



SLA

(Service Level Agreement)

Descriptions and SLA Standards

Revision 9.00 of 01/02/2024

Introduction:

Viking Circuits can be PROTECTED and UNPROTECTED.

- **“Protected Circuit”** means a Viking Service configured on ports and network paths that make it possible to reroute to an alternative route in order to keep the service running or to restore the service to the occurrence of service interruption events.
- **“Unprotected Circuit”** means a Viking Service that is fully or partially configured on unprotected ports and/or on an unprotected network path that cannot be routed to ports or alternate route for the purpose of maintaining or restoring the Service upon occurrence of an event of interruption.

The following points are:

1. Availability
2. Intervention time
 - 2A. SLA VOCE PBX specifications
3. Rescission before installing
4. Unnecessary interventions
5. Exceptions to SLA

1. Availability

Viking ensures service levels, in terms of annual availability and restoration times in case of blocking failure, depending on the type, technology and access architecture of the single circuit.

Availability Tables

PROTECTED CIRCUIT	
LINK TYPE	AVAILABILITY
Fiber Optic + Microwave Radio Link	99,99%
Microwave Radio Link + Fiber Optic	99,99%
Fiber Optic + Fiber Optic	99,50%-99,99%

UNPROTECTED CIRCUIT			
	SERVICE	LINK TYPE	AVAILABILITY
LAYER 2 Pure capacity Layer 2 Dedicated Point-to-Point Circuit delivered at Interconnected PoP or binding of two or more customer's headquarters.	Net-Lan	on Microwave Dedicated Link	>99,95%
	Fiber-Lan	on Dedicated Fiber Optic	99%-99,90%
	Up-Lan	on Radio FWA Link	99%-99,90%
	MEB (Managed Ethernet Bridge)	on Microwave Dedicated Link in LoS	99,99%
INTERNET CONNECTIVITY SERVICES	HiperNet	on Microwave Dedicated Link	>99,95%
	FiberGo	on Dedicated Fiber Optic	99%-99,90%
	UpNet	on Radio FWA Link	99%-99,90%
	HUB	on Fiber Optic or Radio Link	99,95%

2. Intervention time

How to open a ticket, intervention time and service coverage.

SLA Level	Service coverage	Coverage days	Intervention Time	Start Time	Restoration Time
SLA 4	From 8:30 to 17:30	From Monday to Friday non-holidays	4 hours	From 08:30 to 16:00, after 16:00 the count will start from 8:30 of the following working day (weekday).	4 hours in 99% of cases; 24 hours in 1% of cases
SLA 8			8 hours		8 hours in 99% of cases; 24 hours in 1% of cases
SLA 10			10 hours		10 hours in 80% of cases; 24 hours in 20% of cases
SLA 12			12 hours		12 hours in 99% of cases; 24 hours in 1% of cases
SLA MEB SLA NBD			By the next working day		N.B.D in 95% of cases; 48 hours in 4% of cases; Best effort in 1% of cases

SLA NBD PACK			By the next working day (more specifics in paragraph 2A)		N.B.D in 95% of cases; 48 hours in 4% of cases; Best effort in 1% of cases
SLA 4 PLUS	H24/24	7/7	4 hours	The start time of the intervention is defined from the moment of the Ticket formal opening.	4 hours in 99% of cases; 24 hours in 1% of cases
SLA 8 PLUS			8 hours		8 hours in 99% of cases; 24 hours in 1% of cases
SLA 10 PLUS			10 hours		10 hours in 80% of cases; 24 hours in 20% of cases
SLA 12 PLUS			12 hours		12 hours in 99% of cases; 24 hours in 1% of cases

Taking charge: within 30 minutes

Access: Direct access to technical staff by email to: service@vikingitaly.com

2 A. SLA NBD PACK specifications

In the specific case of the EasyVoice package, any replacement of the router on free loan will take place with shipment of the device within the working day following the formal opening of the ticket. The customer is required to return the faulty device to the courier sent by Viking, in the packaging in which he received the new router. Shipping and collection will be paid by Viking.

3. Rescission before installing (CCD)

In case of early withdrawal by the Customer before the date of equipment installation, the following penalties are due to Viking, as compensation:

Days after conclusion of the contract	Penalty
≤ 10 days	10% of the Activation Contribution
> 10 days	100% of the Activation Contribution + 12 Monthly Fees

4. Unnecessary interventions

Any unnecessary interventions carried out by the exclusive customer's desire shall be charged to the customer and estimated in a fix fee of € 250,00 including call, move and first hour of intervention. The charge for any hours later is € 45,00 for every Viking technician who has been required to send based on the required intervention. By way of example:

A customer has a disservice or a degradation and, despite the communication of Viking that its service is operational and efficient, it also requires an on-site intervention for checks, even joint. In the event that the intervention ends with successful certification of competence of the customer and/ or third parties, it shall be considered "empty intervention" and shall be charged to the customer.

5. Exceptions to SLA:

All service-credit-requests for delay or blocking failure, directly or indirectly caused by the following events, shall be excluded:

- Unauthorized or delayed access at the Customer's site: in the event that the customer becomes unavailable or fails to provide access to Viking equipment, both indoor and outdoor, the ticket shall be suspended and can only be reactivated when the customer authorizes Viking to access the equipment, with starting time of the intervention and deadlines defined in the contracted SLA.
- Incompatibility or failure of customer equipment, structures or applications;

- Any act or omission by the Customer;
- Natural disasters;
- National emergencies;
- Socio-political events;
- Wars, revolts and insurrections;
- Flooding, fire or explosion of the sites where Viking Devices are;
- Tampering;
- Planned work;
- Irregular electricity supply to the equipment at the customer's site;
- Insufficient level of air conditioning in the equipment room;
- Lack of collaboration in all preparatory activities for the implementation of the circuit by the customer or OLO (access to the site, availability on required time to carry out the technical inspection, sending and accepting documentation, etc...);
- Delays in the Public Administration or Customer bureaucracy;
- No written communication sent by email of anomalies or malfunctions for any degradation found.
- Other cases of force majeure