

IUS CONSOLIDATED CONTRACT SCHEDULE

CONSOLIDATED SCHEDULE 4
SERVICE LEVELS AND RELATED REMEDIES

for Contract Number DCNS/119

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Consolidated Schedule 4

Service Levels and Related Remedies

This Consolidated Schedule provides a consolidated version of Part A of Schedule 2.1 (*Service Levels, Related Remedies and Performance Monitoring*) of the Call-Off Terms, Appendix 4 to the Call-Off Form and the Customer Authority's special terms relating to service levels and related remedies.

Capitalised terms used but not defined in this Consolidated Schedule are defined in Consolidated Schedule 1 (*Definitions*).

1 INTRODUCTION

1.1 This Consolidated Schedule:

- 1.1.1 sets out the principal objectives of the Service Levels regime (see Paragraph 2 below);
- 1.1.2 provides an overview of the Service Levels regime (see Paragraph 3 below);
- 1.1.3 sets out the Service Criteria (see Paragraph 4 below);
- 1.1.4 describes the process and consequences for Repeat Failures (see Paragraph 5 below);
- 1.1.5 describes the method by which Service Credits will be calculated (see Paragraph 6 below);
- 1.1.6 describes the nature of Service Credits (see Paragraph 7 below);
- 1.1.7 sets out some general principles for Service Levels (see Paragraph 8 below); and
- 1.1.8 sets out the Service Levels and Service Credits (see Paragraphs 9 to 22 below).

PART A: CALCULATION OF SERVICE PERFORMANCE

2 PRINCIPAL OBJECTIVES

2.1 The objectives of the Service Levels, Service Credits and other related remedies are to:

- 2.1.1 ensure that the Services are of a consistently high quality and meet the Service Levels and other requirements of the Customer Authority;
- 2.1.2 without prejudice to the Contractor's obligations to deliver the Services in accordance with Consolidated Schedule 3 (*Service Requirements and Contractor Service Descriptions*), use Service Credits as a method of price adjustment to reflect poor performance in breach of the Service Levels;
- 2.1.3 provide a mechanism whereby the Service Credit regime can evolve over the duration of this Consolidated Contract as the profile of Services change; and
- 2.1.4 incentivise the Contractor to meet the Service Levels and remedy any failure to meet the Service Levels promptly.

2.2 The Parties acknowledge that:

- 2.2.1 the Customer Authority will, in all cases, prefer to receive Services that meet or exceed the Service Levels in preference to receiving the Service Credits; and
- 2.2.2 the Contractor shall, in all cases, seek to deliver the Services so that they meet or exceed the Service Levels in preference to accepting a liability for Service Credits.

3 SERVICE LEVELS

3.1 Each of the Services may be subject to one or more of four (4) different types of Service Criteria. These are:

- 3.1.1 Availability (as further set out in Paragraph 4.1 of this Part A);
- 3.1.2 Quality (as further set out in Paragraph 4.2 of this Part A);
- 3.1.3 Provisioning (as further set out in Paragraph 4.3 of this Part A); and
- 3.1.4 Service Management (as further set out in Paragraph 4.4 of this Part A).

3.2 Part B of this Consolidated Schedule identifies which Service Criteria apply to each Service and/or Service Element.

3.3 The Contractor shall monitor its performance of each of the Service Criteria referred to in Paragraph 3.1 of this Part A by reference to the applicable Service Levels and shall send the Customer Authority a Monthly Summary in accordance with Consolidated Schedule 14 (*Performance Monitoring and Reporting*).

3.4 Not all Service Levels attract Service Credits. In respect of a Service Level which attracts Service Credits, if the Achieved Service Level does not meet the relevant Service Level, then Service Credits will be due from the Contractor in accordance with Paragraph 6 of this Part A and Part B of this Consolidated Schedule.

3.5 Subject to Paragraph 3.6 below, the Customer Authority may change the Service Credits applicable to any Service Level (including by applying Service Credits to Service Levels that did not previously attract Service Credits) without the need to go through the Contract Change Procedure and at no additional cost:

- 3.5.1 once per Contract Year, on at least three (3) months' prior written notice; and
- 3.5.2 within sixty (60) Working Days after the Contractor has been issued a Milestone Achievement Certificate for Milestone numbers:
 - (i) 5.1: Service Deployment (Site Rollout) – Migration: Fixed Voice Service;
 - (ii) 5.2: Service Deployment (Site Rollout) – Migration: Mobile Voice and Data Service;
 - (iii) 6.1: Service Acceptance Date – Implementation: Boundary Protection Service;
 - (iv) 6.2: Service Acceptance Date – Implementation: Operator Assistance Service;
 - (v) 6.3: Service Acceptance Date – Implementation: Encryption Service; and
 - (vi) 6.4: Service Acceptance Date – Implementation: Conferencing Service,in respect of that particular Service for that particular Customer Authority Site.

3.6 The Customer Authority shall, when exercising its rights under Paragraph 3.5 above:

- 3.6.1 give the Contractor at least two (2) weeks to comment on the proposed changes before a notice of change is given; and

3.6.2 not increase the total value of Service Credits potentially payable.

- 3.7 In the event of any change to the Service Credits, the Contractor will provide the Customer Authority with an updated draft of this Consolidated Schedule within two (2) weeks of receiving notice of such change.

4 SERVICE CRITERIA

4.1 Availability

- 4.1.1 Unless stated otherwise in this Consolidated Schedule, the Achieved Service Level for Availability is calculated as a percentage of the total time in a Service Measurement Period in accordance with the following formula:

$$\frac{0}{0}$$

where:

“MP” = Total time within the Agreed Service Time for the relevant Customer Authority Site or Service (as designated in Paragraph 8 below and Part B), excluding Planned Downtime, within the relevant Service Measurement Period (the “Measurement Period”); and

“SD” = Total Service Downtime within the Agreed Service Time for the relevant Customer Authority Site or Service (as designated in Paragraph 8 below and Part B) within the relevant Service Measurement Period during which the Contractor System, a Service and/or Service Element is not Available, excluding Planned Downtime.

- 4.1.2 The Service Levels and Service Credits for Availability are set out in Part B of this Consolidated Schedule.

4.2 Quality

For certain Services and/or Service Elements it will be possible for a measure of Quality to be applied in addition to the measure of Availability. The Service Levels and Service Credits for Quality are set out in Part B of this Consolidated Schedule.

4.3 Provisioning

For certain Services and/or Service Elements (including MACs) a measure of the effectiveness of Provisioning will be applied. The Service Levels and Service Credits for Provisioning are set out in Part B of this Consolidated Schedule.

4.4 Service Management

The Service Levels and Service Credits for Incident Management, Problem Management, Change Management, Request Fulfilment, Knowledge Management, Management Information Exchange and the Contractor Service Desk are set out in Part B of this Consolidated Schedule.

5 REPEAT FAILURES TO MEET SERVICE LEVELS

- 5.1 If the Contractor fails to achieve a Service Level for a particular Contractor System, Service and/or Service Element in a Service Measurement Period and then fails to achieve

the same Service Level in a subsequent (as defined in Table 1 below) Service Measurement Period, the failure in the subsequent Service Measurement Period shall be a **“Repeat Failure”**. The Repeat Failure count shall increment by one (1) for each additional failure.

- 5.2** Repeat Failures shall apply to Service Levels for Availability, Quality and Service Management. Repeat Failures shall not apply to Service Levels for Provisioning.
- 5.3** The Repeat Failure count shall be reset to zero (0) once there have been two (2) consecutive Service Measurement Periods in which the Service Level has been met.
- 5.4** A worked example is set out below:

	Service Measurement Period											
	1	2	3	4	5	6	7	8	9	10	11	12
Failure to meet Service Level for a Service (F)	F	F	✓	F	✓	✓	F	✓	F	F	✓	F
No. of Repeat Failures	0	1		2			0		1	2		3

Table 1 - Repeat Failure Example

- 5.5** For any failure to meet Service Levels which is a Repeat Failure, the Service Credit applicable shall be increased as follows (a **“Repeat Failure Multiplier”**):

Repeat Failure count applicable to the Service Measurement Period	Repeat Failure Multiplier
0	1
1	1.25
2	1.5
3	1.75
4 and above	2

Table 2 - Repeat Failure Multipliers

6 SERVICE CREDIT CALCULATION

- 6.1** Service Credits are required to be paid in the event that the relevant Achieved Service Level does not meet the Service Level in a Service Measurement Period.
- 6.2** Subject to Paragraph 6.10 below, the Service Credit Percentage is determined by the Achieved Service Level, the Service Level and the Service Failure Threshold and is calculated by using the straight line formula below:

$$\text{Service Credit Percentage} = (M * (A - X) + C) * \text{Repeat Failure Multiplier}$$

Where:

“A” is the Service Level Percentage (%) below which Service Credits become payable;

“B” is the Service Failure Threshold (%);

“X” is the Achieved Service Level (%) for a Service Measurement Period;

“C” is the Minimum Service Credit Percentage (%) payable if the Achieved Service Level falls below the Service Level;

“D” is the Maximum Service Credit Percentage (%) payable if the Achieved Service Level reaches the Service Failure Threshold;

“M” is a coefficient defined for the Contractor System, Service and/or Service Element which is calculated from the formula $M = (D - C) / (A - B)$, that is the slope of the straight line (see Figure 1 below); and

Repeat Failure Multiplier shall have the meaning set out in Paragraph 5.5 of this Consolidated Schedule.

6.3 For the avoidance of doubt Service Failure Threshold is as defined in Consolidated Schedule 1 (*Definitions*).

6.4 Unless stated otherwise in this Consolidated Schedule, the Achieved Service Level for all Service Management Service Criteria shall be calculated in accordance with the following formula:

$$X = ((Z - Y) / Z) * 100\%$$

Where:

“Y” is the total number of Service Management Events across all Customer Authority Sites, that have not met the relevant Service Level in the Agreed Service Time applicable to that Customer Authority Site, during the Service Measurement Period; and

“Z” is the total number of Service Management Events, across all Customer Authority Sites during the Service Measurement Period.

6.5 Unless stated otherwise in this Consolidated Schedule, the Achieved Service Level for all Provisioning Service Criteria shall be measured by reference to the length of time specified in the relevant Service Level description (as set out in Part B of this Consolidated Schedule).

6.6 Unless stated otherwise in Part B of this Consolidated Schedule, the Service Credit (£) is calculated by Service Credit (£) = Service Credit Percentage x Service Charge for the Service Measurement Period.

6.7 The Service Charge referred to in the calculation set out in Paragraph 6.6 above shall at all times be the relevant Service Charge described in relation to each Service Level in Part B of this Consolidated Schedule; and that the Contractor has become entitled to charge the Customer Authority for in accordance with Consolidated Schedule 9 (*Charges and Invoicing*) during the relevant Service Measurement Period.

6.8 Service Credits for a particular Service for the Service Criteria are cumulative (that is Service Credits for all four (4) Service Criteria (if specified for the relevant Service) will be added together to make the total Service Credit payable for that Service.

6.9 Aggregate Service Credits for all Services delivered by the Contractor to the Customer Authority shall be limited in each Service Measurement Period to fifty percent (50%) of the aggregate Service Charges payable to the Contractor within the same Service Measurement Period.

- 6.10** Service Credits for Provisioning do not work in the same way as for the other Service Criteria. Where Service Levels exist for Provisioning, Service Credits are required to be paid where the Achieved Service Level for Provisioning is in excess of twenty five percent (25%) longer than the Service Level for such Provisioning. The Service Credit for breach of a Service Level for Provisioning will be fifty percent (50%) of the Non-Recurring Charge for the relevant Service Element.
- 6.11** The Customer Authority may use the Monthly Summaries to, among other things, verify the calculation and accuracy of the Service Credits, if any, applicable to each relevant Service Measurement Period.
- 6.12** Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. The Contractor shall set-off the value of any Service Credits against the appropriate invoice in accordance with Clause 7.23 of this Consolidated Contract and Part B of Consolidated Schedule 9 (*Charges and Invoicing*).
- 6.13** Nothing in this Consolidated Schedule prevents or restricts a Critical Service Failure or other failure from arising and affording the Customer Authority the remedies available to it in this Consolidated Contract.

