

Highlight SLA Schedule

1. Description

Highlight is a data network monitoring tool, which enables real time monitoring of hardware and services by providing a view of utilisation, performance and application use across Customer locations.

2. Definitions

2.1 Terms defined in the Contract shall have the same meaning in this Schedule. The following definitions and rules of interpretation shall also apply:

Business Hours between **08.00** and **18.00** on Business Days; and

Node a device (physical or virtual) for which Onecom provides the Highlight service, for example a router, switch or firewall.

2.2 Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

3. Specific terms of service

3.1 Hardware Configuration

Where not provided by Onecom under a separate Schedule, the Customer (or its designated third party provider) is responsible for appropriate Network connectivity between the Highlight servers and the Customer's target devices to be monitored, and for the implementation of configuration statement additions into such target devices, as required to provide the Highlight service.

3.2 Termination

Following termination of the Highlight service, Onecom shall not provide the Customer with any historical monitoring data.

3.2 Operating hours

Onecom's full service levels will operate during Business Hours.

3.4 Incident severity

Incident severity is classified as follows:

Level	Classification	Description
1	Critical	Service is wholly unavailable to all users
2	High	Loss of monitoring to one or more Nodes
3	Low	Service availability is intermittent or slow

Onecom will initially determine the incident severity level with the Customer. Onecom may change the severity level during resolution work. For example, if an incident of severity level 1 is temporarily fixed, then the incident may be reduced to severity level 2. The new severity classification will then apply and Onecom will act accordingly.

3.5 Target Response Times

The target response time shall commence at the time an incident ticket is created on Onecom's ticketing system. Onecom shall acknowledge receipt of an incident ticket in accordance with the following response times:

Level	Target Response Time
1	12 Business Hours
2	24 Business Hours
3	36 Business Hours

The response time ends when Onecom has provided its initial response to the Customer (by email, telephone or via Onecom's portal).

3.6 Target Restoration Times

The target restoration time shall commence immediately after the response time has ended.

Level	Target restoration time
1	24 Business Hours
2	48 Business Hours
3	72 Business Hours

The restoration time ends when the ticket is closed by Onecom or when Onecom informs the Customer of service restoration, whichever is sooner. Tickets may be left open, post-service restoration, for monitoring purposes.

For the avoidance of doubt, where an incident is caused by an outage of service to a Node **(Node Service)** that is being monitored by the Highlight service (as opposed to an issue with the Highlight service itself), the service levels relating to the Node Service (as set out in the relevant service schedule) will apply first. Once that Node Service has been restored, the restoration times above will apply in relation to restoration of the Highlight service.

3.7 Planned Maintenance

Where practicable, maintenance will be performed outside of Business Hours.

Should maintenance affect the Service, the Customer will be given at least three Business Days' notice by email or via the Highlight portal, detailing the work to be carried out and any expected effects on the Service.

Under exceptional circumstances, it may be necessary to perform emergency engineering work without giving prior notice to the Customer, in which case Onecom will use reasonable endeavours, where practicable, to limit any resultant adverse effects to the Service.

3.8 Escalation Path

In the event an incident has not been addressed to the satisfaction of the Customer (acting reasonably), the Customer may request escalation of the incident. The escalation path is set out in the table below.

Escalation Level	Onecom Personnel	Target response time
1	Technical Support Agent	1 Business Day
2	Service Desk Manager	1 Business Day
3	Head of Service Operations	1 Business Day
4	Operations Director	1 Business Day

3.9 Failure to Meet Service Levels

Onecom gives no guarantee that it will respond to or resolve any incident within any particular timescale. Onecom's failure to respond to or resolve an incident in accordance with any service level or other target set out in this schedule or an shall not constitute a breach of the Contract, nor give rise to any liability of Onecom to the Customer.