

SuomiCom Service Level Agreement

SuomiCom's target is to provide its customers high quality services and to repair all the disruptions and outages in the services without unnecessary delay, based on the agreement which SuomiCom and the customer have about the service levels.

SuomiCom Business Network subscriptions can be supplemented by special service levels, as described in SuomiCom SLA service description. Subscription specific SLA product defines the services hours and the target time either for starting the fault isolation or for restoring the service.

SuomiComin Business Network SLA services are the following:

Service level category	Service hour category	Response time	Repair time
SLA (basic level)	Mon-Fri 8-18	1 h	24 h
SLA1	Mon-Fri 8-18	15 min	6 h
SLA2	Mon-Sun 7-22	15 min	6 h
SLA3	24/7	15 min	6 h

Basic level SLA is included in xDSL-connections by default. xDSL-connections are copper based.

SLA1 is included in SuomiCom Pro-Fiber connections by default.

SLA3 requirement is to have end-to-end redundant connection.

Troubleshooting, remotely performed repair measures and necessary fieldwork will only be performed during the service hours. Fieldwork will only be performed during the service hours, but if the work remains unfinished then fieldwork will be continued by the next service hours declared in the SLA agreement.

Response- and repair time is calculated from the moment when customer has notified of a fault to the SuomiCom helpdesk number +358447008000 by phone. Repair time target applies if device malfunction happens to devices controlled and managed by SuomiCom.

Sanctioning for the service will be decided depending on the case. The basis for the sanctions is defined by response and repair time. The SLA credit is the sole compensation for the outage. Other credits or compensations are not paid. Indirect losses are not compensated.

Limitations

According to the SLA service provided by SuomiCom, if the customer delays our engineer by not giving enough information or by not giving access to the device or site during the outage, the time will not be counted as downtime.

If the reason for the outage is any of the following, the SLA agreement will not be applied:

- Maintenance breaks which have been informed to the customer in advance
- Power outages at customer premises
- Outages which are caused by instructions or orders given by the authorities
- Problems related to inhouse networks, customer's devices or fault situations which are caused by the customer.
- Force Majeure situations
- The customer has not been reached when additional information or action is needed from the customer
- Copper and fiber cable changes performed by third parties

Customer site with redundant SuomiCom Business Network solution is deemed to be operational if either the main or secondary subscription is operational.