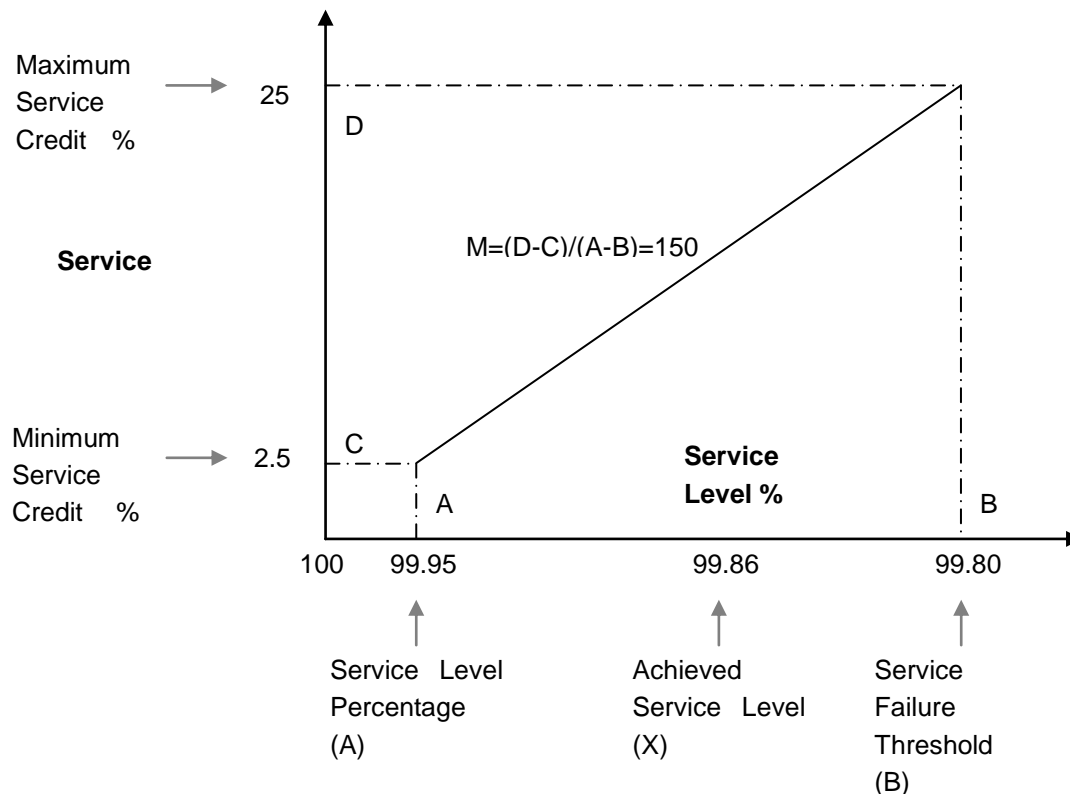
Availability of the Conference Bridging Capability – Example Service Credit Calculation

- 6.14** The Availability of the Conference Bridge Capability is a Network Service Level. Therefore, this Service Level measures the Availability of the entire provision of the Bridging Capability, and Paragraph 18.2.3 of Part B provides that it is to be measured separately for each Security Classification of the Bridging Capability. There shall be a single Achieved Service Level calculation and a single Service Credit calculation with respect to each such measure. Paragraph 8.2 of Part B provides that the AST for a Network Service Level is 00.00-24.00 hours, Monday to Sunday (inclusive), unless provided otherwise in Part B, and Part B does not provide otherwise in regard of the AST for the Bridging Capability.
- 6.15** An example Service Credit regime for the Availability of the Bridging Capability within the Conferencing Service is as follows:

Service Level Name	Service Failure Threshold Percentage (B)	Coefficient (M)	Service Level Percentage % (A)	Minimum Service Credit Percentage % (C)	Maximum Service Credit Percentage % (D)
Availability of Bridging Capability (<i>Network Service Level</i>)	99.80%	150	99.95%	2.5%	25%

Table 3 - Example Service Credit for the Availability of the Bridging Capability

The example Service Credit regime is shown diagrammatically below:



6.15.1 For this Service:

- (i) the Service Level Percentage (A) is ninety-nine point nine five per cent (99.95%);
- (ii) the Service Failure Threshold (B) is ninety-nine point eight per cent (99.80%);
- (iii) the Minimum Service Credit % (C) is two point five per cent (2.5%); and
- (iv) the Maximum Service Credit % (D) is twenty-five per cent (25%).

6.15.2 Let us assume that for the purpose of this example, that the Service Measurement Period is thirty (30) days in duration and that, within the Agreed Service Time during that Service Measurement Period, there is a total Service Downtime of one (1) hour for the OFFICIAL Bridging Capability. The Service Charge (being, in accordance with Paragraph 18.4.4 of Part B, the Capability Charge of the OFFICIAL Bridging Capability) for the Service Measurement Period is one million pounds (£1,000,000). Previous performance had exceeded the Service Level for Availability (i.e. there are no Repeat Failures and the Repeat Failure Multiplier is 1).

6.15.3 In this example:

- (i) **Achieved Service Level = ((MP – SD) / MP) x 100%**

Where:

MP = 24 hours * 30 days = 720 hrs

SD = 1 hour

Therefore:

$$\text{Achieved Service Level} = ((720\text{hrs} - 1\text{hrs}) / 720\text{hrs}) * 100\% = 99.86\%$$

- (ii) **Service Credit Percentage (£) = (M * (A - X) + C) * Repeat Failure Multiplier**

Where:

$$M = (D - C) / (A - B) = (25 - 2.5) / (99.95 - 99.8) = 22.5 / 0.15 = 150$$

$$A = 99.95\%$$

$$X = 99.86\%$$

$$C = 2.5\%$$

Therefore:

$$\text{Service Credit Percentage} = (150 * (99.95 - 99.86) + 2.5) * 1 = 16\%$$

- (iii) **Service Credit (£) = Service Charge x Service Credit Percentage**

Where:

$$\text{Service Charge} = \text{£}1,000,000$$

$$\text{Service Credit Percentage} = 16\%$$

Therefore:

$$\text{Service Credit (£)} = \text{£}1,000,000 * 16\% = \text{£}160,000$$

- 6.16** In order to calculate the total Service Credit for the Bridging Capability in the Service Measurement Period, an equivalent calculation to that set out at 6.15 must be performed for all other Security Classifications of the Bridging Capability provided in the Service Measurement Period.

Time to Answer Directory Enquiry or Call Reception Calls – Core Hours – Example Service Credit Calculation

- 6.17** The Time to Answer Directory Enquiry or Call Reception Calls is a Network Service Level. This Service Level measures the Quality of the entire Directory Enquiry Service and Call Reception Service. There shall be a single Achieved Service level calculation and a single Service Credit calculation with respect to each such measure. Paragraph 8.2 of Part B provides that the AST for a Network Service Level is 00.00-24.00 hours, Monday to Sunday (inclusive), unless provided otherwise in Part B. In the case of this Service Level, Paragraph 19.3.2 of Part B provides that the AST for this Service Level shall be all Core Hours.

- 6.18** An example Service Credit regime for the time to Answer Directory Enquiry or Call Reception Calls – Core Hours is as follows:

Service Level Name	Coefficient (M)	Service Level (A)	Service Failure Threshold (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Time to answer Directory Enquiry Calls or Call Reception Calls – Core Hours (Network Service Levels)	-3.3	All Directory Enquiry Calls and Call Reception Calls are Answered within a mean of twelve (12) seconds of such calls being received.	All Directory Enquiry Calls and Call Reception Calls are Answered within a mean of eighteen (18) seconds of such calls being received.	5%	25%

Table 4 - Example Service Credits for the Quality of the Operator Assistance Service

6.18.1 For this Service:

- (i) the Service Level (A) is twelve (12) seconds;
- (ii) the Service Failure Threshold (B) is eighteen (18) seconds;
- (iii) the Minimum Service Credit % (C) is five per cent (5%); and
- (iv) the Maximum Service Credit % (D) is twenty-five per cent (25%).

6.18.2 Let us assume that for the purpose of this example, the Service Measurement Period is thirty (30) days, twenty (20) of which are Working Days. Within the Agreed Service Time during that Service Measurement Period, the total time taken to Answer Directory Enquiry Calls and Call Reception Calls is 945 seconds and there are a total of 63 such calls made. The Service Charge (being, in accordance with Paragraph 19.4.5 of Part B, the sum of any Capability Charge and any Volume Charge) for the Service Measurement Period is fifty thousand pounds (£50,000). Previous performance had exceeded the Service Level for Availability (i.e. there are no Repeat Failures and the Repeat Failure Multiplier is 1).

6.18.3 In this example:

- (i) **Achieved Service Level = TT / TC**

Where:

TT = 945 seconds

TC = 63 calls

Therefore:

Achieved Service Level = 945 / 63 = 15 seconds per call

- (ii) **Service Credit Percentage = (M * (A – X) + C) * Repeat Failure Multiplier**

Where:

$$M = (D - C) / (A - B) = (25 - 5) / (12 - 18) = 20 / -6 = -3.3$$

A = 12 seconds

X = 15 seconds

C = 5%

Therefore:

$$\text{Service Credit Percentage} = (-3.3 \times (12-15) + 5) \times 1 = 14.9\%$$

- (iii) **Service Credit (£) = Service Charge x Service Credit Percentage**

Where:

Service Charge = £50,000

Service Credit Percentage = 14.9%

Therefore:

$$\text{Service Credit (£)} = £50,000 \times 14.9\% = £7,490$$

6.19 The above figure represents the total Service Credit for the total time taken to Answer Directory Enquiry Calls and Call Reception Calls - Core Hours.

Availability of the Fixed Voice Site Service (IPT) – Example Service Credit Calculation

6.20 The Availability of the Fixed Voice Site Service (IPT) is a Site Service Level. This Service Level measures the Availability of the Fixed Voice Site Service for IPT extensions at each Customer Authority Site, and Paragraph 17.2.5 of Part B provides that it is to be measured separately for each Security Classification of the Fixed Voice Site Service at that Customer Authority Site. There shall be one Achieved Service Level calculation and one Service Credit calculation with respect to each such measure at each Customer Authority Site. Paragraph 8.2 of Part B provides that the AST for a Site Service Level is the AST of the Customer Authority Site in respect of which the Service Level is being measured, unless provided otherwise in Part B, and Part B does not provide otherwise in respect of the AST of the Fixed Voice Site Service (IPT).

6.21 An example Service Credit regime for the Availability of the Fixed Voice Site Service is as follows:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of the Fixed Voice Site Service (IPT)	150	99.95%	99.80%	2.50%	25%

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
(Site Service Level)					

Table 5 - Example Service Credits for Availability of the Fixed Voice Site Service (IPT)

6.21.1 For this Service:

- (i) the Service Level (A) is ninety-nine point five per cent (99.95%);
- (ii) the Service Failure Threshold (B) is ninety-nine point eight per cent (99.8%);
- (iii) the Minimum Service Credit % (C) is two point five per cent (2.5%); and
- (iv) the Maximum Service Credit % (D) is twenty-five per cent (25%).

6.21.2 Let us assume for the purpose of this example that we are calculating the Availability of the Fixed Voice Site Service (IPT) in respect of a Customer Authority Site with an AST at Option B (i.e. 8:00 – 18:00 hours on any day excluding Saturday, Sundays and public holidays), and that the Service Management Period is thirty (30) days in duration, twenty (20) days of which fall within the timescales stipulated by Option B. Within this Agreed Service Time during the Service Measurement Period, there is a total Service Downtime of one (1) hour for the TOP SECRET Fixed Voice Site Service. The Service Charge for the provision of the TOP SECRET Fixed Voice Site Service at that Customer Authority Site (being, in accordance with Paragraph 17.4.5 of Part B, the sum of any Volume Charges for the Fixed Voice Site Service at TOP SECRET and a percentage of the Charges for the TOP SECRET Core Voice Capability (such percentage being equal to the number Voice Ports at the relevant Customer Authority Site, as a percentage total number of Voice Ports provided under this Agreement)) for the Service Measurement Period is ten thousand pounds (£10,000). Previous performance had exceeded the Service Level for Availability (i.e. there are no Repeat Failures and the Repeat Failure Multiplier is 1).

6.21.3 In this example:

- (i) **Achieved Service Level = ((MP – SD) / MP)**

Where:

MP = 10 hours * 20 days = 200 hours

SD = 0.25 hour

Therefore:

Achieved Service Level = ((200hrs – 0.25 hr) / 200hrs) * 100% = 99.88%

- (ii) **Service Credit Percentage = (M * (A – X) + C) * Repeat Failure Multiplier**

Where:

M = (D – C) / (A – B) = (25 – 2.5) / (99.95 – 99.80) = 22.5 / 0.15 = 150

A = 99.95%

$$X = 99.80\%$$

$$C = 2.5\%$$

Therefore:

$$\text{Service Credit Percentage} = (150 \times (99.95 - 99.88) + 2.5) \div 1 = 13\%$$

$$(iii) \quad \text{Service Credit (£)} = \text{Service Charge} \times \text{Service Credit Percentage}$$

Where:

$$\text{Service Charge} = \text{£10,000}$$

$$\text{Service Credit Percentage} = 13\%$$

Therefore:

$$\text{Service Credit (£)} = \text{£10,000} \times 13\% = \text{£1,300}$$

6.22 An equivalent calculation to that set out in Paragraph 6.21 above needs to be performed for all other Security Classifications of the Fixed Voice Site Service Capability provided at the above Customer Authority Site (“**Site A**”), and again for all other Customer Authority Sites at each Security Classification at which the Fixed Voice Site Service is provided at such Customer Authority Site respectively. For example, if in the above mentioned Service Measurement Period the Fixed Voice Site Service Capability is: (i) not provided at any other Security Classification at Site A; and (ii) is provided only at one (1) other Customer Authority Site (“**Site B**”) (at Security Classifications OFFICIAL and TOP SECRET, each attracting a Service Credit of one thousand six hundred pounds (£1,600) and one thousand seven hundred and fifty pounds (£1,750) respectively), then the total Service Credit payable in respect of the Fixed Voice Site Service Capability for the aforementioned Service Measurement Period shall be:

$$\text{Service Credit (£)} = \text{Total Service Credits for Site A} + \text{Total Service Credits for Site B} = (\text{£1,300}) + (\text{£1,750} + \text{£1,600}) = \text{£4,650}$$

Availability of the Boundary Protection Service to the Fixed Voice Service – (Resilient Diverse) Example Service Credit Calculation

6.23 The Availability of the Boundary Protection Service to the Fixed Voice Service (Resilient Diverse) is an Instance Service Level. This Service Level measures the Availability of each Service Instance (in this case, each Resilient Diverse Gateway). There shall be a single Achieved Service Level calculation and a single Service Credit calculation with respect to each such measure. Paragraph 8.2 of Part B provides that the AST for an Instance Service Level is the AST of the Customer Authority Site to which the Service Instance in respect of which the Service Level is being measured occurs or is located (as the case may be), unless provided otherwise in Part B. In this case Paragraph 20.2.1 of Part B provides the AST for the Boundary Protection Service as twenty-four (24) hours a day seven (7) days a week.

