

1 SCOPE

- 1.1 A 'Managed Service' is defined as any product or service managed by Zen Internet on behalf of the customer for which a management fee is payable
- 1.2 'Managed Hardware' is considered to be any physical hardware provided by Zen Internet to the customer under a managed service agreement
- 1.3 'Working Hours' are defined as 9am to 5pm, Monday to Friday, excluding Bank Holidays.

2 MANAGEMENT DEFINITION

- 2.1 Managed hardware is configured and operated to a specification agreed between the customer and Zen Internet.
- 2.2 Zen Internet will apply vendor updates and patches to managed hardware on a timely basis as defined in 3.5 Management Commitments.
- 2.3 Zen Internet will replace managed hardware found to be faulty on a next working day basis, subject to the limitations defined in 3.3 Management Commitments.
- 2.4 Routine changes to the configuration of managed hardware will be made upon request, there are no chargeable thresholds applied to Zen managed products.
- 2.5 A dedicated team of experienced and qualified technical staff providing technical support for Zen managed services will be available during working hours. There are no time limits or

quotas imposed on access to the technical support resource.

- 2.6 Customers of managed services have access to a 24/7 emergency contact number for priority issues concerning security or service availability.
- 2.7 All customers of managed services have the option to undergo a solution health check every six months, free of charge. The health check incorporates a report and presentation of the current Zen solution and details any improvements that can be made.

3 MANAGEMENT COMMITMENTS

- 3.1 Zen Internet guarantees a 1 hour response time for all telephone calls logged to the Business Support Unit and the emergency contact number.
- 3.2 Zen Internet guarantees that changes to the configuration of managed hardware requested by telephone or e-mail during working hours will be executed within 4 working hours of the request being raised and a job ticket number being assigned.
- 3.3 Zen Internet guarantees that managed hardware found to be faulty will be replaced next working day before 12 noon, based on faults warranting a replacement being diagnosed before 3pm of the preceding working day.
- 3.4 Zen Internet guarantees that changes to the configuration of managed hardware will be made in accordance with the customer

specification and without error in respect to the customer specification.

- 3.5** Vendor updates and patches will be applied to managed hardware subject to a period of acceptance testing and evaluation for routine updates of up to 10 working days. Vendor updates considered critical to the operation and integrity of managed hardware will be applied within 24 working hours of general availability.

4 NOTIFICATIONS

- 4.1** Customers should telephone the Business Support Unit for routine enquiries during working hours and telephone the emergency contact number for emergency enquiries outside working hours. If a Zen technician is not immediately available to take the call the customer must leave a voicemail message with appropriate contact information and a brief description of the problem.
- 4.2** Zen Internet reserves the right to refuse calls for routine change requests and enquiries presented to the emergency contact number.
- 4.3** The customer must be ready to supply all necessary data to corroborate the presence of a fault and be able to assist the Zen technician in determining the cause of the fault condition.
- 4.4** Claims against this service level agreement should be raised with the account manager responsible for the product or service in question.

5 COMPENSATION

Compensation payments will take the form of service charge credits, raised in respect of the monthly service charge for the affected product or service.

- 5.1** If Zen Internet fails to meet the service level described in Management Commitments, 3.1 Response Times, Zen Internet will pay the equivalent of one day's monthly service charge for each occurrence.
- 5.2** If Zen Internet fails to meet the service level described in Management Commitments, 3.2 Configuration Change Requests, Zen Internet will pay the equivalent of one day's monthly service charge for each occurrence.
- 5.3** If Zen Internet fails to meet the service level described in Management Commitments, 3.3 Managed Hardware Replacement, Zen Internet will pay the equivalent of five day's monthly service charge for each occurrence.
- 5.4** If Zen Internet fails to meet the service level described in Management Commitments, 3.4 Configuration Changes, Zen Internet will pay the equivalent of five day's monthly service charge for each occurrence.
- 5.5** If Zen Internet fails to meet the service level described in Management Commitments, 3.5 Vendor Updates, Zen Internet will pay the equivalent of five day's monthly service charge for each occurrence.



6 COMPENSATION LIMITS

- 6.1** Compensation shall not exceed the total monthly service charge for any given month in which a fault occurs, regardless of the number of faults reported in that time against an individual product.
- 6.2** Customers can only claim against one service level agreement guarantee in respect of a single job ticket.
- 6.3** Claims must be made within 30 days of an incident being reported and must be lodged with the account manager responsible for the service.
- 6.4** Claims must be accompanied by a valid job ticket number.
- 6.5** Claims cannot be made against outages resulting from scheduled maintenance that may affect service availability.
- 6.6** Claims cannot be made in instances where an incident that is service affecting incident has been identified as being the result of a malicious act or otherwise through the actions of another Zen Internet user that have been found to be in breach of Zen Internet's stated Acceptable Use Policy (AUP) or product terms and conditions.
- 6.7** Claims cannot be made in respect of faults which are the result of misuse or interference with the managed hardware.
- 6.8** Claims cannot be made in respect of faults which are the result of data transmission originating from customer equipment.