



Our **100% Availability** UK Service Level Agreement (SLA)

In typical Simwood style, if we're going to do something, we're going to do it properly. We are so confident that our service will be available for you and your customers whenever you need it, we're willing to put our money where our mouth is, and offer a 100% availability guarantee on our UK voice service.

So, what does that mean for me?

- Our Service Level Agreement (SLA) for our Virtual Interconnect and Managed Interconnect customers is a guarantee of 100% Simwood service availability.
- Yes, 100%.
- This is based on the timings we show at <https://status.simwood.com> for the UK Availability Zones.
- Simply put, if we have less than 100% uptime and you are a Virtual Interconnect or Managed Interconnect Simwood customer, we will provide a credit to the value of 25 times the amount you paid for channels for the period our service was unavailable.

100% of what?

We're promising **100% availability of our voice service** in the UK. This means that we are promising that, provided you are configured in accordance with our published interop information, there will never be a time during your contract with us when, for reasons connected with the Simwood network, you and your end users cannot:

- originate a call, over the Simwood network, to be terminated on another UK network, determined by the ability to originate a call to 0800 800 150¹; and
- terminate a call made by a third party to a number hosted by us, where that number is a number allocated by Ofcom to us, or allocated to you and hosted on our network (i.e. non-ported), where the third party network is operating normally
- This applies even for scheduled downtime, since this should never affect all our sites at the same time.

The benchmark for this is what is shown on <https://status.simwood.com>, which you can check at any time.

¹ This number (used by BT Customer Service) has been selected as a known constant. It has been unchanged for many years, is off-net, hosted on the BT network, and answered 24/7 by an IVR, therefore provides an accurate indication if calls can be made via the Simwood Network.



When you say “for reasons connected with the Simwood network”?

We have sophisticated multi-site redundancy, and we are confident that nothing in our network will stop you from being able to make or receive calls.

But not everyone has that same level of dedication, so we’re obviously not promising anything which is outside our control or which results from your own choices.

For example, we clearly cannot promise, or be responsible for ensuring, that all your and your customers’ kit is working correctly, or that networks with which we interconnect will be working or willing to receive your traffic or pass incoming traffic to us.

Likewise, if you’ve breached your contract with us and got yourself suspended, this SLA does not apply.

And “25 times the amount you paid”?

We will credit your next invoice 25 times the amount you paid for channels for the period our service was unavailable, capped at your total channel spend that month.

So, if the service is unavailable for an hour (which is unheard of!), you would receive a credit of 25x what you paid us for channels for that hour.

Let’s take an example: assume you pay us £2000 a month for channels, and we have a one hour outage. For that hour, you would have paid us $\text{£}2000 / 31 \text{ days} / 24 \text{ hours} * 1 \text{ hour}$: £2.69

We would credit you 25 times that amount, £67.20, on your next invoice.

Who does this apply to?

This 100% SLA currently applies to Virtual Interconnect and Managed Interconnect customers of Simwood eSMS Limited (“Simwood”). A different SLA applies to customers of Simwood Inc.



Document History

Version	Date	Author	Notes
0.2	2018-12-05	RM	Various Updates
0.1	2018-12-01	NB	Initial Draft