6.24 An example Service Credit regime for the Availability of the Boundary Protection Service to the Fixed Voice Service (Resilient Diverse) is as follows:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of the Boundary Protection Service to the Fixed Voice Service in relation to Resilient Diverse Gateways (Instance Service Level)	150	99.95%	99.80%	2.5%	25%

Table 6 - Example Service Credit for Availability of the Boundary Protection Service to the Fixed Voice Service in relation to Resilient Diverse Gateways

6.24.1 For this Service:

- (i) the Service Level (A) is ninety-nine point nine five per cent (99.95%);
- (ii) the Service Failure Threshold (B) is ninety-nine point eight per cent (99.8%);
- (iii) the Minimum Service Credit % (C) is two point five per cent (2.5%); and
- (iv) the Maximum Service Credit % (D) is twenty-five per cent (25%).

6.24.2 The Agreed Service Time for the Boundary Protection Service to the Fixed Voice Service is twenty-four (24) hours a day seven (7) days a week, and the Service Measurement Period is thirty (30) days in duration. Within this Agreed Service Time during the Service Measurement Period, there is a total Service Downtime of one (1) hour for the Gateway. The Service Charge (being, in accordance with Paragraph 20.4.4 of Part B, the sum of the Volume Charges for the relevant Gateway) for the Service Measurement Period is ten thousand pounds (£10,000). Previous performance had exceeded the Service Level for Availability (i.e. there are no Repeat Failures and the Repeat Failure Multiplier is 1).

6.24.3 In this example:

- (i) **i. Achieved Service Level = ((MP – SD) / MP) * 100%**

Where:

MP = 24 hours per day * 30 days = 720 hours

SD = 1 hour

Therefore:

Achieved Service Level = ((720hrs – 1hr) / 720hrs) x 100% = 99.86 %

- (ii) **ii. Service Credit Percentage = (M * (A – X) + C) * Repeat Failure Multiplier**

Where:

$$M = (D - C) / (A - B) = (25 - 2.5) / (99.95 - 99.8) = 22.5 / 0.15 = 150$$

$$A = 99.95\%$$

$$X = 99.86 \%$$

$$C = 2.5\%$$

Therefore:

$$\text{Service Credit Percentage} = (150 \times (99.95 - 99.86) + 2.5) \times 1 = 16\%$$

- (iii) **iii. Service Credit (£) = Service Charge x Service Credit Percentage**

Where:

$$\text{Service Charge} = \text{£}10,000$$

$$\text{Service Credit Percentage} = 16\%$$

Therefore:

$$\text{Service Credit (£)} = \text{£}10,000 \times 16\% = \text{£}1,600$$

- 6.25** An equivalent calculation to that set out at Paragraph 6.24 above needs to be performed for each Gateways in the Service Measurement Period, in order to calculate the total Service Credit for Gateways.

Incident Resolution – Example Service Credit Calculation

- 6.26** Incident Resolution is an Aggregated Site Service Level. This Service Level measures the Service Management of the entire Incident Resolution Service, and Paragraph 10.1.1 of Part B provides that it does so for each Incident Priority Level at which there are Incidents. For the Incident Resolution Aggregated Site Service Level, we are measuring how many Incidents meet the Service Level within the AST of the Customer Authority Site applicable to each Incident.

- 6.26.1** An example of the Service Credit calculation for Incident Resolution is as follows:

Number of Incidents per Incident Priority Level in the Service Measurement Period	Coefficient (M)	Service Level (A). This will have been achieved if:	Service Failure Threshold (B). Service Failure will be deemed to have occurred if:	Minimum Service Credit % (C)	Maximum Service Credit % (D)
39 or fewer Incidents across all Customer Authority Sites <i>(Aggregated Site Service Level)</i>	-0.8333	No more than one (1) Incident is Resolved in excess of the relevant Maximum Incident Resolution Time <i>Incidents shall only be considered as validly Resolved if the Contractor has Resolved the Incident and notified the Customer Authority OSM that it has Resolved such Incident by completing the relevant sections of the relevant Incident Record</i>	Four (4) or more such Incidents are Resolved in excess of the Maximum Incident Resolution Times	2.5%	5%
40 or more Incidents across all Customer Authority Sites <i>(Aggregated Site Service Level)</i>	0.6	Ninety-seven point five percent (97.5%) of all Incidents occurring during the Service Measurement Period are Resolved within the relevant Maximum Incident Resolution Times <i>Incidents shall only be considered as validly Resolved if the Contractor has Resolved the Incident and notified the Customer Authority OSM that it has</i>	Ninety percent (90%) of all Incidents occurring during the Service Measurement Period are Resolved within the relevant Maximum Incident Resolution Times	0.5%	5%

Number of Incidents per Incident Priority Level in the Service Measurement Period	Coefficient (M)	Service Level (A). This will have been achieved if:	Service Failure Threshold (B). Service Failure will be deemed to have occurred if:	Minimum Service Credit % (C)	Maximum Service Credit % (D)
		<i>Resolved such Incident by completing the relevant sections of the relevant Incident Record</i>			

Table 7 - Example Service Credits for Incident Resolution

6.26.2 For this Service:

- (i) the Service Level Percentage (A) is ninety seven point five percent (97.5%);
- (ii) the Service Failure Threshold (B) is ninety percent (90%);
- (iii) the Minimum Service Credit % (C) is zero point five per cent (0.5%); and
- (iv) the Maximum Service Credit % (D) is five per cent (5%).

6.26.3 Let us assume for the purpose of this example, that the Service Measurement Period is thirty (30) days in duration and that there are one hundred (100) Incidents at Incident Priority Level 1 within a Service Measurement Period across all Customer Authority Sites, five (5) of which are not Resolved within the Maximum Incident Resolution Time of four (4) hours for Incident Priority Level 1 within the Agreed Service Times of the Customer Authority Sites to which each respective Incident relates. The Service Charge (being, in accordance with Paragraph 10.2.3 of Part B, the total Service Charges for the Service Management Service for the Service Measurement Period) is fifty thousand pounds (£50,000). Previous performance had exceeded the Service Levels for Incident Resolution Times (i.e. there are no Repeat Failures and the Repeat Failure Multiplier is 1).

6.26.4 The Service Credit calculation at Incident Priority Level 1 is:

- (i) **Achieved Service Level = $((Z - Y)/Z) * 100\%$**

Where:

Z = 100

Y = 5

Therefore:

Achieved Service Level = $((100-5) / 100) * 100\% = 95\%$

- (ii) **Service Credit Percentage = $(M * (A - X) + C) * \text{Repeat Failure Multiplier}$**

Where:

$$M = (D - C) / (A - B) = (5 - 0.5) / (97.5 - 90.0) = 4.5 / 7.5 = 0.6$$

$$A = 97.5\%$$

$$X = 95\%$$

$$C = 0.5\%$$

Therefore:

$$\text{Service Credit Percentage} = 0.6 \times (97.5\% - 95\%) + 0.5\% = 2\%$$

(iii) **Service Credit (£) = Service Charge x Service Credit Percentage**

Where:

$$\text{Service Charge} = \text{£}50,000$$

$$\text{Service Credit Percentage} = 2\%$$

Therefore:

$$\text{Service Credit (£)} = \text{£}50,000 \times 2\% = \text{£}1,000$$

6.27 An equivalent calculation needs to be performed for all Incidents at all other Incident Priority Levels, in order to obtain the total Service Credit for Incident Resolution.

Provisioning of Voicemail – Example Service Credit Calculation

6.28 An example of the Service Credit calculation for Provisioning is as follows:

6.28.1 Let us assume for the purpose of this example that a Voicemail account has, within the Agreed Service Time of the Customer Authority Site to which such Provisioning relates, been Provisioned. The Non-Recurring Charge associated with the Voicemail account Provisioned is twenty pounds (£20).

The Service Credit calculation is:

(i) **Achieved Service Level**

In accordance with Part B, the Achieved Service Level shall be the Provision Implementation Period. Let us assume for the purposes of this example that this amounts to ten (10) Working Days.

(ii) **Service Credit Percentage**

In Part B, the Service Level for the Provisioning of Voicemail is set out as being five (5) Working Days. Therefore, the Voicemail has been Provisioned in a time in excess of twenty five percent (25%) longer than the Service Level time for the Provisioning of that Service, and the Service Credit Percentage is fifty percent (50%).

(iii) **Service Credit (£) = Service Charge x Service Credit (%)**

Where:

$$\text{Service Charge} = \text{£}20$$

$$\text{Service Credit Percentage} = 50\%$$

Therefore:

$$\text{Service Credit (£)} = \text{£20} \times 50\% \times 1 = \text{£10}$$

Availability of Conference Instance – Example Aggregation of Instance Service Levels

6.29 The Availability of Conference Instance is an Instance Service Level. This Service Level measures the Availability of each Service Instance (in this case, each Conference Instance). There shall be a single Achieved Service Level calculation and a single Service Credit calculation with respect to each such Service Instance. Paragraph 8.2 of Part B provides that the AST for an Instance Service Level is the AST of the Customer Authority Site to which the Service Instance in respect of which the Service Level is being measured occurs or is located (as the case may be), unless provided otherwise in Part B. In this case Paragraph 18.2.1 of Part B provides that this Service shall be Available twenty-four (24) hours a day seven (7) days a week.

6.30 An example Service Credit regime for the Availability of a number of Conference Instances within the IUS Service is as follows:

<i>Service Level Name</i>	<i>Coefficient (M)</i>	<i>Service Level % (A)</i>	<i>Service Failure Threshold % (B)</i>	<i>Minimum Service Credit % (C)</i>	<i>Maximum Service Credit % (D)</i>
Availability of Conference Instance (<i>Instance Service Level</i>)	11.9	99.38%	97.5%	2.5%	25%

Table 8 - Example Service Credits for Availability of the IUS Service

6.30.1 For this Service:

- (i) the Service Level (A) is ninety-nine point three eight per cent (99.38%)
- (ii) the Service Failure Threshold (B) is ninety-seven point five per cent (97.5%);
- (iii) the Minimum Service Credit (C) is two point five per cent (2.5%)
- (iv) the Maximum Service Credit (D) is twenty-five per cent (25%)

6.30.2 Let us assume for the purpose of this example that there are three (3) Conference Instances provided during the relevant Service Measurement Period. For a particular Customer Authority Site (called in this example “**Site 1**”) the Agreed Service Time is 00.00-24:00, Monday to Sunday (Option A) and one (1) OFFICIAL Conference Instance (called in this example “**Instance 1**”) is provided. For a second Customer Authority Site (called in this example “**Site 2**”) the Agreed Service Time is 08:00-18:00 Monday to Friday (Option B), and two (2) OFFICIAL Conference Instances (called in this example “**Instance 2**” and “**Instance 3**”) are provided. The Service Measurement Period is 30 days in duration, and all of those days fall within the Agreed Service Time stipulated by Option A, and 19 of those days fall within the Agreed Service Time stipulated by Option B. The Service Charge (being, in accordance with Paragraph 18.4.4 of Part B, the sum of the Recurring Charges associated with such Conference Instance) for the Service

Measurement Period is one thousand pounds (£1,000) for each Conference Instance. Previous performance had exceeded the Service Level for Availability (i.e. there are no Repeat Failures and the Repeat Failure Multiplier is 1).

6.30.3 In this example the Measurement Periods are:

Measurement Periods

Measurement Period (Option A AST) $MP_{OPTION A} = 24 \text{ hours} \times 30 \text{ days} = 720 \text{ hours}$

Measurement Period (Option B AST) $MP_{OPTION B} = 10 \text{ hours} \times 19 \text{ days} = 190 \text{ hours}$

6.30.4 The Triggering Service Downtimes are:

TSD (AST A) $TSD_A = 720 \text{ hours} - (99.38\% \times 720 \text{ hours})$
= 4.46 hours (267.8 minutes)

TSD (AST B) $TSD_B = 190 \text{ hours} - (99.38\% \times 190 \text{ hours})$
= 1.178 hours (70.7 minutes)

Where prior to the relevant Service Management Period the Contractor has proposed in accordance with Paragraph 8.8 of Part B to aggregate the Service Instances Service Instance 1 at Site 1 and Service Instance 2 and Service Instance 3 at Site 2 and the Customer Authority has agreed to such aggregation.

