

## Sure Offshore Data Centre (Jersey)

Sure Jersey Limited ("Sure") offer data centre services from data centres in Guernsey and Alderney. These services enable Sure to provide You a facility for access to a secure, high quality environment in which to host Your computer or Internet equipment.

### 1 Service Specific Terms and Conditions

**These Sure Offshore Data Centre Service Specific Terms and Conditions should be read in conjunction with the Sure Data Centre General Terms and Conditions, and the Order Form. Where there is conflict these Sure Offshore Data Centre Service Specific Terms and Conditions supersede the Sure Data Centre General Terms and Conditions and the Order Form supersedes the Service Specific Terms and Conditions and Sure Data Centre General Terms and Conditions.**

#### 1.1 Definition and Interpretation

In these terms and conditions, in addition to those defined terms set out in the Sure Data Centre General Terms and Conditions and those set out in paragraph 2 below, the following terms shall have the following meaning:

**"Cross Connect"** is a cabling service, which is used to backhaul a physical link of any type from one point to another within a Data Centre or between Data Centres.

**"Customer Premises Equipment"** means Telecommunications Apparatus (including any extension wiring and sockets) located at Your Premises and connected to a Telecommunications Network at a Network Termination Point.

**"Customer Site"** means the physical customer premises in the Bailiwick of Jersey where connectivity to the Service is required.

**"Data Centre"** means any location within the bailiwick of Guernsey where Sure offers data hosting services. These services enable Sure to provide You a facility for access to a secure, high quality environment in which to host Your computer or Internet equipment.

**"Initial Term of Service"** means the length of time as stated on the Order Form.

**"Internet Connection"** means the provision of specified network access, connectivity and bandwidth to You by Us which allows You to obtain access to the Internet under the terms and conditions of any Agreement covering that service.

**"Network Termination Point"** means any physical point of connection forming part of a Telecommunications Network at which another Telecommunications Network or Customer Premises Equipment may be connected.

**"Power Allocation Excess Charge"** means a charge billed to the Customer when the consumed power for any given space/rack exceeds the contracted power allocation as indicated on the Order Form. This is a fixed charge for each rack for each month that an excess is recorded.

**"Private Circuit" (also referred to as 'Leased Lines' or 'Private Wires')** means permanently connected, point-to-point communication links dedicated exclusively to a particular Customer (or pair of Customers).

**"Rack" or "Racks"** means standard size racks which enable You to place Your equipment in the space designated in the Data Centre.

**"Secondary Customer Site Misuse"** means using the secondary Customer Site connection for anything other than monitoring traffic required to facilitate switchover on failure.

**“Services”** means services provided by Sure which enable You to occupy space in the Data Centre and to connect Your equipment from the location in the Data Centre to Your Customer Site in Jersey, which may also include the provision of Racks, depending on Your Order Form.

**“Space”** means the area in the Data Centre Sure designate in order to provision the Service .

**"Telecommunications Equipment"** means equipment, including, without limitation, any telecommunications apparatus provided or controlled by Sure or a Third Party Telecommunications Supplier in order to deliver the Service.

**"Third Party Telecommunications Supplier"** means a third party supplier of a telecommunications service or connectivity product utilised to provide an end to end solution to Sure or an associated company of Sure.

## **1.2 Provision of Service**

Throughout the duration of this Agreement, Sure shall make Services available to You in accordance with the Service Levels and with the reasonable care of a competent telecommunications provider.

## **1.3 Telecommunication Equipment**

You are responsible for any Telecommunications Equipment that Sure provide at Your Premises and within the Data Centre and for its safe and proper use. You must not interfere with it nor let anybody else do so, unless authorised by Us. If any part of Our Telecommunications Equipment is lost, destroyed or damaged, apart from fair wear and tear, You will be charged for its repair or replacement.

## **1.4 Charges**

1.4.1 The charges payable by You for the Initial Term will be as set out on Your Order Form, or in the absence of such charges being set out on Your Order Form as detailed in Our Price List at the date of Your Order. The rental charge for the Service may be amended from time to time, in order to incorporate changes in third party costs to Sure, such as power. Sure will give You at least 30 calendar days notice in writing of any changes to Your rental charge. All charges and rates for the Service either published at [www.sure.com](http://www.sure.com) or anywhere else are exclusive of GST and other local taxes, unless stated otherwise.

1.4.2 If delivery of the Service continues for a further period as set out in Clause 13 of the Sure Data Centre General Terms and Conditions the reoccurring charges payable by You at the start of that further period will continue to apply for that further period.

1.4.3 Changes to Service features requested after the Service Delivery Date may incur additional charges.

### **1.4.4 Bandwidth Changes**

The Service provides You with a predetermined choice of bandwidths for connectivity between the Customer Site and the Data Centre and these are as stated in our Price List.

