

## Horizon - Service Level Agreement

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### Service Availability

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is actually available for use by the Customer within agreed Service Hours.

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime} \times 100}{\text{Total number of minutes in the measurement period}}$$

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month.

### Core Services

Horizon user subscriptions will be available 99.95% of the time within a calendar month.

### Non-Core Services

The Horizon Graphical User Interface (GUI) will be available to end customers 99.9% of the time.

Auto Attendant, Call Recording, and Unified Messaging subscriptions will be available 99.0% of the time.

Notes related to Service Availability:

- (1) Core Services are defined as Gamma Switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.
- (2) Non-Core functions include Gamma Support Systems, access to the portal and feature based services such as Auto Attendant, Call Recording, and Unified Messaging.
- (3) Please note the Service Availability and other measures with the SLA relate to the core Horizon service and does not include access or local CPE elements.
- (4) Service Credits: Service credits will be applicable should the level of core service availability (Note1) not meet the target monthly percentage, as per the table below. Service Credits applied to Monthly Channel rental charges only. Service credits would need to be requested by the Customer to S2 Networks, with evidence of services that you feel have been impacted. Any agreed service credits would be satisfied by the issue of a credit note to be deducted from the next scheduled payment to be made to S2 Networks

Target Availability	Measured Availability	Service Credit
99.95%	99.90%-99.94%	10%
	99.5% - 99.89%	15%
	<99.5%	25%

## Fault Rectification

Subject to the fault processes detailed in the product Service Description and Gamma Customer Service Plan, the following definitions will be applied to faults raised on the Horizon product:

Severity	Description	Time to Resolve
Priority 1	Critical Fault - Loss of service - Multiple customers/services affected	4 clock hours
Priority 2	High - Loss of service - single customer or service	8 clock hours
Priority 3	Medium - Disrupted service - multiple or single customer or service	3 working days
Priority 4	Low - Single number destinations/QOS	7 working days

Note: Service credits are not applicable against Fault Rectification performance metrics.

## Horizon Call Quality Performance

As a means of determining and measuring the call quality of the Horizon service, Gamma measure the call quality of calls passing through the Gamma core IP network and Session Border Controllers (SBCs).

The performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that cover a scale from 1 (bad) to 5 (excellent) for call quality.

The Gamma Horizon Product supports the following codecs, G.711 and G.729 for external call termination.

The PESQ score targets for the supported CODECs for the Gamma Horizon product are as follows:

Codecs	Mean Average PESQ Score	Period
G.711	4.1	One Calendar Month
G.729	3.7	One Calendar Month

The targets are measured from probes within the Gamma Network auto generating test calls every 10 minutes through the Horizon network infrastructure.

These performance measures apply to the performance provided within the core Gamma network.

Note: Service credits are not applicable against these performance metrics, and the scores relate to the averages across all network elements related to the Horizon Service.

## Service Provisioning

The core services are self-provisioned through the Gamma Portal by S2 Networks. The core performance indicator is:

Activity	Time to Complete	Availability
Provision of Site, user subscriptions and hardware delivered	5 Working Days	99.5%

\*Any non-standard manual builds are excluded from this performance measure.

These lead times are dependent on S2 Networks receiving all necessary information from the customer to enable the order progress.

Note: Service credits are not applicable against Service Provisioning performance metrics. Note: Service Provisioning timescales for services that may be associated with the Horizon service, such as Number Porting or IP Access, can be found in the associated SLA for that Product.