(i) Total Triggering Service Downtime

TSD (Total) $TSD = (1 \times 4.46 \text{ hours}) + (2 \times 1.178 \text{ hours})$
= 6.816 hours

6.30.5 In this example the Achieved Service Level for each respective Conference Instance is, in accordance with Paragraph 18.2.4 of Part B, calculated using the formula for Service Availability at Paragraph 4.1.1 above and all Conference Instances achieve a 100% Service Availability bar Service Instance 1 which is down for six (6) hours and Service Instance 2 which is down for three (3) hours:

(i) Achieved Service Level

Service Downtime Where:
 $SD_1 = 6 \text{ hours}$
 $SD_2 = 3 \text{ hours}$

Therefore:

SD = 9 hours

Achieved Service Level

Where:

SD = 9 hours

Therefore:

Service Availability = $\frac{1 - SD \times (1 - \text{Service Level (A)})}{TSD_{\text{Total}}}$

TSD_{Total}

$$= \frac{1 - 9 \times (1 - 99.38\%)}{6.816}$$

$$= 99.23\%$$

(ii) **Service Credit Percentage = (M * (A - X) + C) * Repeat Failure Multiplier**

$$\text{Service Credit Percentage} = 11.9 \times (99.38\% - 99.23\%) + 2.5\% = 4.28\%$$

(iii) **Service Credit = Service Charges x Service Credit Percentage**

Note the Service Charges are the total Service Charges for the aggregated Services Instances (i.e. 3 (Service Instances) x £1000)

$$\text{Service Credit (£)} = 4.28\% \times £3,000 = £128.55$$

7 NATURE OF SERVICE CREDITS

The Contractor confirms that it has modelled the Service Credits and has taken them into account in setting the level of the Charges. The Contractor agrees that the Service Credits are a reasonable method of price adjustment to reflect poor performance in breach of the required Service Levels.

PART B: SERVICE LEVELS AND SERVICE CREDITS

8 General

8.1 In this Part B:

- 8.1.1 Service Levels that are designated as “**Network Service Levels**”, measure the entire provision of the relevant Service (including at each Security Classification or Incident Priority Level at which such Service is provided, as described in this Part B), and there shall be a single Achieved Service Level and Service Credit calculation with respect to such Service (at each Security Classification or Incident Priority Level, as described in this Part B);
- 8.1.2 Service Levels that are designated as “**Site Service Levels**”, measure the provision of the relevant Service at each Customer Authority Site (including at each Security Classification or Incident Priority Level at which such Service is provided to the relevant Customer Authority Site, as described in this Part B), and there shall be an Achieved Service Level and Service Credit calculation with respect to each such Customer Authority Site (at each Security Classification or Incident Priority Level, as described in this Part B);
- 8.1.3 Service Levels that are designated as “**Instance Service Levels**”, shall measure the provision of the relevant Service at each Service Instance (including at each Incident Priority Level at which such Service Level is provided to the relevant Service Instance, as described in this Part B), and there shall be an Achieved Service Level and Service Credit calculation in respect of each such Service Instance (including at each Incident Priority Level at which such Service Level is provided to the relevant Service Instance, as described in this Part B).

8.2 Unless otherwise stated in this Part B, the Achieved Service Level of:

- 8.2.1 Network Service Levels shall be calculated using the AST of 00.00-24.00 hours, Monday to Sunday (inclusive);
- 8.2.2 Site Service Levels shall be calculated using the AST of the Customer Authority Site in respect of which Service Level is being measured;
- 8.2.3 Instance Service Levels shall be calculated using the AST of the Customer Authority Site to which the Service Instance in respect of which the Service Level is being measured occurs or is located (as the case may be),

in so far as AST is applicable to the calculation of the relevant Achieved Service Level.

8.3 Service Levels that are designated as “**Aggregated Site Service Levels**” measure the number of Service Management Events that occur across all Customer Authority Sites in a Service Management Period. The Achieved Service Level of Aggregated Site Service Levels measures the number of Service Management Events that meet the Service Level within the AST of the Customer Authority Site applicable to each such Service Management Event.

8.4 There are four (4) options for the Agreed Service Time applicable to Customer Authority Sites located *within* the UK. These options are:

- 8.4.1 *Option A:* 00.00-24.00 hours, Monday to Sunday (inclusive);
- 8.4.2 *Option B:* 08.00-18.00 hours on any day excluding Saturdays, Sundays and public holidays, as appropriate, depending upon the location of the relevant Customer Authority Site;
- 8.4.3 *Option C:* 08:00–19:00 hours, Monday to Friday, plus 08:30–13:00 hours on Saturdays and public holidays, as appropriate, depending upon the location of the relevant Customer Authority Site; or
- 8.4.4 *Option D:* 07:00-19:00 hours on any day excluding Saturdays, Sundays and public holidays, as appropriate, depending upon the location of the relevant Customer Authority Site.
- 8.5 There are three (3) options for the Agreed Service Time applicable to Customer Authority Sites located *outside of the UK*. These options are:
- 8.5.1 *Option E:* 00.00-24.00 hours, Monday to Sunday (inclusive);
- 8.5.2 *Option F:* 07:00-19:00 hours local time on any day excluding Saturdays, Sundays and public holidays, as appropriate, depending upon the location of the relevant Customer Authority Site.
- 8.5.3 *Option G:* as agreed between Parties through the Contract Change Procedure in order to take account of local arrangements and public holidays.
- 8.6 The Customer Authority may, from time to time, on at least one (1) month's prior written notice to the Contractor, change the Agreed Service Time of any given Customer Authority Site. Changes shall be at no additional cost save that in respect of a Customer Authority Site that is changed to either Option A or Option E Agreed Service Times (as described in Paragraph 8.4 and 8.5 above) the Contractor shall be entitled to charge the Service Management – twenty four (24) hours, seven (7) days a week Uplift in accordance with Consolidated Schedule 9 (*Charges and Invoicing*).
- 8.7 All Service Levels shall:
- 8.7.1 be measured over a Service Measurement Period unless otherwise stated;
- 8.7.2 be applicable to Services delivered to any and all Customer Authority Sites regardless of location unless otherwise stated; and
- 8.7.3 be applicable to Services regardless of the Security Classification, unless otherwise expressly stated to the contrary in this Consolidated Schedule.
- 8.8 Where the Triggering Service Downtime of a Service Instance in a Service Measurement Period is less than the Incident Resolution Time for an Incident Priority Level 1 Incident, then the Contractor may apply the relevant Service Level to an aggregate of other Service Instances from the same Service, provided that:
- 8.8.1 the maximum cumulative Triggering Service Downtime for the aggregated Service Instances does not exceed eight (8) hours. For the purpose of this Paragraph 8.8.1, "**Triggering Service Downtime**" means in respect of any one (1) Service Instance, the maximum Service Downtime that could occur in respect of such Service Instance without the applicable Service Level for Availability being breached. For example, if the Triggering Service Downtime with respect to "Service Instance A" is 30 minutes, then (subject to the provisions of this Paragraph 8.8) the

Contractor will only be permitted to aggregate this Service Instance with other Service Instances if the cumulative Triggering Service Downtime of those other Service Instances is seven and a half (7.5) hours or less;

- 8.8.2** only Services which have the same Service Levels and Service Failure Thresholds may be aggregated;
- 8.8.3** the Service Charges used for calculating Service Credits shall be the total of the Service Charges for the aggregated Service Instances; and
- 8.8.4** the Customer Authority has given its Approval prior to the relevant Service Measurement Period.

9 Incident Management

9.1 Service Levels for Incident Management

9.1.1 Incident Management shall have the following Service Levels:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Incidents raised by the Customer Authority to the Contractor			
Incident Notification <i>(Aggregated Site Service Level)</i>	The percentage of all Incidents occurring during the Service Measurement Period, which the Contractor has accepted or rejected within fifteen (15) minutes of each Incident first being received by the Contractor from the Customer Authority. <i>Incidents shall only be considered as being validly accepted or rejected if the Contractor has completed the relevant sections of the Incident Record and provided a reason for any rejected Incident.</i>	95%	90%
Incident Acceptance <i>(Aggregated Site Service Level)</i>	The percentage of all Incidents occurring during the Service Measurement Period that the Contractor is responsible for resolving, which the Contractor initially accepted when such Incidents were first received by the Contractor from the Customer Authority. <i>Incidents shall only be considered as being validly accepted if the Contractor has completed the relevant sections of the Incident Record.</i>	95%	90%
Incidents raised by the Contractor to the Customer Authority			

Major Incident Notification <i>(Aggregated Site Service Level)</i>	<p>The percentage of all Major Incidents occurring during the Service Management Period, which are notified by the Contractor to the Customer Authority within five (5) minutes of first being identified by the Contractor.</p> <p><i>Such Contractor notification shall be effected by: (a) the creation of an Incident Record (if one does not already exist) and the completion of the relevant sections of the relevant Incident Record; and (b) a telephone call being made to the Customer Authority's incident alert manager (the identity of such manager being as is notified by the Customer Authority to the Contractor from time to time).</i></p>	99%	95%
General			
Service State Change Notification <i>(Aggregated Site Service Level)</i>	<p>The percentage of all Service State Changes occurring during the Service Measurement Period, in respect of which the Contractor has provided an Affected Service Notification within fifteen (15) minutes of the relevant Service State Change occurring.</p>	95%	90%

Table 8a - Service Levels for Incident Management

9.1.2 The Achieved Service Level shall be measured using the formula set out at Paragraph 6.4 of Part A.

9.2 Service Credits for Incident Management

9.2.1 The following Service Credits for Incident Management are payable if the Service Levels for Incident Management are not met:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold% (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Incident Notification <i>(Aggregated Site Service Level)</i>	0.9	95%	90%	0.5%	5%
Incident Acceptance	0.9	95%	90%	0.5%	5%
Major Incident Notification	1.125	99%	95%	0.5%	5%

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold% (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
(Aggregated Site Service Level)					
Service State Change Notification (Aggregated Site Service Level)	0.9	95%	90%	0.5%	5%

Table 9 - Service Credits for Incident Management

9.2.2 The Service Credit Percentage for Incident Management is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.

9.2.3 The Service Credit (£) for Incident Management is equal to the Service Credit Percentage multiplied by the total Service Charges for the Service Management Service for the Service Measurement Period.

10 Incident Resolution

10.1 Service Levels for Incident Resolution

10.1.1 The Service Levels for Incident Resolution shall be measured for all Incidents at each Incident Priority Level.

10.1.2 Incident Priority Levels shall be defined as follows:

Incident Priority Level	Definition
Level 0	<ul style="list-style-type: none"> Prevents one (1) or more Heightened Users from accessing one (1) or more Services, or services that rely on one (1) or more Services. Note that this Incident Priority Level only applies when the Heightened User is on a Customer Authority Site that has Option A or Option E Agreed Service Times, otherwise the Incident Priority Level is 1.
Level 1	<ul style="list-style-type: none"> Prevents more than twenty (20) End Users from accessing one or more Services, or services that rely on one (1) or more Services; has a critical impact on the ability of the Customer Authority or a PSN Service Consumer to carry out its statutory obligations; causes major financial loss to the Customer Authority or a PSN Service Consumer; results in material loss or corruption of any Customer Authority data or PSN Service Consumer data; or prevents End Users of a TOP SECRET Service or Service Element from accessing one (1) or more Services, or services that rely on one (1) or more Services.

Level 2	<ul style="list-style-type: none"> Prevents a group of End Users from working; has a major (but not critical) adverse impact on the activities of the Customer Authority or a PSN Service Consumer; or causes some financial loss to the Customer Authority, or a PSN Service Consumer.
Level 3	<ul style="list-style-type: none"> prevents one (1) or more End Users from working; or has a moderate adverse impact on the activities of the Customer Authority or a PSN Service Consumer.
Level 4	<ul style="list-style-type: none"> causes a minor adverse impact on the provision of the Services, or services that rely on one (1) or more Services, to End Users.

Table 10 - Incident Priority Levels

10.1.3 The Customer Authority OSM shall assign an Incident Priority Level to Incidents and may reassess or amend such levels from time to time (in each case, in the Customer Authority's sole discretion). The Contractor shall comply with any Incident Priority Levels so assigned, reassessed or amended by the Customer Authority OSM from time to time. If the Contractor believes that an Incident Priority Level ought to be adjusted, it shall notify the Customer Authority OSM of this fact promptly.

10.1.4 Incident Resolution Times shall be calculated from the time that an Incident is first reported to the Contractor Service Desk until the time that Incident is Resolved (acknowledging that such resolution may include the implementation of a Workaround) and the Contractor has notified the Customer Authority OSM that the Incident has been Resolved.

10.1.5 The Customer Authority OSM will 'close' an Incident once it has confirmed that the End User believes Incident Resolution has in fact been achieved. Notwithstanding the foregoing, if the Contractor has in fact achieved Incident Resolution and has made three (3) attempts in good faith to confirm this with the Customer Authority OSM, but has been unable to contact the Customer Authority OSM to obtain this confirmation, the Incident will be deemed to be closed. For the avoidance of doubt, nothing in this Paragraph 10.1.5 shall affect the calculation of the Incident Resolution Times.

10.1.6 The Maximum Incident Resolution Times for Incidents across all of the Services provided to the Customer Authority shall be as follows:

Incident Priority Level	Maximum Incident Resolution Times (within Agreed Service Time)
Level 0	Two (2) hours
Level 1	Four (4) hours
Level 2	Five (5) hours
Level 3	Eight (8) hours
Level 4	By 1900 hours local time on the next Working Day or earlier if the Working Day finishes before 1900 hours local time.

Table 11 - Maximum Incident Resolution Times

- 10.1.7 The Service Level for Incident Resolution is expressed as a percentage of Incidents to be Resolved within the Maximum Incident Resolution Times, or the maximum number of Incidents that can be Resolved in a time in excess of the Maximum Incident Resolution Times, as follows:

Number of Incidents per Service Measurement Period per Incident Priority Level	Service Level (A)
39 or fewer Incidents across all Customer Authority Sites (Aggregated Site Service Level)	No more than one (1) Incident is Resolved in excess of the relevant Maximum Incident Resolution Time <i>Incidents shall only be considered as validly Resolved if the Contractor has Resolved the Incident and notified the Customer Authority OSM that it has Resolved such Incident by completing the relevant sections of the relevant Incident Record</i>
40 or more Incidents across all Customer Authority Sites (Aggregated Site Service Level)	97.5% of all Incidents occurring during the Service Measurement Period are Resolved within the relevant Maximum Incident Resolution Times <i>Incidents shall only be considered as validly Resolved if the Contractor has Resolved the Incident and notified the Customer Authority OSM that it has Resolved such Incident by completing the relevant sections of the relevant Incident Record</i>

Table 12 - Service Levels for Incident Resolution

- 10.1.8 The Service Levels for Incident Resolution are Aggregated Site Service Levels.

