

Connected Networks

Secure Business Connectivity
anywhere on Earth

Secure IP SLA

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Document information

Versions and releases

Version	Changed by	Date	Details
1.0	Neil Lonergan	23.06.2019	First release
1.1	Neil Lonergan	21.06.2022	Updated Branding release
1.2	Michelle Law	01.10.2023	Performance revisions
2.1	Michelle Law	November 2025	Approved release
2.2	Michelle Law	2 November 2026	Credit tiers, scope, measurement, maintenance and claims updated

Document purpose

The purpose of the Secure IP SLA document is to detail service performance metrics for Connected Networks Secure IP Internet services, globally.

1. Introduction

This SLA sets out the SLA metrics and service credit regime for Connected Networks Secure IP Internet services. It covers Off-Net Services only where specifically referenced.

2. Service Delivery Agreement

The target delivery lead time is an estimate of the time it will take us to deliver your Service from the date of our Order Acceptance. The target delivery lead times for On-Net Services for connected premises are set out in Table A below. Following Order Confirmation, we will confirm to you the Connected Networks Delivery Date (CDD), which is the date on which we will deliver the Service. If the CDD is not met, you will have the right to claim service credits, as set out in Table B below.

Table A: Target delivery lead times for the Service Delivery Agreement

CNS On-Net Services	**Target Delivery Lead times (working days) for connected premises**
Existing service presentation point, existing equipment, remote config	15
Existing Service Presentation Point, existing equipment, on-site configuration	30
Existing Service Presentation Point, new equipment	40
New service presentation point	45
Building not yet connected to Connected Networks network	90
Global Broadband Services	30 (best effort, not contractually binding)

Table B: Service credits for the Service Delivery Agreement

Completed working days past CDD	**Service credit as % of Install charge**
1 to 4	5
5 to 9	15
10 to 19	25
20 or more	100

Broadband Services (Best Endeavours):
All global broadband access types (including but not limited to FTTC, FTTP, DSL, DOCSIS, Fixed Wireless and 4G/5G) are delivered on a Best Endeavours basis. Delivery dates for Broadband are indicative only and are not guaranteed. No service credits apply for delays.

Notes:
i. Claims are subject to an upper limit of EUR 5,000 per claim per Service for European contracted customers, JPY 750,000 for Japanese customers and USD 8,000 for all other locations.

ii. For all Off-Net Services, we can only provide a target completion date. Therefore, in the event of delay, no service credits will apply.
iii. Service credits are calculated as a percentage of the installation charge for the affected Service

3. Fault Handling Agreement

We offer a Target Time To Repair ('TTTR') for Service-Affecting Faults as set out in Table C below. The TTTR is the target length of time from when the fault is logged by us opening a trouble ticket, either due to you reporting the fault or due to us detecting the fault, until the time the fault is resolved. In the event that we fail to meet the TTTR for Service Affecting Faults then you have the right to claim service credits for each specific Service as set out in Table D below. Repair times for Non Service-Affecting Faults will be mutually agreed on a case-by-case basis. We will try to repair Non Service-Affecting Faults within 3 working days.

Table C: Performance metrics for the Fault Handling Agreement

Access Tier	**Target Time to Repair for Service Affecting Faults (hours)**
On-Net	6
Off-Net Tier 1	8
Off-Net Tier 2	12
Global Broadband	48 (Best Effort)

Broadband Fault Handling (Best Endeavours):
For Broadband services, fault investigation and repair follow the applicable underlying access provider's processes in each country. No contractual Target Time To Repair (TTTR) is provided for Broadband services, and no service credits apply.

Notes:
i. Where multiple types of delivery are used such as in the case of international services or different DSL providers, the longer TTTR will apply to the Service as a whole.
ii. Off-Net Tier 1 for France and Belgium: 4 hours.
iii. Off-Net provider last-mile access is excluded from the fault-handling commitments and service credits under this SLA. For services delivered via shared networks (e.g. NTT Flets), Off-Net Tier 2 applies to the covered components only; the last-mile exclusion still applies.

Table D: Service credits for fault handling (% of monthly service charge)

Hours past TTTR	On-Net / Off-Net T1	Off-Net T2
More than 0 to less than 3	2.5%	5%
3 to less than 4	5%	5%
4 to less than 6	7.5%	5%
6 or more	10%	5%

4. Service Availability Agreement

Broadband Availability (Best Endeavours):
Broadband services are provided without a contractual Service Availability target. Any availability figures shared by CNS for Broadband services are indicative only and do not give rise to service credits.

For Secure IP services, CNS provides Service Availability for the components covered by this SLA. Off-Net provider last-mile access is excluded from the availability commitments and service credits. Availability is calculated using recorded Service-Affecting Faults affecting covered components during the relevant Service Measurement Period. Where availability falls below the applicable level in Table E, the Customer may claim service credits as defined in Table F.

Table E: Target service availability

Region	**Access Tier**	**Resilience Option**	**Target Service Availability (%)**
All	All	Resilient Dual Access	99.99
All	On-Net	None	99.9
All	Off-Net Tier 1	None	99.8
All	Off-Net Tier 2	None	99.5
All	Broadband	N/A	97.5 (BE)

i. The Service Measurement Period is one calendar month.
ii. International services include inter-continental and intra-APAC services.
iii. When a Diversity option is ordered, a joint Target Service Availability may be applied for the pair of services if:
- both services are of the same type (e.g., two Secure IP circuits),
- both are ordered simultaneously,
- both terminate at the same end-sites, and
- each end is on-net.

iv. Otherwise, individual availability targets apply per service.
v. This SLA applies only to components/hardware provided by CNS as part of the Service.

