

**SCHEDULE E: SERVICE DEFINITION: INBOUND SERVICE**

**1. Inbound Service Description**

Exponential-e will provide the Customer with an inbound number translation service to route incoming calls made to non-geographic Service Access Numbers towards geographic, mobile or non-geographic numbers specified by the Customer. The Inbound Service includes 24x7x365 remote support from the Exponential-e Service Desk. Faults can be reported to the Exponential-e Service Desk on a 24x7x365 basis, with remote troubleshooting to be performed within Normal Business Hours (0900 to 1730 hours). The specified quantity of Service Access Numbers are set out on the Order Form. The specified Service Access Numbers will be set out on the Service Delivery Form. The geographic numbers that calls will be terminated to will also be set out in the Service Delivery Form. The Service will be configured, installed and maintained by Exponential-e.

**2. Target Service Commencement Date**

Inbound Service 30 Working Days\*

*\*from order acceptance and subject to number porting.*

**3. Service Level Agreement**

Inbound Service Availability

A Service Access Number is considered “unavailable” when there is a loss of signal in one or both transmission directions. Service availability is measured per Service Access Number.

The target availability is 99.90% per year.

The measurement period is one year, starting from the Service Commencement Date and each subsequent anniversary. Availability is stated by showing unscheduled unavailability as a percentage of the measurement period i.e.

Availability = measurement period - unscheduled unavailability x 100%

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measurement period

Unscheduled unavailability is measured by the Exponential-e Fault Management System. It starts when the Customer reports a fault and a trouble ticket is opened by Exponential-e and ends when Exponential-e resolves the fault and close the trouble ticket.

The following causes of unavailability are excluded:

- Failures caused by a fault at another premises
- Planned or emergency works
- Force Majeure Event
- Failures of the copper line where the access circuit is DSL
- Customer-requested testing
- Customer-requested modification
- Non-availability of Exponential-e connectivity services – only the service level agreement for the connectivity service shall apply
- Non-availability of internet access or non-availability due to cyber-attack
- Number porting, number migration or new DDI provisioning delays other than where Exponential-e is at fault
- The use of the Service for a purpose for which it was not designed or specified for
- The diagnosis and correction of any fault in equipment for which Exponential-e is not providing support services
- Suspension of service in accordance with the Contract
- Customer default or delay, or any negligent, wilful or reckless act, fault or omission by the Customer or any users for whom the Customer is responsible under the Contract, or any of their representatives, employees, agents or sub-contractors;

- Access issues and delays along the route of the Service(s) or at the Customer Site(s).

Service Credits

	Measure	Service Credit*
Availability	< 0.1 Below Target	5%
	0.1 – 0.2 Below Target	10%
	> 0.2 Below Target	15%

*\* The service credit is applied as a percentage of the Monthly Charges plus the average monthly call charges for the affected Service Access Number. Monthly Charge is the Annual Charge divided by 12. The average monthly call charge will be calculated over the last 3 billed months. If the Contract is less than 3 months old then the average monthly call charge will be calculated on all call charges from the Service Commencement Date up to the claim date.*

Degraded Service Faults

Degraded service faults are when a Service Access Number is not completely unavailable but it is subject to one or more of the following quality of service issues:

- the inability to connect to one destination, even if others are reachable
- noisy calls, echoes, poor quality
- post-dial delay

Exponential-e will aim to restore full service within 72 hours of fault notification. Service credits do not accrue in respect of degraded service faults.