You may request a regrade to increase or decrease the bandwidth being provisioned to a Customer Site. Within the Initial Term You may not decrease the bandwidth below the level as set out on Your original Order Form.

Bandwidth Changes are defined as regrading a Customer Site's bandwidth which thereby requires an upgrade of the access circuit.

Bandwidth Changes requested to a Customer Site will incur new charges and a new Initial Term will apply to the Customer Site.

Exact details of new charges and length of new Initial Term will be provided to the customer at time of regrade request.

#### 1.4.5 Changes to Rack and Space

Customers who require additional Racks or Space must submit a new Order Form and will be charged accordingly.

Changes to Rack or Space will incur new charges and a new Initial Term will apply to the Customer Site. Exact details of new charges and length of new Initial Term will be provided to the customer at time of ordering.

#### 1.4.6 Dual Access Customer Site

Where requested to do so, Sure will provide a secondary Jersey Customer Site connection for backup/resiliency purposes for the same charges as payable by You for the primary Customer Site connection. The secondary Customer Site connection is only to be used for monitoring traffic to facilitate switchover in the event of failure.

If you use the secondary Customer Site for any other purpose this will constitute misuse. When misuse of the secondary Customer Site arises, Sure reserve the right to terminate either the secondary Customer Site connection or the complete Service.

You may operate a monitoring protocol such as Spanning Tree Protocol to transmit monitoring signals across the secondary Customer Site connection for operational purposes.

Sure reserve the right to monitor traffic flows on the secondary Customer Site connection to ensure it is being used in accordance with the Agreement.

#### 1.4.7 Excess Power Allocation Charges

Within the Customer Data Centre location, the Customer must not use more power than the contracted power allocation as indicated on the Order Form.

Space/rack power usage is measured per rack on a monthly basis. Sure will let you know by email if you are a customer whose space/rack power usage exceeds 90% of allocated power. This is simply to let you know that you are close to Your limit and no immediate action will be required.

When a space/rack power usage sample reading exceeds the allocated power, a charge will be applied to each space/rack in excess on the next invoice, described as Power Allocation Excess Charge. At this point you should take immediate action to reduce the power usage per rack, to within limit.

If usage is 20% or more in excess of the allocation and you have received a request to reduce usage no less than four weeks earlier, or if you have been charged the Power Allocation Excess Charge for three consecutive months, Sure reserve the right to notify You and switch off power to Your space/rack in the interest of protecting service to other customers.

### **1.5 Payment**

1.5.1 Rental for the Service will start on the Service Delivery Date, unless Sure notify You of a later date for the start of Service when rental will be payable from.

1.5.2 Rental is normally payable in advance but Sure may bill You in arrears. Except for temporary Service, You must pay rental in accordance with Our billing cycle. Sure will apportion rental on a daily basis for incomplete billing periods.

1.5.3 Sure reserve the right to charge interest and/or a late payment fee on any outstanding balances, in accordance with paragraph 17.5 of the Sure Data Centre General Terms and Conditions.

### **1.6 Deposits and Payments in Advance**

Sure may ask for payment in advance, which does not exceed the charges for installations, connections or rental for the term of Service requested, prior to providing the Service.

### **1.7 Termination**

1.7.1 Sure may terminate this Agreement by giving You at least 30 calendar days notice. If Sure gives You notice then You must pay rental and any other applicable charges up to the expiry of the notice period. Sure will credit or refund the appropriate proportion of any rental paid in advance for the period after Your liability for rental ceases. If You have been suspended from Service due to non-payment of accounts Sure may terminate the Service after one month should payment still be outstanding.

1.7.2 Sure may suspend or terminate this Agreement if Sure find that you have used the connectivity provided by the Offshore Data Centre Service for any other purpose than to connect directly to the Data Centre. This includes the connection of a Private Circuit or Cross Connect to any of Your equipment in the Data Centre which is provided as part of the Offshore Data Centre Service.

1.7.3 You may by giving notice to Us at least 30 calendar days before the expiry date of the Initial Term of Service, terminate this Agreement on the expiry date. If You terminate this Agreement during the Initial Term of Service You shall be liable for any outstanding charges at the rate You have been paying for the Service. After the Initial Term of Service You may terminate this Agreement by giving Us at least 30 calendar days notice at any time. In the event that the Service is partially or wholly provided by a third party, the notice period required by Us from You for the whole Service will be the longer of 30 calendar days or the third party's required notice period. Outstanding rental charges shall not be payable if:

1.7.3.1 The Service is replaced with another service from Us that Sure deem to be comparable; or 1.7.3.2 Sure materially change the rental charge or terms and conditions of this Agreement to Your detriment unless these changes to the charges have been made in accordance with 1.4.1.