- 10.1.9 The Achieved Service Level shall be calculated using the formula set out at Paragraph 6.4 of Part A, for each relevant Incident Priority Level.

10.2 Service Credits for Incident Resolution

- 10.2.1 The following Service Credits for Incident Resolution are payable if the Service Levels for Incident Resolution are not met:

Number of Incidents per Incident Priority Level in the Service Measurement Period	Coefficient (M)	Service Level (A)	Service Failure Threshold (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
39 or fewer Incidents across all Customer Authority Sites <i>(Aggregated Site Service Level)</i>	- 0.8333	No more than one (1) Incident is Resolved in excess of the relevant Maximum Incident Resolution Time Incidents shall only be considered as validly Resolved if the Contractor has Resolved the Incident and notified the Customer Authority OSM that it has Resolved such Incident by completing the relevant sections of the relevant Incident Record.	Four (4) or more such Incidents are Resolved in excess of the Maximum Incident Resolution Times	2.5%	5%

40 or more Incidents across all Customer Authority Sites (Aggregated Site Service Level)	0.6	97.5% of all Incidents occurring during the Service Measurement Period are Resolved within the relevant Maximum Incident Resolution Times <i>Incidents shall only be considered as validly Resolved if the Contractor has Resolved the Incident and notified the Customer Authority OSM that it has Resolved such Incident by completing the relevant sections of the relevant Incident Record</i>	90% of all Incidents occurring during the Service Measurement Period are Resolved within the relevant Maximum Incident Resolution Times	0.5%	5%
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Table 13 - Service Credits for Incident Resolution

10.2.2 The Service Credit Percentage for Incident Resolution is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule for each Incident Priority Level, and the variables “A”, “B” and “X” shall be deemed to be percentages such that 1 Incident shall be read as 1%.

10.2.3 For each Incident Priority Level, Service Credits (£) for Incident Resolution are equal to the Service Credit Percentage for the total number of Incidents at that Incident Priority Level multiplied by the total Service Charges for the Service Management Service for the Service Measurement Period.

11 Problem Management

11.1 Service Levels for Problem Management

11.1.1 The following Problem Priority Levels and Problem Resolution Time shall be measured from the time at which a Problem is identified or raised by the Contractor, or the time at which the Customer Authority notifies the Contractor that a situation requires Problem Management:

Problem Priority Level	Criteria	Problem Resolution Time
1	The Problem poses significant risk to the Customer Authority's business or operations in that the Incident or	Ten (10) Working

	series of Incidents which are caused by the Problem may result in a loss of business or significant adverse impact to the Customer Authority's operations. No Workarounds have been identified to Resolve the Problem.	Days
2	The Problem poses no immediate risk to the Customer Authority's business or operations but may, if not Resolved, result in degradation in the performance of a Service. Workarounds are available to Resolve the Problem.	One (1) month
3	The Problem poses no risk to the Customer Authority's business or operations but may in the long term impact on the overall performance of a Service.	Six (6) months

Table 14 - Problem Management Priority Levels

11.1.2 The Customer Authority OSM shall assign a Problem Priority Level to Problems and may reassess or amend such levels from time to time (in each case, in the Customer Authority's sole discretion). The Contractor shall comply with any Problem Priority Levels so assigned, reassessed or amended either by the Customer Authority OSM from time to time or as otherwise in accordance with this Consolidated Schedule. If the Contractor believes that a Problem Priority Level ought to be adjusted, it shall notify the Customer Authority OSM of this fact promptly.

11.1.3 If the Resolution of a Problem of Priority Level 1 is a Workaround the Problem Priority Level is reduced to Level 2.

11.1.4 Problem Management shall have the following Service Levels:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Problem Notification <i>(Aggregated Site Service Level)</i>	The percentage of all Problems occurring during the Service Measurement Period, which the Contractor has accepted or rejected within thirty (30) minutes of each Problem first being received by the Contractor from the Customer Authority. <i>Problems shall only be considered as being validly accepted or rejected if the Contractor has completed the relevant sections of the Problem Record and provided a reason for any rejected Problem.</i>	95%	90%

Problem Resolution (Aggregated Site Service Level)	The percentage of all Problems occurring during the Service Measurement Period that the Contractor has Resolved within the relevant Resolution Time for each Problem. <i>Problems shall only be considered as validly Resolved if the Contractor has Resolved the Problem and notified the Customer Authority that it has Resolved such Problem by completing the relevant sections of the relevant Problem Record.</i>	95%	90%
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Table 15 - Service Levels for Problem Management

11.1.5 The Achieved Service Level shall be measured using the formula set out at Paragraph 6.4 of Part A.

11.2 Service Credits for Problem Management

11.2.1 The following Service Credits for Problem Management are payable if the Service Levels for Problem Management are not met:

Service Level Name	Coefficient (M)	Service Level% (A)	Service Failure Threshold% (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Problem Notification (Aggregated Site Service Level)	0.9	95%	90%	0.5%	5%
Problem Resolution (Aggregated Site Service Level)	0.9	95%	90%	0.5%	5%

Table 16 - Service Credits for Problem Management

11.2.2 The Service Credit Percentage for Problem Management is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.

11.2.3 The Service Credit (£) for Problem Management is equal to the Service Credit Percentage multiplied by the total Service Charges for the Service Management Service for the Service Measurement Period.

12 Change Management

12.1 Service Levels for Change Management

12.1.1 Change Management shall have the following Service Levels:

Service Level Name	Description	Service Level% (A)	Service Failure Threshold% (B)
Unplanned Downtime Not Caused (Aggregated Site Service Level)	The percentage of Service Changes implemented during the Service Measurement Period which have not caused Unplanned Downtime.	95%	90%

Table 17 - Service Levels for Change Management

- 12.1.2 The Achieved Service Level shall be measured using the formula set out at Paragraph 6.4 of Part A except that Y shall be the number of Service Changes implemented during the Service Management Period that have caused Unplanned Downtime in the Agreed Service Time of the Customer Authority Site(s) (on which the Unplanned Downtime occurs).

12.2 Service Credits for Change Management

- 12.2.1 The following Service Credits for Change Management are payable if the Service Levels for Change Management are not met:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Unplanned Downtime Not Caused (Aggregated Site Service Level)	0.9	95%	90%	0.5%	5%

Table 18 - Service Credits for Change Management

- 12.2.2 The Service Credit Percentage for Change Management is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.
- 12.2.3 The Service Credit (£) for Change Management is equal to the Service Credit Percentage multiplied by the total Service Charges for the Service Management Service for the Service Measurement Period.

13 Request Fulfilment

13.1 Service Levels

- 13.1.1 Request Fulfilment shall have the following Service Levels:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Service	The percentage of all Service	95%	90%

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Request Response <i>(Aggregated Site Service Level)</i>	<p>Requests raised during the Service Management Period, which the Contractor has accepted, rejected or provided a Service Request Impact Notification for (if required in accordance with the Standards) within three (3) hours of the time that each Service Request was (as appropriate): (a) raised by the Contractor through the creation of a Service Request Record; or (b) received by the Contractor.</p> <p><i>Service Requests shall only be considered as being validly accepted, rejected or having had a Service Request Impact Notification provided for it, if the Contractor has accepted, rejected or provided a Service Request Impact Notification for the Service Request and has completed the relevant sections of the Service Request Record and provided a reason for any rejected Service Request.</i></p>		
Service Request Completion <i>(Aggregated Site Service Level)</i>	<p>The percentage of all Relevant Service Requests for a Service Measurement Period, which have in fact been fulfilled in accordance with the Service Levels.</p> <p>For this Service Level, “Relevant Service Request” means in respect of a Service Measurement Period, all Service Requests to which Service Levels for Provisioning apply and which are (in accordance with the Service Levels) due to be completed during that Service Measurement Period.</p>	95%	90%

Table 19 - Service Levels for Request Fulfilment

13.1.2 The Achieved Service Level shall be measured using the formula set out at Paragraph 6.4 of Part A.

13.2 Service Credits for Request Fulfilment

13.2.1 The following Service Credits for Request Fulfilment are payable if the Service Levels for Request Fulfilment are not met:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Service Request Response (Aggregated Site Service Level)	0.9	95%	90%	0.5%	5%
Service Request Completion (Aggregated Site Service Level)	0.9	95%	90%	0.5%	5%

Table 20 - Service Credits for Request Fulfilment

13.2.2 The Service Credit Percentage for Request Fulfilment is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.

13.2.3 The Service Credit (£) for Request Fulfilment is equal to the Service Credit Percentage multiplied by the total Service Charge for the Service Management Service for the Service Measurement Period.

14 Knowledge Management

14.1 Service Levels for Knowledge Management

14.1.1 Knowledge Management shall have the following Service Levels:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Knowledge Articles for Knowledge Incidents (Network Service Level)	The percentage of Knowledge Incidents for which the Contractor has produced and provided to the Customer Authority a Knowledge Article (which shall include details of Workarounds, known errors and known solutions) within three (3) Working Days of each Knowledge Incident being Resolved. Such Knowledge Article must comply with the Standards and shall be of sufficient quality and detail so as to enable a reasonably skilled person to understand how the Contractor, Customer Authority and Other Tower Service Providers (as appropriate) may respond effectively to and Resolve the Knowledge Incident.	95%	90%

Table 21 - Service Levels for Knowledge Management

14.1.2 The Achieved Service Level for Knowledge Management shall be calculated in accordance with the formula set out at Paragraph 6.4 of Part A, except that AST shall not apply for the purposes of the formula.

14.2 Service Credits for Knowledge Management

14.2.1 The following Service Credits for Knowledge Management are payable if the Service Levels for Knowledge Management are not met:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Knowledge Articles for Knowledge Incidents	0.9	95%	90%	0.5%	5%

Table 22 - Service Credits for Knowledge Management

14.2.2 The Service Credit Percentage for Knowledge Management is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.

- 14.2.3 The Service Credit (£) for Knowledge Management is equal to the Service Credit Percentage multiplied by the total Service Charges for the Service Management Service for the Service Measurement Period.

15 Management Information Exchange

15.1 Service Levels for the Management Information Exchange

- 15.1.1 The Management Information Exchange shall have the following Service Levels:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Availability of Management Information Exchange (Network Service Level)	The percentage of total time during the Service Measurement Period, during which the elements of the Management Information Exchange that are the responsibility of the Contractor are Available	99.75%	99%

Table 23 - Service Levels for the Management Information Exchange

- 15.1.2 The Achieved Service Level for the Availability of the Management Information Exchange shall be calculated in accordance with the formula set out at Paragraph 4.1.1 of Part A.

15.2 Service Credits for the Management Information Exchange

- 15.2.1 The following Service Credits for the Management Information Exchange are payable if the Service Levels for the Management Information Exchange are not met:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of Management Information Exchange (Network Service Level)	6	99.75%	99%	0.5%	5%

Table 24 - Service Credits for the Management Information Exchange

- 15.2.2 The Service Credit Percentage for Management Information Exchange is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.
- 15.2.3 The Service Credit (£) for the Management Information Exchange is equal to the Service Credit Percentage multiplied by the total Service Charge for the Service Management Service for the Service Measurement Period.

16 Contractor Service Desk

16.1 Service Levels for the Contractor Service Desk

16.1.1 The Contractor Service Desk shall have the following Service Levels:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Availability of Contractor Service Desk (Network Service Level)	The percentage of total time during the Service Measurement Period, during which the Contractor Service Desk is capable of receiving calls from the Customer Authority (including the Customer Authority OSM).	99.99%	99%
Core Hours Contractor Service Desk Response (Network Service Level)	The percentage of all telephone calls to the Contractor Service Desk made during Core Hours which are Answered within fifteen (15) seconds of the call being placed.	85%	65%
Non-Core Hours Contractor Service Desk Response (Network Service Level)	The percentage of all telephone calls to the Contractor Service Desk made during Non-Core Hours which are Answered within fifteen (15) seconds of the call being placed.	75%	50%

Table 25 - Service Levels for the Contractor Service Desk

16.1.2 The Achieved Service Level for the Availability of the Contractor Service Desk shall be calculated in accordance with the formula set out at Paragraph 4.1.1 of Part A, and the Agreed Service Time shall be:

- (i) 00:00-24:00 hours, Monday to Sunday (inclusive) for the Availability of Contractor Service Desk;
- (ii) all Core Hours, for the Core Hours Contractor Service Desk Response; and
- (iii) all Non-Core Hours, for the Non-Core Hours Contractor Service Desk Response.

