	Access Provider	10 SC for each additional working day Working Day thereafter until the Access Seeker receives the RFS Certificate. (There is no Maximum Penalty Cap per Connection)

Order Completion (Service Termination)	Termination To Confirmation	Maximum Delivery Time	5 Working Days	Access Provider	No SC. The Access Provider will not bill the Access Seeker if a Service is terminated beyond the 5 Working Days
Order Completion External Relocation)	Request to Change	Maximum Delivery Time	10 Working Days	Access Provider	10 SC for each additional working day Working Day thereafter until the Access Seeker receives the RFS Certificate. The Maximum Penalty per Connection is Capped at 1 Month Rental equivalent to a total of 100 SC).
Service Request Acknowledgement	Request to Answer: for Service Request for Fibre Cost Assessment - Maximum Time for Service Request Acknowledgment	During Working Hours	15 minutes	Access Provider	N/A
		Outside Working Hours	15 minutes	Access Provider	N/A
Service Request Answered	Request to Answer: for Service Request for Fibre Cost Assessment - Maximum Time to answer a request	Service Request for fibre cost assessment answered	10 Working Days	Access Provider	N/A
Fault Acknowledgement Time	Problem-To-Solution -Maximum Fault Acknowledgement Time	During Working Hours and Outside Working Hours	15 minutes	Access Provider	N/A

Response Time	Problem-To-Solution - Maximum Response Time	During Working Hours	5 Working Hours	Access Provider	N/A
		Outside Working Hours	12 hours		
Restoration Time (WBS Essential)	Problem-To-Solution -Maximum Restoration Time	During Working Hours and Outside Working Hours	48 hours	Access Provider	20 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time. (There is no Maximum Penalty Cap per Connection).
Restoration Time (WBS Advanced)	Problem-To-Solution -Maximum Restoration Time	During Working Hours and Outside Working Hours	<p>During Working Hours: 12 hours</p> <p>Outside Working Hours: 24 hours</p> <p>For either scenario, this excludes any fibre cable cut and/or outages requiring civil works</p>	Access Provider	20 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time. (There is no Maximum Penalty Cap per Connection).

WHOLESALE DATA CONNECTION (WDC)

Service Level Type	Business Process	Service Level Terms	SLA	Responsibility	Service Level Penalties
Service Order Acknowledgement	Order-To-Payment - Maximum Time for Service Order Acknowledgment	During Working Hours and Outside Working Hours	15 minutes	Access Provider	N/A
Service Order Confirmation	Order-To-Payment - Maximum Time for Service Order Confirmation	During Working Hours and Outside Working Hours	2 Working Days	Access Provider	N/A
Notification of Expected RFS Date	Order-To-Payment - Request to Change Maximum Time for Notification of Expected RFS Date	Upgrade/Downgrade order and Cancellation Request	5 Working Days	Access Provider	25 SC for each Working Day after the Maximum Time for Notification of Expected RFT and RFS Dates until such time as the MNO receives the Notification.
		For a Cancellation Request, the Access Provider shall only provide the Maximum RFS Date, which shall be the expected date of cancellation, taking into account the required notification period for cancellation			
		New Connection order and Internal & External Relocation	5 Working Days	Access Provider	
RFS Date	Maximum Delivery Time –Order-To-Payment & Request to Change	Request to Change Upgrade/Downgrade order, Internal Relocation and Cancellation Request	10 Working Days	Access Provider	
		Order-To-Payment & Request to Change New Connection& External Relocation orders:		Access Provider	
		• When a fiber cable is available	10 Working Days	Access Provider	
		• When a fiber cable is not available, but there is sufficient duct space to pull in an additional access cable	20 Working Days	Access Provider	
		• When new duct must first be installed before deploying a new fibre access cable	60 Calendar Days or Exceptional Delivery	Access Provider	