1.7.3.3 Your notice does not avoid any other liability for Service already provided.

1.7.3.4 If You terminate the Service and order a similar Service to the same Customer Site but to be terminated at a different point within the building, this will constitute an internal shift and will be charged as such.

## **1.8 Accommodation, Power and Lightning Protection (Your Premises)**

1.8.1 In order to provide Service Sure or a carrier acting on our behalf will have to place Telecommunications Equipment at Your Premises. You must provide a suitable location and environment for Our Telecommunications Equipment. You must prepare Your Premises before Service is provided according to any instructions that Sure may give You. Sure will take reasonable care when carrying out work on Your Premises but You will be responsible for any necessary re-decoration and for putting items back once Sure have completed the work.

1.8.2 You must supply at Your own expense, a suitable mains electricity supply and connection points, where Sure need them, if they are required for Our Telecommunications Equipment.

1.8.3 If You require You must provide at Your own expense, suitable lightning protection equipment for use with any Customer Premises Equipment associated with the Service.

## **1.9 Customer Premises Equipment**

1.9.1 You must only connect Customer Premises Equipment to Our Service at Our designated Network Termination Point.

1.9.2 Your Customer Premises Equipment must only be used with Our Service as directed under the relevant jurisdiction's Telecommunications Law and in a way that meets all relevant standards and instructions applicable to You. If Your Customer Premises Equipment does not comply with the above then You must disconnect it immediately or allow Us to do so at Your expense.

1.9.3 Sure will not be responsible or liable for any loss or damage caused as a result of the use of Customer Premises Equipment that does not comply with the relevant local Telecommunications Law and/or does not meet all relevant standards and instructions.

1.9.4 You will be responsible and liable for any damage caused to Our or Third Party Telecommunications Supplier equipment by Your Customer's Premises Equipment.

## 1.10 Information and Permissions

1.10.1 You confirm that in respect of the Service:

1.10.2 Sure may install and keep the Service and Telecommunications Equipment at the relevant Customer Site and have reasonable access to it; and

1.10.3 You have obtained all permissions, licences and consents from third parties that are necessary or desirable for the supply of Service until its removal.

## 1.11 Access to Premises

You shall let Sure or Our representatives enter Your Customer Site for the purpose of installing, maintaining or removing the Service as long as Sure show You Our identity badge. Sure will meet Your reasonable requirements for the safety of people on Your Customer Site and You shall be responsible for the safety of Our representatives whilst on Your Customer Site.

## 1.12 Customer Equipment in the Data Centre

Maintenance of the hosted equipment is Your responsibility, achieved using remote access through Sure's Offshore Data Centre Service, or by fast reliable Internet connections. Sure will, however, allow third party access or provide a first line maintenance service at additional cost.

## 1.13 Restrictions on Use

Connectivity provided by this Service is only to enable direct connection from Your Customer Site in Jersey to the Data Centre.

You cannot link the Service to any other Customer Locations or any other racks or Equipment in the Data Centre via Cross Connect or a Sure Private Circuit. You are however allowed to make a connection to a Customer Location outside of Data Centre by using Sure IP Feed Service.

You cannot occupy more Space in the Data Centre than is allocated to you in accordance with Your Order Form.

## 2 Service Level Agreement

### 2.1 Introduction

#### 2.1.1 Definition

Agreement	An agreement to take and to provide services under Sure's Data Centre General Terms and Conditions and Sure's Offshore Data Centre Service Specific Terms and Conditions
Basic Obligations	Comprising those obligations specified in the SLA as being Sure's obligations.
Business Day	Means everyday excluding Saturdays, Sundays and national or bank holiday, as applicable.
Customer	The party to the Agreement who is taking the Service
Sure	Refers to Sure Jersey Limited.
Sure Circuit Identification (ID)	A unique number assigned to the Offshore Data Centre Service by Sure
Force Majeure	Any circumstances outside the reasonable control of a Party, including (without limitation), officially declared national disasters, insurrection or civil disorder, war or military operations, national or local emergency, acts or omissions of government, act of God, fire, earthquake, hurricane, flood, fog, mist and low cloud, lightning or explosion, outbreak of pestilence or epidemics, government rationing of electricity and embargos or trade restrictions
Offshore Data Centre Service	means the Services as defined above
Normal Working Hours	0800 – 1700 hours on a Business Day

Obligation	Means an obligation on either Party in accordance with this SLA
Party	means a party to this Agreement
SLA	Means the service level agreement set out in paragraphs 2 – 4 of this Agreement
Service Levels	Means the levels set out in the Agreement as amended from time to time
Terms and Conditions	Means terms and conditions of this SLA unless otherwise specified

## 2.2 Scope of the SLA

### 2.2.1 Definition

This SLA covers the terms and conditions upon which Sure will deliver, maintain and repair the Offshore Data Centre Service. Whenever Sure announces improved targets, this SLA will be considered amended accordingly and existing Customers will benefit from these improved targets along with new Customers.