16.2 Service Credits for the Contractor Service Desk

16.2.1 Service Credits for the Contractor Service Desk shall not apply.

17 Fixed Voice Service

17.1 Service Levels for Provisioning of the Fixed Voice Service

17.1.1 The Fixed Voice Service shall have the following Service Levels for Provisioning:

Service Level Name	Description	Service Level for Provisioning
Provisioning of TDM voice extension and, if applicable, related End User Devices where no additional Fixed Voice Equipment is required	The period of time between: (a) the date on which the Customer Authority places the relevant order; and (b) the date on which the Delivery Confirmation is provided, confirming that such order has been fulfilled (such time period being known as the “ Provision Implementation Period ”).	Three (3) Working Days from placement of the Customer Authority's order.
Provisioning of TDM voice extension and, if applicable, related End User Devices where an additional voice port card is required	The length of the Provision Implementation Period.	Ten (10) Working Days from placement of the Customer Authority's order.
Provisioning of TDM voice extension and related End User Devices where an additional voice switch chassis is required	The length of the Provision Implementation Period.	Eight (8) weeks from placement of the Customer Authority's order.
Provisioning of Fixed Voice Equipment (if required), Voice Ports and related End User Devices to a new Customer Authority Site	The length of the Provision Implementation Period.	Twelve (12) weeks from placement of the Customer Authority's order.
Provisioning of one (1) to ten (10) IP technology voice extensions to a Customer Authority Site	The length of the Provision Implementation Period.	Three (3) Working Days from placement of the Customer Authority's order
Provisioning of eleven (11) to twenty (20) IP technology voice extensions to a Customer Authority Site	The length of the Provision Implementation Period.	Ten (10) Working Days from placement of the Customer Authority's order
Provisioning of more than twenty (20) IP technology voice extensions to a Customer Authority Site	The length of the Provision Implementation Period.	To be agreed via Service Request process.
Provisioning of one (1) to five (5) analogue converters to a Customer Authority Site	The length of the Provision Implementation Period.	Ten (10) Working Days from placement of the Customer Authority's order
Provisioning of more than five (5) analogue converters to a Customer Authority Site	The length of the Provision Implementation Period.	Twenty (20) Working Days from placement of the Customer Authority's order

Provisioning of Fibre Optic Line Extender/Fibre Optic Line Driver to a Customer Authority Site	The length of the Provision Implementation Period.	Twenty (20) Working Days from placement of the Customer Authority's order
Provisioning of the Voicemail Service in relation to specified End Users and Voice Service Groups	The length of the Provision Implementation Period.	Five (5) Working Days from placement of the Customer Authority's Authority order.
Provisioning of an Audio Conferencing Account in relation to specified End Users	The length of the Provision Implementation Period.	Five (5) Working Days from placement of the Customer Authority's order.
Provisioning of a Single Number Reach Account in relation to specified End Users	The length of the Provision Implementation Period.	Five (5) Working Days from placement of the Customer Authority's order.
Provisioning of a Voice User Account in relation to specified End Users	The length of the Provision Implementation Period.	Five (5) Working Days from placement of the Customer Authority's order.
Provisioning of a Voice Service Group	The length of the Provision Implementation Period.	Five (5) Working Days from placement of the Customer Authority's order.
Provisioning of profiles correctly applying Calling Permission specified by Customer Authority in relation to specified End Users or types of End Users	The length of the Provision Implementation Period.	Three (3) Working Days from placement of the Customer Authority's order.
MAC – remote/soft move or amendment	The length of the MAC Implementation Period.	Two (2) Working Days from placement of the Customer Authority's order.
MAC – Complex move or amendment	The length of the MAC Implementation Period.	As shown in the relevant Contract Change Request.
MAC – Move or amendment - engineer visit required	The length of the MAC Implementation Period.	Five (5) Working Days from placement of the Customer Authority's order.
MAC – Cease – engineer visit required	The length of the MAC Implementation Period.	Five (5) Working Days from placement of the Customer Authority's order.
MAC – Remote/soft cease	The length of the MAC Implementation Period.	Two (2) Working Days from placement of the Customer Authority's order.
MAC – Complex cease	The length of the MAC Implementation Period.	As shown in the relevant Contract Change Request.

Table 26 - Fixed Voice Service - Service Levels for Provisioning

17.1.2 The Achieved Service Level for the Provisioning of the Fixed Voice Service shall be calculated for each of the Service Levels for Provisioning of the Fixed Voice Service set out in Table 26 above in accordance with Paragraph 6.5 above.

17.2 Service Levels for Availability of the Fixed Voice Service

- 17.2.1 The Voicemail Service and HMNB Clyde Emergency Alert Capability shall be Available twenty-four (24) hours a day seven (7) days a week.
- 17.2.2 The Agreed Service Time of the Fixed Voice Site Service shall be the Agreed Service Time of the Customer Authority Site to which the Fixed Voice Site Service is provided.
- 17.2.3 The Agreed Service Time of each of the Automatic Call Distribution Service and the Auto-attendant Service shall be the Agreed Service Time of the relevant Customer Authority Site on which the relevant Service is hosted.
- 17.2.4 The Service Levels for the Fixed Voice Service shall be measured over a Service Measurement Period as follows:

Service Level Name	Description	Service Level Percentage (A)	Service Failure Threshold Percentage (B)
Availability of the Fixed Voice Site Service (Single Homed PABX) (<i>Site Service Level</i>)	In respect of each Customer Authority Site the percentage of total time during a Service Measurement Period that the Fixed Site Service associated with a single homed PABX is Available. For the purposes of this Service Level measurement the Fixed Voice Site Service will be considered Unavailable at a Customer Authority Site if more than 15% of the Fixed Voice Ports or 80 Fixed Voice Ports (whichever is the lower) at the Customer Authority Site are not Available to all End Users.	99.50%	98%
Availability of the Fixed Voice Site Service (Dual Homed PABX) (<i>Site Service Level</i>)	In respect of each Customer Authority Site the percentage of total time during a Service Measurement Period, that the Fixed Voice Site Service associated with a dual homed PABX is Available. For the purposes of this Site Service Level measurement the Fixed Voice Site Service will be considered Unavailable at a Customer Authority Site if more than 15% of the Fixed Voice Ports or 80 Fixed Voice Ports (whichever is the lower) at the Customer Authority Site are not Available to all End Users.	99.95%	99.80%

Availability of the Fixed Voice Site Service (IP Technology) (Site Service Level)	In respect of each Customer Authority Site the percentage of total time during a Service Measurement Period, that the Fixed Voice Site Service not associated with any PABX is Available. For the purposes of this Site Service Level measurement the Fixed Voice Site Service will be considered Unavailable at a Customer Authority Site if more than 15% of the voice extensions or 80 voice extensions (whichever is the lower) at the Customer Authority Site are not Available to all End Users.	99.95%	99.80%
Availability of the Voicemail Service (Network Service Level)	The percentage of total time during a Service Measurement Period, during which the Voicemail Service is Available.	99.70%	99.10%
Availability of Automatic Call Distribution Service (Instance Service Level)	In respect of each Customer Authority Site, the percentage of total time during the Agreed Service Time in a Service Measurement Period, during which the Automatic Call Distribution Service is Available.	99.95%	99.80%
Availability of Auto-attendant Service (Instance Service Level)	In respect of each Customer Authority Site, the percentage of total time during the Agreed Service Time in a Service Measurement Period, during which the Auto-attendant Service is Available.	99.95%	99.80%
Availability of HMNB Clyde Emergency Alert Capability (Network Service Level)	The percentage of total time during a Service Measurement Period, during which the HMNB Clyde Emergency Alert Capability is Available.	99.9%	99.6%

Table 27 - Fixed Voice Service – Service Levels for Availability

17.2.5 The Achieved Service Level for the Availability of each of the:

- (i) Fixed Voice Site Service; and
- (ii) Voicemail Service,

shall be calculated for each applicable Security Classification for the relevant Service in accordance with the formula set out at Paragraph 4.1.1 above.

For example, in respect of the Fixed Voice Site Service, a calculation for the Achieved Service Level for the Availability of such service is required for each of

the Security Classifications of the Core Voice Capability (OFFICIAL, SECRET and TOP SECRET).

17.2.6 The Achieved Service Level for the Availability of each of the:

- (i) Automatic Call Distribution Service; and
- (ii) Auto-attendant Service,

shall be calculated for each Service Instance of the relevant Service in accordance with the formula set out at Paragraph 4.1.1 above.

17.2.7 The Achieved Service Level for the Availability of the HMNB Clyde Emergency Alert Capability shall be calculated in accordance with the formula set out at Paragraph 4.1.1 above.

17.2.8 The Achieved Service Levels for each of the Service Levels for the Availability of the Fixed Voice Service set out in Table 27 above, including for each of the Security Classifications, where applicable (as described in Paragraph 17.2.5 above), shall be used to calculate the individual Service Credit Percentages for each such Service Level, respectively, in accordance with Paragraph 17.4.3 below.

17.3 Service Credits for Provisioning of the Fixed Voice Service

17.3.1 The Service Credits for Provisioning of the Fixed Voice Service shall be calculated in accordance with Paragraph 6.10 of Part A of this Consolidated Schedule.

17.4 Service Credits for Availability of the Fixed Voice Service

17.4.1 If the Service Levels for Availability of the Fixed Voice Service measured over a Service Measurement Period are not met for the Fixed Voice Service then Service Credits will become due as shown in Table 28 below.

17.4.2 The Service Levels for Availability of the Fixed Voice Service will apply to a Fixed Voice Customer Authority Site prior to the first complete Service Measurement Period following the Operational Service Commencement Date.

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of the Fixed Voice Site Service (Single Homed PABX) (<i>Site Service Level</i>)	15	99.50%	98%	2.50%	25%
Availability of the Fixed Voice Site Service (Dual Homed PABX) (<i>Site Service Level</i>)	150	99.95%	99.80%	2.50%	25%

Availability of the Fixed Voice Site Service (IPT) (<i>Site Service Level</i>)	150	99.95%	99.80%	2.50%	25%
Availability of the Voicemail Service (<i>Network Service Level</i>)	37.5	99.70%	99.10%	2.50%	25%
Availability of Automatic Call Distribution Service (<i>Instance Service Level</i>)	150	99.95%	99.80%	2.50%	25%
Availability of Auto-attendant Service (<i>Instance Service Level</i>)	150	99.95%	99.80%	2.50%	25%
Availability of HMNB Clyde Emergency Alert Capability (<i>Network Service Level</i>)	75	99.90%	99.60%	2.50%	25%

Table 28 - Fixed Voice Service - Service Credits for Availability

- 17.4.3** The Service Credit Percentage for Availability of the Fixed Voice Service is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule for each of the Service Levels for Availability of the Fixed Voice Service set out at Table 28 above.
- 17.4.4** Each Service Credit Percentage calculated in accordance with Paragraph 17.4.3 above shall be used to calculate the Service Credit (£) payable against each of the Service Levels for Availability of the Fixed Voice Service, respectively, in accordance with Paragraph 17.4.5 below.
- 17.4.5** The Service Credit (£) for each of the Service Levels for Availability of the Fixed Voice Service set out at Table 28 above is equal to the Service Credit Percentage multiplied by the relevant Service Charge, which shall be as follows:
- (i) in respect of the Fixed Voice Site Service, the Volume Charges for the Fixed Voice Site Service at the relevant Customer Authority Site at each Security Classification for the Service Measurement Period plus a percentage of the Charges for the Core Voice Capability (such percentage being equal to the number Voice Ports at the relevant Customer Authority Site as a percentage of the total number of Voice Ports provided under this Agreement);

- (ii) in respect of the Voicemail Service, the Volume Charges for the Voicemail Service multiplied by the number of accounts which did not meet the relevant Service Level at each Security Classification for the Service Measurement Period;
- (iii) in respect of the Automatic Call Distribution Service, the Volume Charges for the Automatic Call Distribution Service for the Service Measurement Period;
- (iv) in respect of the Auto-attendant Service, the Volume Charges for the Auto-attendant Service for the Service Measurement Period; and
- (v) in respect of the HMNB Clyde Emergency Alert Capability, the Capability Charges for the HMNB Clyde Emergency Alert Capability for the Service Measurement Period.

18 Conferencing Service

18.1 Service Levels for Provisioning of the Conferencing Service

18.1.1 The Service Levels for Provisioning of the Conferencing Service shall be as follows:

Service Level Name	Description	Service Level for Provisioning
Provisioning of Conference Booking	The period of time between: (a) an End User first requesting the booking of a Conference Event via the telephone booking or online booking facilities for Conference Booking; and (b) the Conference Event being able to occur.	Twenty-four (24) hours.
Provisioning of non-Bespoke Conference Instances	The period of time between: (a) the date on which an End User requests a new non-Bespoke Conference Instance; and (b) the date on which the Delivery Confirmation is provided, confirming that a successful commission of such non-Bespoke Conference Instance has occurred.	Forty-five (45) days.
MAC – remote/soft move/amendment	The length of the MAC Implementation Period.	Two (2) Working Days.
MAC – move or amendment - engineer visit required	The length of the MAC Implementation Period.	Five (5) Working Days from placement of Customer Authority order.
MAC – complex move or amendment	The length of the MAC Implementation Period.	As shown in the relevant Contract Change Request.

MAC – Remote/soft cease	The length of the MAC Implementation Period.	Two (2) Working Days from placement of Customer Authority order.
MAC – Cease – engineer visit required	The length of the MAC Implementation Period.	Five (5) Working Days from placement of Customer Authority order.
MAC – complex cease	The length of the MAC Implementation Period.	As shown in the relevant Contract Change Request.

Table 29 - Conferencing Service - Service Levels for Provisioning

18.1.2 The Achieved Service Level for the Provisioning of the Conferencing Service shall be calculated for each of the Service Levels for Provisioning of the Conferencing Service set out in Table 29 above in accordance with the formula set out at Paragraph 6.5 of Part A.

