

SERVICE LEVEL AGREEMENT

Fibre to the Home (FTTH) Installation & related services

ANNEXURE 1

1. OVERVIEW

This is the Service Level Agreement between FIBREHOOD and the Customer for the support and maintenance of the Services provided to the Customer.

This SLA outlines the parameters of all Services as mutually understood by the Parties. This SLA does not supersede current processes and procedures unless explicitly stated. This SLA forms an **Annexure 1** to FIBREHOOD'S Standard Terms & Conditions and shall be incorporated therein. Words and phrases defined in the Standard Terms & Conditions bear the same meaning in this Annexure.

2. PURPOSE AND OBJECTIVES

The purpose of the SLA is to ensure that the proper elements and commitments are in place to provide consistent support and delivery to the Customer by FIBREHOOD.

The objectives of the SLA are to:

- provide clear reference to service ownership, accountability, roles and/or responsibilities;
- present a clear, concise and measurable description of service provision to the Customer; and
- match perceptions of expected service provision with actual service support and delivery.

3. DURATION AND APPLICABILITY

The SLA shall commence on the date of installation and shall remain in force for the duration of the Agreement. The Parties agree that the SLA may be updated if circumstances dictate. Any reference to the SLA in the Agreement or in this Annexure shall be a reference to such current version of the SLA, as amended from time to time, and available at www.fibrehood.co.zw.

4. COMMITMENT

FIBREHOOD is committed to providing a reliable, high quality network to support its FTTH access services to the Customer.

5. FIBREHOOD SERVICE LEVELS

5.1 Planned Network Availability

The FIBREHOOD network is designed to provide an average availability of FTTH services of 99% per year provided on a best effort's basis.

5.2 Service Hours

FIBREHOOD will setup a Virtual Network Operations Centre (VNOC) specifically for its FTTH networks. The following table indicates the NOC's operating hours.

Customer Care Hours of Operation

Monday – Friday (07:00 – 21:00) ; Saturday & Sunday (07:00 – 17:00) ; Public Holidays (08:00 – 14:00)

Physical Repairs on Customer Premises Monday to Saturday, subject to Customer availability, and safe work conditions

5.3 Service Level Definitions

Service levels for the Network are divided into two levels based on the nature of the faults, with the understanding that the Service is intended mainly for home use:

(i) Serious Faults

Serious faults are faults that cause a Customer to still be completely offline after all remote, first line diagnostics have been completed. Events of Force Majeure, Customer caused damage, as well as negligent or malicious damage by third parties, may be excluded from this service level.

(ii) Minor Faults

Minor faults are faults that cause service impairment in the quality of the Services. With minor faults, the Services remain connected, operational and usable, but materially lower than the agreed quality parameters on the fibre, after all remote diagnostics have been completed. Wi-Fi issues are expressly excluded from the service levels for minor faults, due to the lack of control over Customers' Wi-Fi use and physical environments.

Service Level	Serious Faults	Minor Faults
Maximum Time To Repair	90% within 4 Business Days;	10% within 6 Business Days
Within Business Days Service Times	08:00-18:00	08:00-18:00
Business Days	Monday to Friday Excluding Public Holidays	

INSTALLATIONS & ACTIVATIONS

Installation: 60% within 90 days; 40% within 180 Days

*Activation 90% within 4 Business Days ; 10% within 8 Business Days

** (after ONT has been installed and provided the complex is live and in production)*

5.4 FTTH Contact Details

Support: E-mail: admin@fibrehood.co.zw



E-mails to these addresses will be responded to within three Business Days.

The FIBREHOOD service is a best effort service, which means the potential speed that can be obtained will depend on the overall load on the line and the speeds achieved via third party networks. FIBREHOOD does not give any guarantees with regards to the availability, quality, speed and consistency of performance of the CPE.

6. REPAIRS AND MAINTENANCE

- 6.1 Scheduled maintenance of the FIBREHOOD network, or any portion thereof, will not normally result in Service interruption or outage. FIBREHOOD will exercise commercially reasonable efforts to provide the Customer with prior notice of scheduled maintenance that requires a service interruption or outage.
- 6.2 FIBREHOOD will arrange for any necessary repairs arising in terms of this Agreement. Unless specifically otherwise provided in the Agreement, FIBREHOOD will be responsible for the costs of any repairs arising from faults in FIBREHOOD'S equipment, except where such fault was due to Customer activity or negligence, which costs shall be for the Customer's account.
- 6.3 Should a fault be on Customer's own equipment, or as a result of Customer's equipment connected to the ONT, a call-out fee may be charged.

- **END** -