		Cancellation Requests do not have a Maximum Delivery Time: the Maximum Date (i.e., expected cancellation date) must be defined to take account of the one month notification period required for cancellation.		Access Provider	
		In case of Relocation Order, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption		Access Provider	
		For Bulk Projects (i.e. From 15 circuits per order), the Access Provider shall agree with the Access Seeker on a Time table to deliver the project	Subject to mutual agreement between the Parties	Access Provider	
Service Request Acknowledgement	Request to Answer: for Service Request for Service Access Resource feasibility assessment Maximum Time for Service Request Acknowledgment	Within Working Hours	15 minutes	Access Provider	N/A
		Outside Working Hours	15 minutes	Access Provider	N/A
Service Request Answered	Request to Answer: for Service Request for Service Access Resource feasibility Assessment Maximum Time to answer a request	Service Requests for Service Access Resource feasibility assessment answered	10 Working Days	Access Provider	N/A
Appointment Management	Appointment Booking	Original appointments to be booked by Access Seeker	2 Working Days	Access Seeker	N/A
Fault Acknowledgement Time	Problem-To-Solution Maximum Fault Acknowledgement Time	During Working Hours and Outside Working Hours	15 minutes	Access Provider	N/A

Response Time	Problem-To-Solution Maximum Response Time	During Working Hours	1 Working Hours	Access Provider	N/A
		Outside Working Hours	2 hours		
Restoration Time	Problem-To-Solution Maximum Restoration Time	Depending on the type of support	<p>4 hours for Standard Support 2 hours for Premium Support</p> <p>For either Support type, this excludes fibre cable cut and civil works.</p>	Access Provider	<p>For Standard Support: 20 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time. (There is no Maximum Penalty Cap per Connection). For Premium Support: 50 SC for failure to meet the Maximum Restoration Time and 25 SC for each hour exceeding the Maximum Restoration Time. (There is no Maximum Penalty Cap per Connection).</p>

MOBILE DATA SERVICE MANAGED (MDS-M)

Service Level Type	Business Process	Service Level Terms	SLA	Responsibility	Service Level Penalties
Service Order Acknowledgement	Order-To-Payment Maximum Time for Service Order Acknowledgment	During Working Hours	15 minutes	Access Provider	N/A
		Outside Working Hours	15 minutes	Access Provider	
Service Order Confirmation	Order-To-Payment Maximum Time for Service Order Confirmation	During Working Hours and Outside Working Hours	2 Working Days	Access Provider	N/A
Notification of Expected RFS Dates	Order-To-Payment & Request to Change Maximum Time for Notification of Expected RFS Date	Upgrade/Downgrade Order and Cancellation Request	5 Working Days	Access Provider	25 SC for each Working Day after the Maximum Time for Notification of Expected RFT and RFS Dates until such time as the MNO receives the Notification.
		For a Cancellation Request the Access Provider shall only provide the Maximum RFS Date, which shall be the expected date of cancellation, taking into account the required notification period for cancellation			
		New Connection order and Internal & External Relocation	5 Working Days	Access Provider	
RFS Date	Maximum Delivery Time –Order-To-Payment & Request to Change	Request to Change Upgrade/Downgrade Order, Internal Relocation and Cancellation Request	10 Working Days	Access Provider	50 SC for failure to meet the Maximum RFS Date and 25 SC for each additional Working Day thereafter until the Access Seeker receives the RFS Certificate. (There is no Maximum Penalty Cap per Connection).
		Order-To-Payment & Request to Change New Connection & External relocation orders		Access Provider	
		<ul style="list-style-type: none"> When a Service Access Resource is available for a new connection 	10 Working Days	Access Provider	
		<ul style="list-style-type: none"> When a Service Access Resource is not available for a new connection but there is sufficient duct space to pull in an additional access cable 	20 Working Days	Access Provider	
		<ul style="list-style-type: none"> When new ducts must first be installed before deploying a new access cable 	60 Calendar Days or Exceptional Delivery	Access Provider	

		Cancellation Requests do not have a Maximum Delivery Time: the Maximum RFS Date (i.e., expected cancellation date) must be defined to take account of the one month notification period required for cancellation.		Access Provider	
		In case of Relocation order, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption		Access Provider	
		For Bulk Projects (i.e. From 15 circuits per order), the Access Provider shall agree with the Access Seeker on a Time table to deliver the project	Terms on Agreement	Access Provider	
Service Request Acknowledgement	Request to Answer: for Service Request for Service Access Resource feasibility Assessment - Maximum Time for Service Request Acknowledgment	Within working hours	15 minutes	Access Provider	N/A
		Outside Working Hours	15 minutes	Access Provider	N/A
Service Request Answered	Request to Answer: for Service Request for Service Access Resource feasibility Assessment - Maximum Time to answer a request	Service Requests for Service Access Resource feasibility assessment answered	10 Working Days	Access Provider	N/A
Fault Acknowledgement Time	Problem-To-Solution Maximum Fault Acknowledgement Time		15 minutes	Access Provider	