This SLA is applicable as from the date of the Agreement and will expire in the event that the Agreement expires.

### 2.3 Contact Points

For any questions relating to Offshore Data Centre Service, the Customer may

- Consult the Sure website at <http://www.sure.com/>
- Contact their Sure Account Manager
- Contact Sure Customer Service
- Email Sure on [contact@sure.com](mailto:contact@sure.com)

### 2.4 Sure Obligations

#### 2.4.1 Basic Obligations

The Basic Obligations comprise Sure's commitments as set out in this SLA (i.e. the sections in the SLA entitled "Sure's Obligations"). In the case of a dispute, the Customer agrees that the records available in Sure's operational records will be used as evidence of Sure's performance and compliance with its obligations. However if the Customer holds reliable and auditable data this will also be taken into account.

#### 2.4.2 Sure's Liability

The Basic Obligations defined in this SLA are additional to Sure's responsibilities as set out in the Sure Data Centre General Terms and Conditions. However, Sure's liability under this SLA, including but not limited to paragraph 5 below, shall be limited in accordance with Clause 29 of the Sure Data Centre General Terms and Conditions, which shall apply here accordingly.

### 2.5 Customer's Obligations

#### 2.5.1 Co-operation with Third Parties

If the Customer's own network and/or hosted equipment in the Data Centre is wholly or partly managed by a third party (e.g. sub-contractors), the Customer is responsible for the collaboration of this third party with Sure.

#### 2.5.2 Integrity of Equipment

The Customer is responsible for maintaining the integrity of the equipment installed by Sure at the Customer Site and Data Centre.

### 2.6 Force Majeure

No failure or omission by either Party to carry out or to perform any of the Obligations or comply with any of the Terms and Conditions shall give the other Party a claim against such party, or be deemed in breach of this

Agreement, if and to the extent that, such failure or omission arises from Force Majeure as hereinafter defined in this SLA.

The Party who fails to perform any of the Obligations or fails to comply with the Terms or Conditions due to Force Majeure shall promptly notify the other Party of the reason for the failure and the anticipated duration thereof and shall use its reasonable endeavours to remove the effect of the Force Majeure and shall resume performance of this SLA as soon as possible.

## 2.7 Service Delivery

This sub-paragraph is applicable to the provisioning of a new Offshore Data Centre Service, and the upgrading or the moving of an existing Offshore Data Centre Service.

### 2.7.1 Definitions related to the Service Delivery of an Offshore Data Centre Service

Cancellation	Either party cancelling the Offshore Data Centre Service before installation is completed.
CRD	Customer Required by Date, i.e. the date requested by the Customer for the delivery of the Offshore Data Centre Service.
Move	A provisioning operation to move the Delivery of an existing Offshore Data Centre Service from one Customer Site to a new Customer Site, or from one Data Centre location to another Data Centre location
Order	A request for the provision, upgrade, move or cancellation of an Offshore Data Centre Service pursuant to Sure's Data Centre General and Service Specific Terms and Conditions.
Order Form	Standard form used to order the Offshore Data Centre Service as provided by Sure.
Order Intake	The introduction of the order for the Offshore Data Centre Service into the IT systems (or manual processes) of Sure for the provisioning of the Services.
Order Intake Time	Time delay between the transmission of the complete, correct and signed Order Form to Sure and the Order Intake.
Private Domain	Land which is not Public Land.
Provisioning Interval	The number of Business Days between the Order Intake and the Service Delivery Date for a given Offshore Data Centre Service or as agreed between the Customer and Sure.
Public Land	Any public highway or other place to which the public have access, whether on payment or otherwise
Service Delivery Date	Service Delivery Date, i.e. the date on which the Offshore Data Centre Service will be ready for use. The Offshore Data Centre Service will be billed from this date.
Upgrade	A provisioning operation to increase the data centre services or bandwidth capacity of an existing Offshore Data Centre Service where the Customer Site location and Data Centre location remain the same.

### 2.7.2 Infrastructure required for installation

When the infrastructure required for the delivery of the Service is not already in place, additional works (e.g. external cabling, internal cabling) may be required in order to install the necessary equipment or deliver the ordered Service. In this case, a site survey must be carried out, in order to evaluate the works to be done at the Customer's Premises.