18.2 Service Levels for Availability of the Conferencing Service

18.2.1 Conference Booking and Bridging Capability shall be Available twenty-four (24) hours a day seven (7) days a week.

18.2.2 The Service Levels for Availability of the Conferencing Service shall be measured over a Service Measurement Period as follows:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Availability of Conference Booking (<i>Network Service Level</i>)	The percentage of total time during the Service Measurement Period, during which Conference Bookings are capable of being made in accordance with Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>).	99.95%	99.80%
Availability of Bridging Capability (<i>Network Service Level</i>)	The percentage of total time during the Service Measurement Period, during which the Bridging Capability is capable of enabling successful Conference Events to be achieved using Conference Instances.	99.95%	99.80%

Availability of Conference Instance (Instance Service Level)	In respect of each Customer Authority Site, the percentage of total time during the Agreed Service Time in a Service Measurement Period, during which each Conference Instance is capable of connecting successfully to the Bridging Capability in order to enable a successful Conference Event to be achieved (" Capable of Connecting "). A Conference Instance will not be Capable of Connecting during the period from: (a) the time at which a fault with the Conference Instance is first reported to the Contractor; and (b) the time at which the Contractor has resolved the fault and has notified the Customer Authority that the fault has been resolved and that the Conference Instance is capable of being used to achieve a successful Conference Event.	99.38%	97.50%
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Table 30 - Conferencing Service - Service Levels for Availability

18.2.3 The Achieved Service Level for the Availability of each of the:

- (i) Conference Booking; and
- (ii) Conference Bridge,

shall be calculated for each applicable Security Classification for the relevant Service in accordance with the formula set out at Paragraph 4.1.1 of Part A. For example, in respect of the Bridging Capability, a calculation shall be required for each of the OFFICIAL, SECRET and TOP SECRET Security Classifications.

18.2.4 The Achieved Service Level for the Availability of a Conference Instance shall be calculated for each Service Instance of the relevant Service in accordance with the formula set out at Paragraph 4.1.1 of Part A.

18.2.5 The Agreed Service Time of a Conference Instance shall be the Agreed Service Time of the relevant Customer Authority Site on which that Conference Instance is hosted, except for in the case of Tactical Conference Terminals (including screen) and Deployed Conference Terminals (including screen) where the Agreed Service Time shall be 00.00-24.00 hours, Monday to Sunday (inclusive).

18.2.6 The Achieved Service Levels for each of the Service Levels for the Availability of the Conferencing Service set out in Table 30 above, including for each of the Security Classifications, where applicable (as described in Paragraph 18.2.4 above), shall be used to calculate the Service Credit Percentages for each such Service Level, respectively, in accordance with Paragraph 18.4.3 below.

18.3 Service Credits for Provisioning of the Conferencing Service

18.3.1 The Service Credits for Provisioning of the Conferencing Service shall be calculated in accordance with Paragraph 6.10 of Part A of this Consolidated Schedule.

18.4 Service Credits for Availability of the Conferencing Service

18.4.1 If the Availability Service Levels measured over a Service Measurement Period are not met for the Conferencing Service then Service Credits for Availability of the Conferencing Service will become due as shown in Table 31 below.

18.4.2 The Service Levels for the Conferencing Service will apply to a Conference Instance prior to the first complete Service Measurement Period following the Operational Service Commencement Date:

Service Level Name	Coefficient (M)	Service Level % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of Conference Booking (<i>Network Service Level</i>)	150	99.95%	99.80%	2.5%	25%
Availability of Bridging Capability (<i>Network Service Level</i>)	150	99.95%	99.80%	2.5%	25%
Availability of Conference Instance (<i>Instance Service Level</i>)	11.9	99.38%	97.50%	2.5%	25%

Table 31 - Conferencing Service - Service Credits for Availability

18.4.3 The Service Credit Percentage for Availability of the Conferencing Service is calculated for each of the Service Levels for Availability of the Conferencing Service set out at Table 31 above by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.

18.4.4 The Service Credit (£) for each of the Service Levels for Availability of the Conferencing Service set out at Table 31 above is equal to the Service Credit Percentage multiplied by the relevant Service Charge, which shall be as follows:

- (i) in respect of Conference Booking, the Service Centre Capability Charge and all Volume Charges associated with calls for the Service Measurement Period;
- (ii) in respect of the Bridging Capability, the Bridging Capability Charge for the Service Measurement Period;
- (iii) in respect of a Conference Instance, Volume Charges related to each Conference Instance for the Service Measurement Period.

18.4.5 Each Service Credit Percentage calculated in accordance with Paragraph 18.4.3 above shall be used to calculate the Service Credit (£) payable against each of the Service Levels for Availability of the Conferencing Service.

18.5 Service Levels for Quality of the Conferencing Service

18.5.1 The Service Levels for Quality of the Conferencing Service shall be measured in accordance with Paragraph 4.2 of Part A and shall be as follows:

Service Level Name	Description	Service Level (A)	Service Failure Threshold (B)
Core Hours Service Centre Quality (<i>Network Service Level</i>)	The time taken to Answer telephone calls to the Service Centre made during Core Hours within the Service Measurement Period.	All telephone calls to the Service Centre are Answered within an average of thirty (30) seconds of such calls being received at the Service Centre.	All telephone calls to the Service Centre are Answered within an average of sixty (60) seconds of such calls being received at the Service Centre.
Non-Core Hours Service Centre Quality (<i>Network Service Level</i>)	The time taken to Answer telephone calls to the Service Centre made during Non-Core Hours within the Service Measurement Period.	All telephone calls to the Service Centre are Answered within an average of thirty (30) seconds of such calls being received at the Service Centre.	All telephone calls to the Service Centre are Answered within an average of sixty (60) seconds of such calls being received at the Service Centre.

Table 32 - Conferencing Service - Service Levels for Quality

18.5.2 The Achieved Service Level for the Quality of the Conferencing Service shall be calculated for each of the Service Levels for Quality of the Conferencing Service set out at Table 32 in accordance with the following formula:

$$\text{Achieved Service Level for Quality} = \text{TT} / \text{TC}$$

where:

TT is the total time (in seconds) taken to Answer all telephone calls to the Service Centre during the Agreed Service Time in the Service Measurement Period; and

TC is the total number of telephone calls to the Service Centre during the Agreed Service Time in the Service Measurement Period.

18.5.3 the Agreed Service Time for Quality of the Conferencing Service shall be:

- (i) all Non-Core Hours for the Non-Core Hours Service Centre Quality; and
- (ii) all Core Hours for the Core Hours Service Centre Quality.

18.5.4 Achieved Service Levels for Quality of the Conferencing Service shall be calculated for each applicable Security Classification.

18.5.5 The Achieved Service Levels for each of the Security Classifications of the Service Centre Capability shall be used to calculate the individual Service Credit Percentages for such Service, respectively, in accordance with Paragraph 18.6.2 below.

18.6 Service Credits for Quality of the Conferencing Service

18.6.1 The following Service Credits for Quality of the Conferencing Service shall be payable if the Service Levels for Quality of the Conferencing Service are not met:

Service Level Name	Coefficient (M)	Service Level (A)	Service Failure Threshold (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Core Hours Service Centre Quality (<i>Network Service Level</i>)	-0.6	All telephone calls to the Service Centre are Answered within an average of thirty (30) seconds of such calls being received at the Service Centre.	All telephone calls to the Service Centre are Answered within an average of sixty (60) seconds of such calls being received at the Service Centre.	5%	25%
Non-Core Hours Service Centre Quality (<i>Network Service Level</i>)	-0.6	All telephone calls to the Service Centre are Answered within an average of thirty (30) seconds of such calls being received at the Service Centre.	All telephone calls to the Service Centre are Answered within an average of sixty (60) seconds of such calls being received at the Service Centre.	5%	25%

Table 33 - Conferencing Service - Service Credits for Quality

18.6.2 The Service Credit Percentage for Quality of the Conferencing Service is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule, and the variables "A", "B" and "X" shall be deemed to be percentages such that 10 seconds shall be read as 10%.

18.6.3 A Service Credit Percentage calculation is required for each of the Service Levels for Quality of the Conferencing Service set out at Table 33 above in respect of each of applicable Security Classification.

For example, in relation to Core Hours Service Centre Quality, Service Credit Percentages shall be calculated for each of the OFFICIAL, SECRET, and TOP SECRET Security Classifications.

18.6.4 Each Service Credit Percentage calculated in accordance with Paragraph 18.6.2 above shall be used to calculate the Service Credit (£) payable against each of the Service Levels for Quality of the Conferencing Service in accordance with Paragraph 18.6.5 below.

18.6.5 The Service Credit (£) for Quality of the Conferencing Service shall be calculated for each of the Service Levels for Quality of the Conferencing Service set out at Table 33 above and in respect of each of the relevant Security Classifications. Each Service Credit is equal to the relevant Service Credit Percentage multiplied by the relevant Capability Charge for the Service Centre Capability for the Service Measurement Period.

For example, in relation to Core Hours Service Centre Quality, Service Credits shall be calculated for each of the OFFICIAL SECRET, and TOP SECRET Security Classifications.

19 Operator Assistance Service

19.1 Service Levels for Provisioning

19.1.1 The Operator Assistance Service shall have the following Service Levels for Provisioning:

Service Level Name	Description	Service Level for Provisioning
Updating of the Directory Enquiry Database with any information other than information relating to Her Majesty's or other ships or submarines	The period of time between: (a) the Customer Authority providing the relevant directory information to the Contractor; and (b) the Contractor updating the live Directory Enquiry database with the relevant directory information.	Twenty-four (24) hours
Updating of the Directory Enquiry Database with information relating to Her Majesty's or other ships or submarines	The period of time between: (a) the Customer Authority providing the relevant directory information to the Contractor relating to Her Majesty's or other ships or submarines; and (b) the Contractor updating the live Directory Enquiry database with the relevant directory information.	One (1) hour

Table 34 - Operator Assistance Service - Service Levels for Provisioning

19.1.2 The Achieved Service Level for the Provisioning of the Operator Assistance Service shall be calculated for each of the Service Levels for Provisioning of the Operator Assistance Service set out in Table 34 above in accordance with the formula set out at Paragraph 6.5 of Part A.

19.2 Service Credits for Provisioning

19.2.1 Service Credits for Provisioning of the Operator Assistance Service shall not apply.

19.3 Service Levels for Quality

19.3.1 The Service Levels for Quality of the Operator Assistance Service shall be measured in accordance with Paragraph 4.2 of Part A and shall be as follows:

Service Level Name	Description	Service Level (A)	Service Failure Threshold (B)
Time to Answer Directory Enquiry Calls or Call Reception Calls – Core Hours (<i>Network Service Level</i>)	The average time taken to Answer Directory Enquiry Calls and Call Reception Calls made during Core Hours within the Service Measurement Period.	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of twelve (12) seconds of such calls being received.	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of eighteen (18) seconds of such calls being received.
Time to Answer Directory Enquiry Calls or Call Reception Calls – Non-Core Hours (<i>Network Service Level</i>)	The average time taken to Answer Directory Enquiry Calls and Call Reception Calls made during Non-Core Hours within the Service Measurement Period.	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of twelve (12) seconds of such calls being received.	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of eighteen (18) seconds of such calls being received.
Time to Answer Emergency Calls (<i>Network Service Level</i>)	The average time taken to Answer Emergency Calls within the Service Measurement Period.	All Emergency Calls are Answered within an average of five (5) seconds of such calls being received.	All Emergency Calls are Answered within an average of ten (10) seconds of such calls being received.

Table 35 - Operator Assistance Service - Service Levels for Quality

19.3.2 The Achieved Service Levels for the Quality of the Operator Assistance Service shall be calculated for each of the Service Levels for Quality of the Operator Assistance Service set out in Table 35 in accordance with the formula described at Paragraph 18.5.2 above, and the AST shall be:

- (i) all Core Hours for the time to Answer Directory Enquiry Calls or Call Reception Calls – Core Hours;
- (ii) all Non-Core Hours for the time to Answer Directory Enquiry Calls or Call Reception Calls – Non-Core Hours; and

- (iii) 00.00-24.00 hours, Monday to Sunday (inclusive) for the time to answer Emergency Calls.

19.4 Service Credits for Quality

19.4.1 The following Service Credits shall be payable if the Service Levels for Quality of the Operator Assistance Service are not met:

Service Level Name	Coefficient (M)	Service Level (A)	Service Failure Threshold (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Time to Answer Directory Enquiry Calls or Call Reception Calls – Core Hours (Network Service Level)	--3.3	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of twelve (12) seconds of such calls being received.	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of eighteen (18) seconds of such calls being received.	5%	25%
Time to Answer Directory Enquiry Calls or Call Reception Calls – Non-Core Hours (Network Service Level)	-3.3	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of twelve (12) seconds of such calls being received.	All Directory Enquiry Calls and Call Reception Calls are Answered within an average of eighteen (18) seconds of such calls being received.	5%	25%

Time to Answer Emergency Calls (Network Service Level)	-4	All Emergency Calls are Answered within an average of five (5) seconds of being received.	All Emergency Calls are Answered within an average of ten (10) seconds of being received.	5%	25%
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Table 36 - Operator Assistance Service - Service Credits for Quality

- 19.4.2** The Service Credit Percentage for Quality of the Operator Assistance Service is calculated by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule, except that the variables “A”, “B” and “X” shall be deemed to be percentages such that 15 seconds shall be read as 15%.
- 19.4.3** A Service Credit Percentage calculation is required for each of the Service Levels for Quality of the Operator Assistance Service set out at Table 36 above where applicable.
- 19.4.4** Each Service Credit Percentage shall be used to calculate the Service Credit (£) payable against each of the Service Levels for Quality of the Operator Assistance Service set out at Table 36 in accordance with Paragraph 19.4.5 below.
- 19.4.5** The Service Credit (£) for Quality of the Operator Assistance Service shall be calculated for each of the Service Levels for Quality of the Operator Assistance Service set out at Table 36 above and, where applicable, in respect of each of the relevant Security Classifications. Each Service Credit is equal to the relevant Service Credit Percentage multiplied by the relevant Service Charge, which shall be as follows:
- (i) in respect of the time to Answer Directory Enquiry Calls or Call Reception Calls – Core Hours, the Capability Charges and all Volume Charges for the Operator Assistance Capability for the Service Measurement Period;
 - (ii) in respect of the time to Answer Directory Enquiry Calls or Call Reception Calls – Non-Core Hours, the Capability Charges and all Volume Charges for the Operator Assistance Capability for the Service Measurement Period; and
 - (iii) in respect of the time to Answer Emergency Calls, the Capability Charges for the Emergency Call Handling Capability for the Service Measurement Period.