Response Time	Problem-To-Solution Maximum Response Time	During Working Hours	1 Working Hours	Access Provider	N/A
		Outside Working Hours	2 hours		
Restoration Time	Problem-To-Solution Maximum Restoration Time		4 hours This excludes fibre cable cut and civil works.	Access Provider	20 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time.
Service Trouble Ticket Creation	Problem-To-Solution	service trouble tickets supplied with correct information	Supplying correct information At the time or raising trouble tickets is access seeker responsibility	Access Seeker	(There is no Maximum Penalty Cap per Connection).

MOBILE DATA SERVICE UNMANAGED (MDS-U)

Service Level Type	Business Process	Service Level Terms	SLA	Responsibility	Service Level Penalties
Service Order Confirmation	Order to Payment Maximum Time for Service Order Confirmation	Access Provider may return the Service Order to Access Seeker if incomplete information	5 Working Days	Access Provider	N/A
Notification of Expected RFS Dates	Order-To-Payment & Request to Change Maximum Time for Notification of Expected RFS Date	Solution design will be provided based on MDS-U requirement with expected RFS	30 Working Days	Access Provider	N/A
		Confirm solution design acceptance	15 Working Days	Access Seeker	
RFS Date	Maximum Delivery Time –Order-To-Payment & Request to Change	RFS date is based on the proposed solution. Implementation of the requested MDS-U as provided in Solution Design stage after the confirmation by Access Seeker	Based on the proposed plan	Access Seeker and Access Provider	N/A
		In case of external relocation, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption		Access Provider	
Fault Acknowledgement Time	Problem-To-Solution Maximum Fault Acknowledgement Time	During Working Hours and Outside Working Hours	15 minutes	Access Provider	N/A
Response Time	Problem-To-Solution Maximum Response Time	During Working Hours	5 Working Hours	Access Provider	N/A
		Outside Working Hours	12 hours		

Restoration Time	Problem-To-Solution Maximum Restoration Time	During Working Hours and Outside Working Hours	48 hours	Access Provider	20 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time. (There is no Maximum Penalty Cap per Connection).
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The same SLAs shall continue to apply to any FFS connections provided before the effective date of introduction of the MDS-U.

CORE CONNECT AND LANDING STATION SERVICE (CCLS)

Service Level Type	Business Process	Service Level Terms	SLA	Responsibility	Service Level Penalties
Service Order Acknowledgement	Order-To-Payment - Maximum Time for Service Order Acknowledgment	During Working Hours and Outside Working Hours	15 minutes	Access Provider	N/A
Service Order Confirmation	Order-To-Payment Maximum Time for Service Order Confirmation	During Working Hours and Outside Working Hours	2 Working Days	Access Provider	N/A
Notification of Expected RFS Dates	Order-To-Payment & Request to Change Maximum Time for Notification of Expected RFS Date	Cancellation Request	5 Working Days	Access Provider	N/A
		For a Cancellation Request the Access Provider shall only provide the Maximum RFS Date, which shall be the expected date of cancellation, taking into account the required Notification period for cancellation			
		New Connection Order and External Relocation Order	5 Working Days	Access Provider	
RFS Date	Maximum Delivery Time – Order-To-Payment & Request to Change	Request to Change Cancellation Request	10 Working Days	Access Provider	50 SC for failure to meet the Maximum RFS Date and 25 SC for each additional Working Day thereafter until the Access Seeker receives the RFS Certificate. (There is no Maximum Penalty Cap per Connection).
		Order-To-Payment & Request to Change New Connection & External Relocation orders		Access Provider	
		• When an access cable is available	10 Working Days	Access Provider	
		• When an access cable is not available but there is sufficient duct space to pull in an additional access cable	20 Working Days	Access Provider	
		• When new ducts must first be installed before deploying a new access cable	60 Calendar Days or Exceptional Delivery	Access Provider	
		Cancellation Requests do not have a Maximum Delivery Time: the Maximum RFS Date (i.e., expected cancellation date) must be defined to take account of the one month		Access Provider	