The following procedure is then applicable:

1. Sure will contact the Customer and make an appointment for the site survey;

2. Sure will carry out the site survey and establish the amount of work to be carried out in order to deliver the Service as ordered by the Customer;
3. In the case where the work on the Private Domain will be carried out by the Customer, the Customer is requested to indicate the date on which the Customer Site will be ready for Sure to commence work on the installation of the Service.
4. Once the timings needed to carry out the work has been estimated by Sure and the "ready for Sure date" has been communicated to Sure, Sure will provide a final Service Delivery Date to the Customer.

#### 2.7.3 Additional works on Public Land

When the infrastructure required on Public Land is not already in place, some work may be needed in order to install the necessary infrastructure (e.g. ducts, cables etc). Most of this type of work requires submission to the local authorities for authorisation, in which case the time delay for the installation of the Service will depend on the timings given by the local authority for the carrying out of the work, although all applications will be submitted to the relevant authorities without delay.

## 2.8 Provisioning Procedure

### 2.8.1 Initiating the provisioning procedure

The Customer has to order the Offshore Data Centre Service (new Offshore Data Centre Service, an upgrade to an existing Offshore Data Centre Service or a Move) using the Order Form, which is available from Sure. The Order Form will include the following fields:

- Sure product name
- Offshore Data Centre hosting services required; Number of racks or space required, ancillary services, IP Feed
- Offshore Data Centre Service bandwidth for connectivity
- Customer name and address
- Address for the Jersey Customer Site where service is required (the location within the Data Centre where the Service will terminate will be provided by Sure)
- Floor/room number and contact person details
- Access Circuit requirements
- Special Requirements
- Initial term
- Customer Required by Date

For the Jersey Customer Site the Customer has to specify the exact location where the Service should be delivered and the nature of the works needed in the Private Domain, if possible. For the Data Centre location this will be provided by Sure.

Once the completed and signed Order Form has been received, the order will be processed by Sure for the provisioning of the Service. This operation is normally performed within one working day from the receipt of the Order.

Sure cannot guarantee this timing if the Order Form has not been correctly completed. If the Order Form is not fully completed and correct then Sure will contact the Customer to complete and/or amend the Order Form.

### 2.8.2 Feedback to the Customer

#### 2.8.2.1 Confirmation of the Order

Once the Order Intake has been completed, Sure will inform the Customer of the receipt of the Order and the Sure Circuit Identification numbers for the Offshore Data Centre Service by either e-mail, phone or fax (as advised on the Order Form).

Sure will provide the Customer with the Service Delivery Date for the Offshore Data Centre Service after reviewing the requirements for service, third party delivery timescales and taking into account the CRD requested by the Customer.

If Sure agrees to escalate and attempt to provide an Offshore Data Centre Service to a CRD which falls earlier than the Service Delivery Date provided then this will be on a 'best efforts' basis .

#### 2.8.2.2 Modification of the Service Delivery Date



The Service Delivery Date specified to the Customer after the Order Intake will normally not be modified. Nevertheless, if additional activities need to be carried out, Sure will inform the Customer of the status of the order and the reason for any delay. If possible, the new Service Delivery Date will also be provided at that time. Cases that can result in a modification of the Service Delivery Date are:

- Where the Customer cannot agree on the date for the site survey(s)
- Where work is required either on the Customer Site or on Public Land for which Sure requires authorisation from a third party.

#### 2.8.2.3 Installation of the Offshore Data Centre Service

Service will be installed with the reasonable skill and care of a competent telecommunications service provider and in accordance with any relevant laws and standards.

#### 2.8.2.4 Closing of the Order

At the closing of the Order, Sure will inform the Customer, either by fax, phone or e-mail, that the Offshore Data Centre Service is in service and that billing for the Service will commence immediately. A Welcome Pack will be issued containing the Service details, points of contact, methods of requesting assistance and methods for reporting faults.

### 2.9 Sure Cancellation

Sure may cancel the Order if it is unable to supply service for matters beyond Our reasonable control.

### 2.10 Customer's Obligations

2.10.1 Sending of a correct and complete Order Form The Customer is responsible for providing the information defined in the Order Form to Sure. In particular this includes:

- The location(s) where service should be delivered (the Customer Site).
- The type of Offshore Data Centre Services that are to be delivered
- Any Service specific options required, such as racks or space, Bandwidth and circuit presentation.
- Any ancillary services that are required within the Data Centre

#### 2.10.2 Making necessary space available

The Customer undertakes to make space available for Sure at the Customer Site and within the Data Centre location to enable Sure to install the equipment and the entire infrastructure necessary for the implementation of the Offshore Data Centre Service. If necessary the Customer shall obtain the consent of the owner of the Private Domain.

#### 2.10.3 Making electrical and physical environments available

##### Electrical Environment

In the event that Sure equipment is installed directly in the Customer Site, the Customer must guarantee access to a power source that complies with the Sure requirements and allows the equipment that is necessary for the connection to function properly. Within the Data Centre location the Customer must supply their own Rack power strips even if taking Sure Racks. Within the Data Centre location the Customer must not exceed the contracted power allocation per Rack/Space in accordance with the Order Form.