Table F: Service credits for the Service Availability Agreement

Secure IP (% points below target service availability)	**Service Credits (% of monthly service charge)**	
	On-Net/ Off-Net T1	Off-Net T2
More than 0 to less than 0.5	2.5	5
0.5 to less than 1.0	5	5
1.0 to less than 1.5	7.5	5
1.5 or more	10	5

Notes:

i. Where multiple partner operators are used such as in the case of international services, the lower Service Availability figure will apply to the Service as a whole.
ii. This SLA applies to components/hardware provided by CNS as part of the Service.

5. Maintenance

Maintenance activities for Broadband services follow the change and maintenance policies of CNS and the relevant underlying access providers globally. Planned or emergency works may affect Broadband services. Such impacts do not entitle the Customer to service credits.

To ensure service performance and security for all Customers, CNS and its partners occasionally undertake maintenance works. CNS will endeavour to ensure that such works have minimal impact on the Customer's Service.

Maintenance guidelines:

i. For service-affecting planned works, CNS will notify the Customer as soon as CNS becomes aware of the works. CNS cannot guarantee a minimum notice period for works carried out by third-party network operators.

ii. For non-service-affecting maintenance works, notification may not be issued.

iii. For emergency maintenance, CNS will notify the Customer as soon as CNS becomes aware of the works. Where immediate intervention is required, advance notice may not be possible.

iv. CNS will pass on notices of planned works from third-party network operators as soon as CNS becomes aware of them.

v. As services are delivered using partner fibre networks, CNS is unable to accommodate Customer-specific requests such as preferred maintenance windows, rescheduling, or cancellation of maintenance events.

vi. CNS is not responsible for SLA failures where the cause of the outage relates to maintenance works.

6. General

We are not responsible for failure to meet this SLA where such failure is due to a planned outage or outside of our reasonable control, including, for example:

a) there is not appropriate power or there is a power failure at your site;
b) your faulty Equipment;
c) where we or our authorised representatives are not granted access to the site;
d) the fault is due to your actions or the actions of your employees or agents

In the event that a fault on one of your Services causes us to miss SLAs for other Services provided as part of your Secure IP Services you will only be entitled to claim service credits against the Service that is the root cause of the fault.

Any service credit paid under this SLA shall be the Customer's sole and exclusive remedy for any service level failure under this SLA.

Combined fault-handling and service-availability credits per calendar month shall not exceed 10% of the affected Service's monthly recurring charge for On-Net and Off-Net Tier 1 Services, or 5% for Off-Net Tier 2 Services. Where the same incident qualifies under both provisions, only the higher applicable credit applies; credits are not added together. Delivery credits are assessed separately under the Service Delivery Agreement. DSL and all other Broadband services are provided on a best-endeavours basis and receive no service credits.

7. Definitions

Except as set out below, the definitions in the MSA apply to this SLA.

Existing Service Presentation Point
Premises connected to our network where we have already connected to your location or floor and no additional cabling is required.

MSA
The Master Services Agreement entered into between CNS and the Customer.

New Service Presentation Point
Premises connected to our network but where additional cabling is required to connect to your location or floor.

Non-Service-Affecting Fault
Any fault or condition which is not a Service-Affecting Fault.

Off-Net
A Service provided wholly or partly using other licensed operators' networks. We will confirm to you at the point of order whether the Service has an Off-Net component.

On-Net
Service provided wholly using our Tier 1 partner network. We will confirm to you at the point of order whether the Service is classed as On-Net.

Service-Affecting Fault
Any failure of our fibre, transmission or terminating Equipment, which causes full or partial loss of signals to your Service in one or both transmission directions.

Service Availability
The time for which a Service is available, expressed as a percentage of the total time in a Service Measurement Period.

Service Measurement Period
One calendar month. For a Service starting or ending during a month, only the active period is measured. Any credit is calculated against the recurring charge for that active period.

8. Reporting a Fault

If you are experiencing an issue with your service, you can contact our service desk 24 hours a day, 7 days a week, 365 days a year using the method below:

Email: helpdesk@connectednetworks.io

9. Requesting a Service Credit

Submission

Send your claim to helpdesk@connectednetworks.io with the subject "SLA credit request - [service reference]". Include your customer name, circuit or site reference, incident ticket number, relevant dates and the commitment you believe was missed. Include supporting evidence where reasonably available. CNS will also check its own records. Reporting a fault and requesting a service credit are separate steps.

Fault-handling and availability claims

Submit your claim within 30 calendar days after the end of the affected month.

Delivery-delay claims

Submit your claim within 30 calendar days after actual delivery. You may notify CNS of an ongoing delay before delivery takes place.

Acknowledgement and review

CNS will acknowledge receipt within two working days and aims to decide the claim within 15 working days of receiving sufficient information. If further investigation is needed, CNS will provide an update.

Approved credits

CNS will apply an approved credit to the next practicable invoice, normally within one billing cycle of approval. The eligibility rules, exclusions and credit limits in this SLA continue to apply.

Late claims

CNS may consider claims received after the applicable deadline at its discretion.