		notification period required for cancellation.			
		In case of External Relocation Order, the Access Provider shall coordinate the deactivation and activation of the Connection on the same day to ensure minimum service disruption		Access Provider	
		For Bulk Projects (i.e. From 15 circuits per order), the Access Provider shall agree with the Access Seeker on a Time table to deliver the project	Terms on Agreement	Access Provider	
Service Request Acknowledgement	Request to Answer: for Service Request for Service Access Resource feasibility Assessment Maximum Time for Service Request Acknowledgment	Within working hours	15 minutes	Access Provider	N/A
		Outside Working Hours	15 minutes		
Service Request Answered	Request to Answer: for Service Request for feasibility Assessment Maximum Time to answer a request	Service Requests for Service Access Resource feasibility assessment answered	10 Working Days	Access Provider	N/A
Fault Acknowledgement Time	Problem-To-Solution Maximum Fault Acknowledgement Time	During Working Hours and Outside Working Hours	15 minutes	Access Provider	N/A
Response Time	Problem-To-Solution Maximum Response Time	During Working Hours	2 Working Hours	Access Provider	N/A
		Outside Working Hours	4 Working hours		

Restoration Time	Problem-To-Solution Maximum Restoration Time	During Working Hours and Outside Working Hours	4 hours This excludes fibre cable cut and civil works.	Access Provider	15 SC for failure to meet the Maximum Restoration Time and 10 SC for each hour exceeding the Maximum Restoration Time. (There is no Maximum Penalty Cap per Connection)
Service Trouble Ticket Creation	Problem-To-Solution	service trouble tickets supplied with correct information	Supplying correct information At the time or raising trouble tickets is access seeker responsibility	Access Seeker	
Service Trouble Ticket Creation	Problem-To-Solution	service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found		Access Seeker	
Service Trouble Ticket Creation	Problem-To-Solution	service trouble tickets attended due to access seeker issues/access seeker service trouble tickets where fault not found		Access Seeker	

STRATEGIC PARTNER ACCESS TO PASSIVE INFRASTRUCTURE (SP-ACCESS)

Please refer to Schedule 6.6 (Service Description)

KEY PERFORMANCE INDICATORS (KPI)

Service	KPI	Target
MDS Managed (MDS-M)	Maximum Time for Notification of Expected RFT and RFS Date	95% within 5 Working Days
	Maximum Delivery Time (when fibre is available)	95% within 10 Working Days
	Maximum Restoration Time	95% within 4 hours
MDS Unmanaged (MDS-U)	Maximum Delivery Time (Access Delivery Date)	90% within 5 Working Days after physical installation
Wholesale Data Connection (WDC)	Maximum Time for Notification of Expected RFT and RFS Date	95% within 5 Working Days
	Maximum Delivery Time (when fibre is available)	95% within 10 Working Days
	Maximum Restoration Time	95% within 4 hours (Standard support) 95% within 2 hours (Premium support)
Wholesale Bitstream Service (WBS)	Maximum Time for Notification of Expected RFT and RFS Date	99% within 1 Working Day
	Maximum Delivery Time	95% within 10 Working Days
	Maximum Restoration Time	95% within 48 hours
Core Connect and Landing Station Service (CCLS)	Maximum Time for Notification of Expected RFT and RFS Date	95% Within 5 Working Days
	Maximum Delivery Time (when fibre is available)	95% Within 10 Working Days
	Maximum Restoration Time	95% Within 48 Hours
Access Provider Wholesale Portal	Portal availability (365 days per year, at all times)	98% availability
Quality of Service Parameters	As defined in Service Descriptions	95% of each QoS parameters per circuit met in a calendar month (e.g., Jitter, RTD, Latency – in line with the parameters of the relevant Service Descriptions)
Early Life Faults	Faults reported within 10 Working Days of the Service Request (order) being completed	<5%
Faults on Service Provisions	Faults within 48 hours of the Service Request (order) being completed (Dead on Arrival)	<3%
Repeat and persistent Faults	Faults within 5 Calendar Days of Fault Restoration on the same Connection or Installation (as appropriate)	<5%