##### Physical Environment

In the event that Sure equipment is installed directly in the Customer Site, the Customer must guarantee that the physical environment complies with the Sure requirements for EMC environment, temperature, relative humidity, ventilation system and safety regulations.

#### 2.10.4 Cancellation

Prior to an Offshore Data Centre Service being provided, the Customer may cancel the Order although they may be charged for any abortive work undertaken, expenses incurred or charges from any Third Party suppliers.

## 2.11 Sure Obligations

Sure shall use reasonable endeavours to provide You with:

-Space in which You may position your own Racks and computer equipment.

-Racks Sure will, if requested, provide standard size Racks which will be located within the Space provided by the Service.

-Environmental Monitoring and Control shall be provided by a variety of systems:

- Full redundant Heating, Ventilation and Air Conditioning (HVAC) with precise monitoring and control of temperature, humidity and airflow
- Lightning protection system
- Moisture protection system
- Very Early Smoke detection Apparatus (VESDA)
- FM200 floor and ceiling fire suppression system and hand held extinguishers

-Provision of mains electrical power shall be made subject to the per Rack limit for the space/Rack as indicated on the Order Form. Emergency generators to power 100% of the Data Centre shall also be. In addition an Uninterruptable Power Supply (UPS) system shall be used during transition to generators. Power supplied to each Space/Rack shall be fully redundant. Three phase power within the Data Centre location is limited and subject to requirements/availability. Power usage is monitored on a per Rack per month basis. The Customer must not exceed the contracted power allocation per Rack/Space in accordance with the Order Form.

-Security controlled access to the space:

- Industry standard secure compound, fencing, barbed wire, security cameras and lighting
- 24 hour CCTV video recording at all entry/exit points and within the Data Centre location itself
- Manned site 24 x 7 x 365 for logging of faults and service requests, with security staff providing door and access patrols
- Physical access limited and secured to authorised personnel only, with two-factor electronic security
- Verified site access via Access Request Form

## 3 Repair Services

### 3.1 Definitions related to the repair of the Offshore Data Centre Service

Fault Reported to Sure	The date and time when a Fault is reported by the Customer to Sure and when a Trouble Ticket is created for the repair of the Service.
Gross Repair Time	Time delay needed to restore the Service for the Customer calculated between the Fault Reported to Sure and the closing of the Trouble Ticket, i.e. the moment when service is restored and the Trouble Ticket is closed.
NMC	Network Management Centre or the function as carried out by Sure.
Net Repair Time	Difference between the Gross Repair Time and the Stop-Clock Time.
Stop-Clock Time	Time lost during the repair process due to causes external to Sure, e.g. no access to Customer sites, or no access to the Data Centre location (space) occupied by the Customer, etc.
Time to First Intervention	Interval between the reporting of the fault by the Customer and the first action taken by a technician of Sure to repair the fault either via remote operation or by on-site intervention.
Trouble Ticket	The record created by the front-end helpdesk officer at Sure in their fault reporting system at the moment of the communication of a problem to Sure. This record contains the information already available to Sure as well as the information communicated by the

	Customer and the information added by Sure staff during the repair/restoration process. This record has a unique number provided by Sure to identify the fault
Working Hours	Target Time to Repair expressed in Working Hours means that the Service is available during the Business Day.

### 3.2 Nature of the Fault and Stop-Clocks

#### 3.2.1 Nature of the Fault

When reporting a problem, it is essential that the Customer clearly identifies the nature of the problem, i.e. to distinguish problems with impact on the traffic and problems without impact on the traffic.

Faults will be classified as in the table below.

CLASSIFICATION OF FAULT CRITERIA		
Critical Affecting	Service	<b>Total loss of service</b> Seriously degraded service where the Customer is prepared to immediately release the Offshore Data Centre Service for testing.
Major Affecting	Service	<b>Degraded service</b> Where the Customer is still able to use the Offshore Data Centre Service and is not prepared to immediately release it for testing.
Non Service Affecting		Any fault that does not fall into the other two classifications.

The reporting of a Fault that is Non Service Affecting is initiated in the same way as a Fault that is either Critical or Major Service Affecting.

