

## 1. Introduction

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The Swisscom (Switzerland) Ltd Service Level Agreement applies in addition to the General Terms and Conditions for Services. In case of discrepancies, the General Terms and Conditions prevail. In the present document, the quality standards that apply to each Swisscom service (hereinafter: "service") are defined and described in the form of service modules. In addition, basic measuring and target calculation procedures are laid down. Service conditions and service descriptions explain which service modules apply to each service and in what form. Service conditions and service descriptions are jointly referred to below as "service conditions".

## 2. Concepts

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### 2.1 Service level target

Service level targets are targets laid down within a service module. Compliance with these targets is monitored. Whether compensation is due for non-compliance is determined for each individual service. Not all service modules are linked to a service level target.

### 2.2 Managed object

The service quality and service level targets laid down in this SLA each apply to a specific managed object.

### 2.3 Faults

A fault is defined as a serious drop in performance of a service. Faults can result from a service interruption, error, user error, or some other cause. If a fault with one managed object harms the promised quality of dependent managed objects, only the initial fault is taken into account when assessing compliance with service level targets and corresponding compensation.

### 2.4 Trouble ticket

A trouble ticket is an electronic fault rectification request sent to the service desk, which may forward it to different support units.

## 3. Time measurement

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### 3.1 Measuring SLA-relevant times

Various service level targets defined within the service modules are based on the measurement of processing times. The time between the opening and closure of a trouble ticket is measured. A trouble ticket is processed in various stages. If a trouble ticket is transferred from one support unit to another, the time of the transfer is electronically recorded with a timestamp. Using timestamps, the length of each individual processing stage is recorded, as well as that of the whole fault rectification process. The timestamps are used to calculate whether service level targets have been met.

The first timestamp is generated when a trouble ticket is opened concerning a fault either identified by a Swisscom monitoring system or reported to the service desk by a customer. When faults with actively monitored components are reported, there is a system-related delay between the fault occurring and the trouble ticket being opened. As a result, short service interruptions of up to 15 minutes may, in some circumstances, not be automatically recognised by Swisscom's monitoring systems. The last timestamp appears when the service is restored to the managed object concerned.

### 3.2 Suspended times

Suspended times are periods of time that are not taken into account when calculating SLA-relevant times (see section 3.1). The following are treated as suspended times:

- Times outside official support times. For site visits, support times are in local time at the location of the managed object.
- Interruptions for maintenance work during the maintenance window determined by Swisscom.

- Delays to maintenance or repair work for which the customer is responsible, e.g. if the customer cannot be contacted or if maintenance and repair staff are denied access to the customer's premises, to which they need access in order to carry out the necessary repair work to on-site service equipment.
- Failure of a managed object caused by equipment or external factors at the customer's premises (internal or customer's own cables, electricity, air conditioning, building, shutdown, etc.).
- Reduced performance times when Swisscom measurements show that contractually specified values have been achieved.
- Acts of God (see Swisscom General Terms and Conditions).

## 4. Service modules

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This section explains the service modules available with a Swisscom service.

### 4.1 Service desk

The Swisscom service desk is the customer interface (single point of contact) for orders, fault reports and customer queries. The service desk is available round the clock (24/7, 365 days). Queries can be submitted in four languages (DE, FR, IT, EN).

### 4.2 Support times

The support times for the service provided are defined in the relevant service conditions. During the defined support times, qualified staff endeavour to rectify faults either over the telephone or on site. Times outside these support times are treated as "suspended times" (see section 3.2).

### 4.3 Time to restore

"Time to restore" is the length of time taken under each trouble ticket to restore the full service to a managed object. The actual "time to restore" value is defined as a service level target in the relevant service conditions. The SLA-relevant calculation of the "time to restore" ends with the final timestamp of a fault report.

### 4.4 Event management (fault rectification)

#### 4.4.1 General information

The event management service module regulates the course of action taken to rectify a fault. The event management service module is specifically defined in the relevant service conditions.

#### 4.4.2 Reactive fault rectification

Reactive fault rectification takes place when Swisscom analyses a fault reported by a customer via the service desk and takes measures to rectify it. Unless otherwise stated in the relevant service conditions, fault rectification is a reactive process.

#### 4.4.3 Monitoring and alerting

If service quality is monitored by Swisscom and a shortfall in the agreed service quality is identified, Swisscom alerts the customer via text message, e-mail or telephone.

#### 4.4.4 Proactive fault rectification

If service quality is monitored by Swisscom, a proactive fault rectification process may be instigated. If Swisscom identifies a failure to meet or a shortfall in the agreed service quality, immediate measures are taken to rectify the situation, even if the customer has not actively reported the fault.

### 4.5 Service reporting

Service reporting is regular reporting to customers designed to provide reliable, accurate and up-to-date evidence of service quality. Service reports are made available to customers via appropriate channels. The periodicity of service reports is defined in the service conditions.

## **4.6 Compensation**

### **4.6.1 General information**

The service conditions stipulate whether compensation is due for failure to meet one or more service level targets. If it is, the service conditions also explain how the level of compensation should be calculated.

### **4.6.2 Conditions**

Compensation is due if the following conditions are all met:

- The service conditions stipulate that compensation is due if one or more service level targets are not met.
- The agreed fault rectification procedures are followed.
- The customer has not altered the service or caused its non-availability.
- Swisscom is fully responsible for the service.

### **4.6.3 Payment of compensation**

If the conditions under section 4.6.2 are met, the following rules apply to the payment of compensation:

- Compensation is calculated and paid per calendar month.
- Compensation is allocated to the month in which the relevant trouble ticket was closed.
- Compensation is paid as a credit on the bill for the month after the end of the reporting period. No other form of compensation or payment is possible.