20 Boundary Protection Service

20.1 Service Levels for Provisioning

- 20.1.1** The Boundary Protection Service shall have the following Service Levels for Provisioning:

Service Level Name	Description	Service Level for Provisioning
Confirmation of receipt of request for Provision of a Gateway	The period of time between: (a) the Customer Authority making a request for the Provision of a Gateway; and (b) the Contractor confirming receipt of such request to the Customer Authority.	Twenty-four (24) hours.
Provision of draft solution design and proposed timeframe for delivery of a Gateway	The time taken between: (a) the Customer Authority requesting Provision of a draft solution design and proposed timeframe for delivery of a Gateway; and (b) the Contractor Providing the draft solution design and proposed timeframe for delivery of the Gateway to the Customer Authority.	Thirty (30) working days.
MAC – remote/soft amendment	The length of the MAC Implementation Period.	Two (2) working days
MAC – move or amendment – engineer visit required	The length of the MAC Implementation Period.	Ten (10) working days
MAC – complex move or amendment	The length of the MAC Implementation Period.	As shown in the relevant Contract Change Request.
MAC – remote/soft cease	The length of the MAC Implementation Period.	Two (2) working days.
MAC – cease – engineer visit required	The length of the MAC Implementation Period.	Ten (10) working days.
MAC – complex cease	The length of the MAC Implementation Period.	As shown in the relevant Contract Change Request.

Table 37 - Boundary Protection Service - Service Levels for Provisioning

20.1.2 The Achieved Service Level for the Provisioning of the Boundary Protection Service shall be calculated for each of the Service Levels for Provisioning of the Boundary Protection Service in accordance with the formula set out at Paragraph 6.5 of Part A.

20.2 Service Levels for Availability

20.2.1 The Agreed Service Time of the Boundary Protection Service to the Fixed Voice Service and Boundary Protection Service to the Conferencing Service shall be twenty-four hours a day seven (7) days a week.

20.2.2 The Service Levels for Availability of the Boundary Protection Service shall be measured over a Service Measurement Period for the two (2) Service Availability types as follows:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Availability of the Boundary Protection Service to the Fixed Voice Service in relation to Non-resilient Gateways (Instance Service Level)	The percentage of total time during the Service Measurement Period during which each Non-resilient Gateway used to provide the Boundary Protection Service to the Fixed Voice Service is Available.	99.50%	98%
Availability of the Boundary Protection Service to the Fixed Voice Service in relation to Resilient Diverse Gateways (Instance Service Level)	The percentage of total time during the Service Measurement Period, during which each Resilient Diverse Gateway used to provide the Boundary Protection Service to the Fixed Voice Service is Available.	99.95%	99.80%
Availability of the Boundary Protection Service to the Conferencing Service in relation to Non-resilient Gateways (Instance Service Level)	The percentage of total time during the Service Measurement Period, during which each Non-resilient Gateway used to provide the Boundary Protection Service to the Conferencing Service is Available.	99.50%	98%
Availability of the Boundary Protection Service to the Conferencing Service in relation to Resilient Diverse Gateways (Instance Service Level)	The percentage of total time during the Service Measurement Period, during which each Resilient Diverse Gateway used to provide the Boundary Protection Service to the Conferencing Service is Available.	99.95%	99.80%

Table 38 - Boundary Protection Service - Service Levels for Availability

20.2.3 The Achieved Service Level for the Availability of each of the:

- (i) Boundary Protection Service to the Fixed Voice Service; and
- (ii) Boundary Protection Service to the Conferencing Service,

shall be calculated for each Service Instance of the relevant Service in accordance with the formula set out at Paragraph 4.1.1 of Part A.

20.3 Service Credits for Provisioning

20.3.1 The Service Credits for Provisioning of the Boundary Protection Service shall be calculated in accordance with Paragraph 6.10 of Part A of this Consolidated Schedule.

20.4 Service Credits for Availability

20.4.1 If the Service Levels for Availability of the Boundary Protection Service measured over a Service Measurement Period are not met for the Boundary Protection Service then Service Credits will become due as shown in Table 39 below.

- (i) The Service Levels for Availability of the Boundary Protection Service will apply to a Gateway prior to the first complete Service Measurement Period following the Operational Service Commencement Date.

Service Level Name	Coefficient (M)	Service Level (A)	Service Failure Threshold (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of the Boundary Protection Service to the Fixed Voice Service in relation to Non-resilient Gateways (Instance Service Level)	15	99.50%	98%	2.50%	25%
Availability of the Boundary Protection Service to the Fixed Voice Service in relation to Resilient Diverse Gateways (Instance Service Level)	150	99.95%	99.80%	2.50%	25%
Availability of the Boundary Protection Service to the Conferencing Service in relation to Non-resilient Gateways (Instance Service Level)	15	99.5%	98%	2.50%	25%
Availability of the Boundary Protection Service to the Conferencing Service in relation to Resilient diverse Gateways (Instance Service Level)	150	99.95%	99.80%	2.50%	25%

Table 39 - Boundary Protection Service - Service Credits for Availability

- 20.4.2** The Service Credit Percentage for the Availability of the Boundary Protection Service is calculated for each of the Service Levels for the Availability of the Boundary Protection Service set out at Table 39 above by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.
- 20.4.3** Each Service Credit Percentage shall be used to calculate the Service Credit (£) payable against each of the Service Levels for the Availability of the Boundary Protection Service set out at Table 39 above in accordance with Paragraph 20.4.4 below.
- 20.4.4** The Service Credit (£) for Availability of the Boundary Protection Service shall be calculated in respect of each Service Instance of the relevant Service for each of the Service Levels for the Availability of the Boundary Protection Service set out in Table 39 above. Each Service Credit is equal to the Service Credit Percentage multiplied by the relevant Service Charges, which shall be as follows:
- (i) in respect of the Boundary Protection Service to the Fixed Voice Service, the Volume Charges for the relevant Gateway for the Service Measurement Period; and
 - (ii) in respect of the Boundary Protection Service to the Conferencing Service, the Volume Charges for the relevant Gateway for the Service Measurement Period.

21 Mobile Voice and Data Service

21.1 Service Levels for Provisioning

21.1.1 The Mobile Voice and Data Service shall have the following Service Levels:

Service Level Name	Description	Service Level for Provisioning
Provisioning of Mobile Devices	The period of time between: (a) the date on which the Customer Authority requests a Mobile Device; and (b) the date on which the Contractor delivers the required Mobile Device to the End User.	Five (5) Working Days
Provisioning of SIM cards	The period of time between: (a) the date on which the Customer Authority requests a SIM card; and (b) the date on which the Contractor delivers the required SIM card to the End User.	Five (5) Working Days
Provisioning of Mobile Device Accessories	The period of time between: (a) the date on which the Customer Authority requests a Mobile Device Accessory; and (b) the date on which the Contractor delivers the required Mobile Device Accessory to the End User.	Five (5) Working Days

Enable Mobile Call Barring	The period of time between: (a) the Customer Authority requesting the enablement of Mobile Call Barring on a specific Mobile Device; and (b) the date on which the Contractor enables such Mobile Call Barring on that specified Mobile Device.	Two (2) hours
Deliver replacement and (where relevant) collect faulty Mobile Device part(s)	The period of time between (a) the date on which the Customer Authority reports a relevant fault to the Contractor; and (b) the date on which the Contractor delivers the relevant replacement Mobile Device part(s) to the End User and (where relevant) collects the relevant faulty Mobile Device part(s).	Twenty-four (24) hours
Moving End Users between tariffs	The period of time between: (a) the date on which the Customer Authority requests to move an End User to another tariff made available pursuant to the Mobile Tariff Service; and (b) the date on which the Contractor applies the new tariff to the relevant End User's Mobile Device/SIM card.	Twenty-four (24) hours
Disablement of lost/stolen Mobile Devices	The period of time between: (a) the Customer Authority requesting the disablement of a specified Mobile Device; and (b) the Contractor disabling the required Mobile Device.	Two (2) hours
Confirmation of receipt of request for Provision of a Temporary Enhancement Service	The period of time between: (a) the Customer Authority requesting the Provision of a new Temporary Enhancement Service; and (b) the Contractor confirming receipt of the new Temporary Enhancement Service request to the Customer Authority.	Twenty-four (24) hours
MAC – Remote/soft amendment	The length of the MAC Implementation Period.	Two (2) working days
MAC – Remote/soft cease	The length of the MAC Implementation Period.	Two (2) working days

Table 40 - Mobile Voice and Data Service - Service Levels for Provisioning

21.1.2 The Achieved Service Level for the Provisioning of the Mobile Voice and Data Service shall be calculated for each of the Service Levels for Provisioning of the Mobile Voice and Data Service set out in Table 40 in accordance with the formula set out at Paragraph 6.5 of Part A.

21.2 Service Levels for Availability

21.2.1 The OFFICIAL Mobile Data Interface Capability and the OFFICIAL Mobile Voice Capability shall be Available twenty-four (24) hours a day seven (7) days a week.

21.2.2 The Service Levels for the Mobile Voice and Data Service shall be measured over a Service Measurement Period and shall be for the two (2) Service Availability types as follows:

Service Level Name	Description	Service Level % (A)	Service Failure Threshold % (B)
Availability of the OFFICIAL Mobile Data Interface Capability (Network Service Level)	The percentage of total time during the Service Measurement Period during which the OFFICIAL Mobile Data Interface Capability is Available in accordance with Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>).	99.95%	99.80%
Availability of the OFFICIAL Mobile Voice Capability (Network Service Level)	The percentage of total time during the Service Measurement Period during which the OFFICIAL Mobile Voice Capability is Available in accordance with Consolidated Schedule 3 (<i>Service Requirements and Contractor Service Descriptions</i>).	99.95%	99.80%

Table 41 - Mobile Voice and Data Service - Service Levels for Availability

21.2.3 The Achieved Service Level for the Availability of the Mobile Voice and Data Service shall be calculated for each of the Service Levels for Availability of the Mobile Voice and Data Service set out in Table 41 in accordance with the formula set out at Paragraph 4.1.1 of Part A.

21.3 Service Credits for Provisioning

21.3.1 The Service Credits for Provisioning of the Mobile Voice and Data Service shall be calculated in accordance with Paragraph 6.10 of Part A of this Consolidated Schedule.

21.4 Service Credits for Availability

21.4.1 If the Availability Service Levels measured over a Service Measurement Period are not met for the Mobile Voice and Data Service then Service Credits will become due as shown in the table below.

21.4.2 The Service Levels for the Mobile Voice and Data Service will apply prior to the first complete Service Measurement Period following the relevant Operational Service Commencement Date.

Service Level Name	Coefficient (M)	Service Level for Availability % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Availability of the OFFICIAL Mobile Data	150	99.95%	99.80%	2.50%	25%

Service Level Name	Coefficient (M)	Service Level for Availability % (A)	Service Failure Threshold % (B)	Minimum Service Credit % (C)	Maximum Service Credit % (D)
Interface Capability (Network Service Level)					
Availability of the OFFICIAL Mobile Voice Capability (Network Service Level)	150	99.95%	99.80%	2.50%	25%

Table 42 - Mobile Voice and Data Service - Service Credits for Availability

- 21.4.3** The Service Credit Percentage for Availability of the Mobile Voice and Data Service is calculated for each of the Service Levels for Availability of the Mobile Voice and Data Service set out at Table 42 above by using the straight line formula set out in Paragraph 6.2 of Part A of this Consolidated Schedule.
- 21.4.4** Each Service Credit Percentage shall be used to calculate the Service Credit (£) payable against each of the Service Levels for the Availability of the Mobile Voice and Data Service set out at Table 42 in accordance with Paragraph 21.4.5 below.
- 21.4.5** The Service Credit (£) for the Availability of the Mobile Voice and Data Service shall be calculated in respect of each of the Service Levels for the Availability of the Mobile Voice and Data Service set out in Table 42. Each Service Credit is equal to the Service Credit Percentage multiplied by the relevant Service Charges, which shall be as follows:
- (i) in respect of the OFFICIAL Mobile Data Interface Capability, the Capability Charges for the OFFICIAL Mobile Data Interface Capability for the Service Measurement Period; and
 - (ii) in respect of the OFFICIAL Mobile Voice Capability, the Capability Charges for the OFFICIAL Mobile Voice Capability for the Service Measurement Period.

22 Encryption Service

- 22.1** There are no Service Levels or Service Credits associated with the Encryption Service.