

# Gigaloch Limited Service Level Agreement (SLA)

This document outlines the service levels subscribers can expect from Gigaloch.

## Our Service Mission

Gigaloch aims to provide a high quality and reliable broadband service via a state of the art Fibre-to-the-Home (FTTH) network. From time to time our service may be affected by a number of factors and when that is the case we aim to respond promptly and efficiently to address issues and ensure our service meets expectations.

## Contacting Gigaloch

You can contact Gigaloch in a number of ways, but the primary methods are by telephone or email:

Telephone number for customer services: 0800 046 7996

Email address for customer services: [cshub@gigaloch.com](mailto:cshub@gigaloch.com)

In the event of a loss of service the telephone may offer the fastest method to report this. Where an outage affects a number of subscribers you may find it difficult to get through on the phone line and then email may be better. Email can also be a good way to ensure that more complex questions get given to the most appropriate staff to respond to.

For service issues please provide your property name or address and your contact details together with a brief description of the issue.

For any official correspondence our mailing address is:

Gigaloch Ltd.  
Suite E1, Riverview House,  
Friarton Road,  
Perth,  
PH2 8DF

## Service Level Offerings

For standard domestic subscribers Gigaloch see no need to restrict or limit performance and hence we offer a 1 Gb/s service to all users. For the vast majority of domestic users this service will provide speeds well in excess of their requirements, but where a user requires a faster or enhanced service then Gigaloch can offer such services at an increased cost. Currently such enhanced or premium broadband services are by negotiation as costs and availability depend on location.

Service offering:	Expected download speed:	Minimum expected download speed:	Expected upload speed:
Std. domestic 1 Gb/s	900 Mb/s	600 Mb/s	200 Mb/s

Note the expected download speed represents the data speed from a device directly connected to the router via an ethernet cable. The optical signal line speed into the home is a full 1000 Mb/s, but the data payload speed represents the data delivered when overheads and other factors are deducted. Speed testing a broadband connection is a notoriously problematic due to many possible factors, not least speed tests conducted over a wi-fi connection or with devices with restrictive setup. We reserves the right to speed test the connection using our own equipment and process in order to verify the connection speed when a customer notifies us of a speed issue.

## **Response Times**

Our telephones are manned from 0900 to 1800 on business days. At weekends and bank holidays telephones may be answered but are not always manned but messages will be checked periodically.

When a service issue is reported to us we will immediately contact the appropriate department to investigate. In all cases you should receive an update within 24 hours if we have not already fixed the issue within that time. The update option might be limited to email or text message where a number of subscribers might otherwise need to be telephoned, or when a telephone call might be outside social hours.

## **Service Restoration Times**

A broadband internet delivery service is a complicated process with many potential points where an issue could affect the service delivery to consumers. Where our network or the supporting networks of our transit partners have an issue that affects our service to subscribers we will seek to minimise any service downtime and to re-establish the expected service as soon as possible.

We monitor and record all reported faults and service restoration times and we have a record of repairing the majority of such faults in under 24 hours.

There are times when a repair may take longer for a number of factors and these include several factors that might be outside of our control. These factors could include, but are not limited to: "acts of God"; severe weather; land or property access issues; fire; vandalism; terrorism; government or local authority work restrictions; flooding; natural disasters; police crime scene cordon; other and similar exceptional circumstances. In these circumstances we will communicate the reason for the issue and expected resolution times.

## **Planned Outages and At-Risk Times**

From time to time both ourselves and our suppliers have to work on our networks to fix problems or upgrade equipment. This work often does not result in significant service outages, but can result in a very brief service interruption when systems are re-started. Except in unforeseen circumstances we will do such routine work out of hours between Midnight and 7 am and our suppliers usually work to the same, or very similar time plan. We will communicate planned maintenance to potentially affected customers where we have enough notice to reasonably do so.

Other work that could put service at risk, even if only for a few minutes, will normally be done outside normal work hours and peak usage times whenever possible. The ability to schedule at-risk work for the least busy times is sometimes limited for example because some work requires daylight to be completed safely and to an adequate standard. In circumstances where we perceive work may

put service at risk we will warn properties that may be affected in advance. We would suggest that software updates should not be scheduled to download at those times.

The risk of outages during “at risk” work operations is minimised by ensuring such work is carried out by our most skilled and experienced approved engineers. New and trainee engineers are not permitted to work on live network cables without being supervised by more experienced engineers.

Service status updates will be provided for any planned or unplanned outages and are visible by visiting: <https://gigaloch.com/service-status/>

## **Our Commitment to Subscribers**

Where the subscriber reports an outage and we fail to restore the service within 72 hours we will credit the subscriber account with all full (24-hour) days of down-time. This assumes that the subscriber did not cause or was not responsible for the outage and has in no way hindered or delayed the restoration process, and any declared credit will be applied at the end of the contract period.

This commitment is in addition to any rights the subscriber has that are conferred by national law and national authorities or any other protection schemes that Gigaloch may commit to.

An exception to this commitment is when circumstances mean we are not able to restore services due to issues that are outside of our control. Such circumstances are listed in the Service Restoration Time section, and apply when we could not reasonably control the repair process. This may sound similar to an insurance company avoiding their commitments by suggesting an “act of god” was responsible, but there can be circumstances that we can’t reasonably plan for or mitigate. None-the-less we are a service company and as such we will do all we reasonably can to ensure a reliable service to our subscribers.