



Wireless Broadband Service Agreement

1. SCOPE OF SERVICE LEVELS

Atlas will provide 1st and 2nd line support to the End Users. This will include all End User / Intermediary sales and service query handling; End User / Intermediary billing queries; queries relating to service set up / Equipment and simple technical queries and other categories as defined by the Parties during the Set Up Process.

2. FAULT LOGGING

A 24/7 support call logging operation will be provided by Atlas for faults reported.

Atlas communications will accept all faults that are reported from the Customer's authorised reporting centres. The Customer must report a fault by notifying Atlas Communications via Telephone (+44) 02890 786999.

3. NETWORK

Delivery of the network is via Atlas Wireless Edge Network on to the Atlas core network. Atlas monthly uptime target for all aspects of the service is 99%.

Availability below target will become eligible for compensation if the reported fault causes unavailability of service (i.e. no transmission of signals in one or both directions between the product and the Internet) caused by a failure in the Atlas Wireless Network Edge or Atlas Core Network).

Availability (monthly)	Guarantee (%age)	Credits Calculation if service level is not met
	99 to 98.5	5% of monthly service Charges
	98.5 to 97	10%
	97.00 to 95	15%
	95 and below	20%

4. ATLAS NETWORK CORE TIME TO REPAIR (TTR)

The network is designed to be resilient in nature however should a fault occur it will be cleared within 16 clock hours (24/7/365) of the fault being reported to Support.

For clarity, Service Fix Times refer to faults where there is no transmission of signals in one or both directions between the Atlas supplied Customer Premises Equipment and the Internet in any form caused by failure in the Atlas Core Network

5. WIRELESS EDGE NETWORK TIME TO REPAIR (TTR)

The TTR start time will be considered to be the time when the call is logged with Support.



6. SERVICE FIX TIME

24 clock hours Monday – Friday.

For clarity, Service Fix Times refer to faults where there is no transmission of signals in one or both directions between the Atlas supplied Customer Premises Equipment and the Internet in any form caused by failure in the Wireless Edge Network infrastructure.

7. WHAT IS NOT COVERED

The service levels, service guarantees and any compensation payments will not apply if:

- a. the failure of the service is due to the Customer's own network or equipment or any other network or equipment outside the Atlas Communications Network; or
- b. the Customer is in breach of any part of this Contract or in respect of the relevant Service, Atlas Communications suspends the Service or any part of it in accordance with this Contract; or
- c. through no fault of its own or because of circumstances beyond its reasonable control, Atlas Communications is unable to carry out any necessary work at, or gain access to the Site or the Customer fails to agree an appointment date or work is aborted; or
- d. reasonable assistance is required or information is reasonably requested by Atlas Communications within a reasonable timescale from the Customer or the End User or a third party and such assistance or information is not provided; or
- e. through no fault of its own, Atlas Communications is unable to obtain any necessary permissions or consents required in connection with the performance of a particular service level; or
- f. the failure is due to a Force Majeure event declared by Atlas Communications or
- g. the failure is due to a planned or Emergency Service interruption declared by Atlas Communications; or
- h. the failure is due to an inaccurate Order being submitted by the Customer and the Customer has been informed of this inaccuracy or
- i. if the fault is not reported in accordance with Fault Logging section of this Schedule and the Customer has been informed of the error
- j. if the failure is due to Atlas supplied customer premises equipment failure outside of any manufacturer warranty honoured by Atlas on this hardware

The speed of your broadband connection is subject to a service test. Speeds are not guaranteed and will vary depending on various factors such as proximity to our service core, your internal wiring, whether you are using a wired or wireless connection to your broadband router, broadband network demand and local availability.

Your broadband speed will vary dependent on how busy the network is the speed of the Internet and of the websites you are viewing, the specifications of your own computer(s), whether you are sharing your connection with others in the premises and whether you have any hardware or spyware slowing down your computer. Atlas Communications is not responsible for these.