#### 3.2.2 Stop-Clock Rules

There are three situations in which Sure can correctly stop the repair clock:

1. All possibilities of remote testing have been executed and the co-operation of the Customer is not forthcoming to carry out testing on the Customer Site or in the Data Centre location;
2. The Customer proposes to delay the repair;
3. Where monitoring is used in the following cases-
  - a. At the opening of a Trouble Ticket Sure cannot identify any Faults on the Offshore Data Centre Service (no alarms, no error bits, no clock-problems, correct signal-level, etc.) and the Customer does not want Sure to close the Offshore Data Centre Service for testing purposes. Sure may then propose longer term monitoring of the Offshore Data Centre Service to ascertain any problems that there may be and during this time the repair clock may be stopped.
  - b. When the Offshore Data Centre Service was repaired and the Customer agrees that the Offshore Data Centre Service is back in service, but does not agree to close the Fault whilst the monitoring takes place to fully check the status and stability of the Offshore Data Centre Service.

In these instances this time will not be included in the determination or calculation of any SLAs.

In the cases of Stop-Clock, the Stop-Clock will be fully documented on the Sure system including:

- Reason for the Stop-Clock action;
- Action to be undertaken;
- Timings; and
- Name of the contact-person at the Customer who agreed the Stop-Clock.

### 3.3 Repair Process

#### 3.3.1 Initiating the repair operations

When a Fault is reported via a telephone call from the Customer, the following information must be given to Sure:

- The Sure Circuit Identification (ID) of the Offshore Data Centre Service and Customer Site and/or Data Centre location affected;
- Nature of the problem;
- Description of the problem;
- Contact point for follow-up; and
- Contact point at the Customer Site; and
- Contact point for the Data Centre location

For each Fault, a Trouble Ticket will be generated and the Trouble Ticket number will be communicated by Sure to the Customer. The Trouble Ticket number will be used by both Parties during any contacts concerning the Fault.

In the event that part of the services is delivered by a Third Party Sure will report the Fault to the Third Party and manage the fault resolution process until Resolution.

### 3.3.2 Feedback to the Customer

In agreement with the Customer, Sure will regularly inform the Customer by telephone about the progress of the Fault by providing such information as:

- Initial diagnosis
- Estimated time to repair the fault
- Impact of the Fault and/or the repair on the Customers service
- Any on-site intervention required

Sure guarantees that the first intervention performed, either via a remote repair operation or via a repair operation at the Customer's Premises or the Data Centre location, will be initiated within 2 hours after the Customer reporting a Fault and the Trouble Ticket being opened.

The first Customer update will be given at a set time after the creation of the Trouble Ticket and any additional information will be given as detailed in 3.4.1 in the case of Faults that impact on the Customer's traffic. The measured time begins when the Trouble Ticket is recorded in Sure's systems.

### 3.3.3 Closure of the Trouble Ticket

The closing of a Trouble Ticket will be done with the agreement of the Customer. Sure shall transmit to the Customer the following information via telephone:

- Trouble Ticket number;
- Sure Circuit Identification Number;
- Time at which Offshore Data Centre Service was returned to service;
- Cause of the trouble; and
- Party responsible for the trouble.

If the Customer requests additional delay for his own testing of the repaired Offshore Data Centre Service a Stop-Clock will be implemented. In the case that the Customer does not accept the closing of a Fault Sure will carry out additional investigations in the first instance.

## 3.4 Sure Obligations

### 3.4.1 Guaranteed Feedback

MAXIMUM INTERVENTION TIME	SECOND INFORMATION TIME	ADDITIONAL CUSTOMER UPDATE
30 minutes	1 hour	As agreed with Customer

Within the Maximum Intervention Time Sure will notify the Customer that Sure is aware of the Fault and are taking appropriate steps to rectify the situation. At the Second Information Time an engineer will give a view as to what action needs to be taken. At this time Sure will agree with the Customer any additional information times.

## 3.5 Customer's Obligations

### 3.5.1 Contact Point

The Customer is responsible for guaranteeing the availability of a contact. If Sure cannot inform the Customer of the progress of the Repair process the Target Time to Repair and Feedback delays cannot be ensured and compensation will not apply.

### 3.5.2 Customer Site Access

If possible, the Customer should communicate to Sure their Customer Site access procedure when reporting a Fault. If the Customer is unable to inform Sure of the Customer Site access procedure at the time of the initial Fault report it then becomes the responsibility of the Customer's Contact Point to inform Sure as to the Customer Site access procedures as and when required. If these procedures are not respected, the Target Time to Repair will no longer be taken into account. The Customer also guarantees the support of the required staff during the Repair process.

### 3.5.3 Data Centre Location Access

Certain Sure equipment required for the delivery of the Offshore Data Centre Service might be located within the Data Centre location occupied by the Customer equipment. Where the Customer has provided their own racks and these are locked, then the Customer should communicate to Sure their access procedure for these racks when reporting a fault. If the Customer is unable to inform Sure of the Customer Site access procedure at the time of the initial Fault report it then becomes the responsibility of the Customer's Contact Point to inform Sure as to the Customer Site access procedures as and when required. If these procedures are not respected, the Target Time to Repair will no longer be taken into account. The Customer also guarantees the support of the required staff during the Repair process.

