

# Service Level Agreements and Service Level Guarantees for services for Vodafone SME customer



Products	Provisioning	Loss of Service SLTs (Service Level Targets)	Appointments
Calls and Lines	NA	<p><b>Target repair times depending on Care level:</b></p> <p>Level 1: Next working day + 1 day (Monday – Friday only) *</p> <p>Level 2: Next working day (Monday – Saturday excl. Public Holidays)**</p> <p>Level 3: Same calendar day if reported before 1.p.m. Next calendar day if reported after 1 p.m. Includes Sundays &amp; Public Holidays. ***</p> <p>Level 4 – 6-hour repair – 24/7 including Sundays &amp; Public Holidays ***</p>	NA
Converged Evolved Voice	NA	<p><b>Target repair times:</b></p> <p>Level 1: Total loss of service: 4 hours – if on network 5 hours – if off network</p> <p>Level 2: Partial loss of service: 24 hours</p> <p>Level 3: Service quality issue (e.g. congestion or call quality): 48 Working Hours</p> <p>Level 4: Minor issue (e.g. feature not working or intermittent fault): 72 Hours</p>	NA
Enhanced Voice	NA	<p><b>Target repair times:</b></p> <p>Level 1: Total loss of service: 4 hours – if on network 5 hours – if off network</p> <p>Level 2: Partial loss of service: 24 hours</p> <p>Level 3: Service quality issue (e.g. congestion or call quality): 48 Working Hours</p> <p>Level 4: Minor issue (e.g. feature not working or intermittent fault): 72 Hours</p>	NA
Dedicated Hybrid Voice	NA	<p><b>Target repair times:</b></p> <p>Level 1: Total loss of service: 4 hours – if on network 5 hours – if off network</p> <p>Level 2: Partial loss of service: 24 hours</p> <p>Level 3: Service quality issue (e.g. congestion or call quality): 48 Working Hours</p> <p>Level 4: Minor issue (e.g. feature not working or intermittent fault): 72 Hours</p>	NA

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Converged Hybrid Voice	NA	<b>Target repair times:</b> Level 1: Total loss of service: 4 hours – if on network 5 hours – if off network  Level 2: Partial loss of service: 24 hours  Level 3: Service quality issue (e.g. congestion or call quality): 48 Working Hours  Level 4: Minor issue (e.g. feature not working or intermittent fault): 72 Hours	NA
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\* Free of charge on Classic Lines.

\*\* Free of Charge on Premium, Multi line and ISDN lines. Chargeable on Classic Lines.

\*\*\* Chargeable on all line types.

Products	Provisioning	Loss of Service SLTs (Service Level Targets)	Appointments
Calls and Lines	NA	NA	NA
Evolved Voice	NA	NA	NA
Enhanced Voice	NA	NA	NA
Hybrid Voice	NA	NA	NA

## Broadband services

Products	Provisioning	Loss of Service SLTs (Service Level Targets)	Appointments
Business Broadband	NA	Target repair date: Level 1: next working day + 1 working day Level 2: Next working day – Monday – Saturday Level 3: same calendar day if reported before 1PM, next calendar day if reported after Level 4: 6 hours' repair, 24/7	NA
Enterprise Broadband	Target lead time for broadband only (from date on which Vodafone sends customer order confirmation for relevant)	Target repair date: Level 1: Total Loss of service: by 23.59 on the next Working Day or within 8 hours for Customers who have purchased Premier Service support. Level 2: Partial Loss of service: by 23.59 on the next	NA

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	<p>connection): 15 working days.</p> <p>Target lead time for broadband and fixed line (from date on which Vodafone sends customer order confirmation for relevant connection): 23 working days.</p>	<p>Working Day or within 8 hours for Customers who have purchased Premier Service support.</p> <p>Level 3: Service quality issue (e.g. congestion or call quality): 72 hours</p> <p>Level 4: Minor issue (e.g. feature not working or intermittent fault) : Reasonable endeavours to resolve as promptly as practicable.</p>	
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<b>Products</b>	<b>Provisioning</b>	<b>Loss of Service SLTs (service level targets)</b>	<b>Appointments</b>
Business Broadband	NA	NA	NA
Enterprise Broadband	NA	NA	NA