### 3.5.4 Quality of Service degradation

In the case of the degradation of the quality of service (i.e. error bits, clock-problems, incorrect signal-level, etc.) of an Offshore Data Centre Service, the Customer will allow Sure to cut the Offshore Data Centre Service to perform measurements as required. If the Customer does not agree to Sure cutting the Offshore Data Centre Service, the Trouble Ticket will be considered as being in Stop-Clock mode by Sure since no repair operations are possible.

## 4 Maintenance

### 4.1 Definitions related to the maintenance of the Offshore Data Centre Service

**"Availability"** means the availability of the Offshore Data Centre Service between the Jersey Customer Site and the Data Centre expressed as a percentage, which is calculated as follows:

$$\text{availability} = \frac{A - B}{A} \times 100$$

Where:

A = The number of hours in the Relevant Measurement Period for the resource.

B = The number of hours in the Relevant Measurement Period when the resource was unavailable, the measurement of such unavailability will exclude any period during which an Excluded Event occurs;

**"Relevant Measurement Period"** means per month in relation to this Product Description;

**"Excluded Event"** includes: - a planned, temporary interruption in the availability of any element of the Services to enable Us to carryout essential maintenance or upgrades to any element of the Services; or - all regular maintenance windows reasonably required by any Third Party Telecommunications Suppliers; or - the failure by any Third Party Telecommunications Suppliers to provide any services to Us. The Service will be deemed unavailable if it cannot exchange data between the Jersey Customer Site and the Data Centre, except if the circumstances giving rise to the unavailability arise out of, or in connection with, any of the following:

- (a) an Excluded Event; or
- (b) a failure at the other Customer Site or the customers own equipment

**"Single Access Customer Site"** means a Jersey Customer's Site which is connected to Our network with a single telecommunications link.

**"Dual Access Customer Site"** means a Customer's Site which is connected to Our network with two separate telecommunications links which together offer resilience.

#### 4.2 Sure obligation

Availability of the Offshore Data Centre Service to a Customers Site is dependent on the access method:

AVAILABILITY PER CALENDAR MONTH	ACCESS METHOD
99.7%	Single Access Customer Site
99.9%	Dual Access Customer Site

#### 4.3 Compensation

Our Offshore Data Centre Service offers high performance with the following delivery, availability and repair times backed by a compensation guarantee. For the avoidance of doubt compensation applies to the entire end-to-end Offshore Data Centre Service including distant tails provided by other carriers through Us.

#### 5 Availability

The unavailability of the Offshore Data Centre Service is defined as the percentage of time during which the Offshore Data Centre Service cannot be used due to a Sure Fault during a calendar month.

In the case where the guaranteed minimum availability of the Offshore Data Centre Service is not met due to causes which are not external to Sure or an Excluded Event then the Customer is entitled to compensation as described in the table below. The definition of the availability is set out in paragraph 4.1 of this Agreement.

SINGLE ACCESS CUSTOMER SITE AVAILABILITY PER CALENDAR MONTH	DUAL CUSTOMER AVAILABILITY PER CALENDAR MONTH	ACCESS SITE PER MONTHLY RECURRING FEES FOR THE RELEVANT CUSTOMER SITE)	SERVICE CREDIT (PERCENTAGE OF MONTHLY RECURRING FEES FOR THE RELEVANT CUSTOMER SITE)
99.7% to 99.4%	99.9% to 99.7%		25%
Less than 99.4%	Less than 99.7%		50%

#### 6.1 Compensation Claim

The Customer is required to submit in writing a request for reimbursement within 3 months starting at the closing of the technical intervention. In this request the Customer needs to specify the following information:

REPAIR
Number of Trouble Ticket
Date of the Fault reported to Sure
Sure Circuit Identification (ID) of Offshore Data Centre Service

Any requests for compensation payments must be sent to Sure at the following address:

Contact: Complaints Officer

Address: Customer Complaints, Sure Guernsey Limited,  
PO Box 3, Centenary House, la Vrangue, St Peter Port, Guernsey, GY1 3AB

Fax: 01481 730830

Email: [contact@sure.com](mailto:contact@sure.com)

Sure will confirm to the Customer if his request has been accepted within a maximum delay of 5 working days starting from the receipt of the request made via post, fax or email.

## **6.2 Compensation Payment**

Once the compensation claim has been accepted, Sure will reimburse the Customer according to the compensation scheme as described in this SLA.

This payment will be performed through a credit note on the next invoice.

## **7 Dispute Resolution**

All disputes related to the interpretation or application of this Agreement shall come under the exclusive jurisdiction of the courts of Guernsey. The provisions of the SLA are subject to the laws of Guernsey.