



# BTnet – Service Level Agreement

Delivering excellent service comes top of the list here at BT. That’s why we’ve developed a comprehensive Service Level Agreement for our dedicated leased line internet access service, BTnet.

**The internet is crucial to the running of your business, so we’ve included 100% target service availability SLA, along with guarantees around service delivery and network performance.**

We’re confident that you’ll be more than happy with our services, but if for some reason we don’t quite meet the standards we’ve set, we’ll give you money-back credits to say sorry.

Here’s a summary of our BTnet SLA. If you need more detail, you’ll find full information in our Conditions and Service Schedule at [www.bt.com/terms](http://www.bt.com/terms)

## 1. Installation

**1.1** We’ll deliver your Service on or before the Customer Committed Date (CCD). We’ll confirm the CCD with you during delivery once the survey has been completed.

**1.2** Where Excess Construction Charges (ECC) apply to your order, or where delivery is considered complex, we might not be able to provide a CDD. If this happens, a guideline Expected Completion Date (ECD) may be given. These scenarios are not covered in the terms of this Service Level Agreement.

**1.3** We consider the Service delivered once the following parts of the Service have been supplied and allow you to use the Service:

(a) The Managed CPE including configuration.

(b) The dedicated circuit between your site and BTnet access node in our network.

**1.4** If we don’t meet the CCD for the Service, we’ll give you On Time Delivery Service Credits by reducing your standard connection charge for the Service, depending on the number of working days beyond the CCD. This reduction will also apply to circuits ordered with a free connection offer or on a three (3) or five (5) year contract term, and will be based on the standard one (1) year connection cost for the Service installed.

Number of working days beyond CCD	Reduction in connection charges
1-10 working days	5%
11-15 working days	10%
16-20 working days	15%
More than 20 working days	20%

**1.5** If we’ve agreed a revised CCD with you in writing, or exercised our right to revise the CCD, the calculation of any On Time Delivery Service Credits will be made by reference to the revised CCD.

**1.6** If we don’t meet the CCD, you must make a claim within 28 days of the CCD, quoting the relevant customer order reference number (PIP number) and relevant details by e-mail to: [btnet.slg@bt.com](mailto:btnet.slg@bt.com)

**1.7** The On Time Delivery Service Level doesn’t apply to upgrades and/or changes to your Service.



## 2. Service availability

- 2.1** We aim to provide your Service with a target of 100% availability at all times, subject to the terms of this agreement.
- 2.2** If there's an outage, based on our data, we'll apply a reduction to your rental charge for the Service as follows, as long as you report the outage and claim for a reduction to the rental charge as instructed in section 2.3 and 2.4 below:
- a) Where the outage period is less than or equal to ten (10) hours, we'll apply a reduction equivalent to one (1) day's rental charge per hour of downtime for your Service. When calculating the outage period, a fraction of one (1) hour will be rounded-up to the nearest hour;
  - b) The maximum reduction applied per quarter will be capped at ten (10) hours of outage, which is equivalent to ten (10) days' rental charge for your Service;
  - c) If you've taken a BTnet resilient option and experience an outage, we, in accordance with this paragraph, will reduce the rental charges of both your primary and secondary connections.
- 2.3** You should report an outage within two days of experiencing it by telephone to BTnet Service Centre on **0808 100 2440**. We'll provide you with a Trouble Ticket number for your reference.
- 2.4** Once we've verified the outage, you'll need to make a claim within 28 days, quoting the relevant Trouble Ticket number, customer reference (FTIP number) and reason for the claim by email to: [btnet.slg@bt.com](mailto:btnet.slg@bt.com)

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## 3. Network latency

- 3.1** We agree to provide your Service with a latency guarantee subject to the terms of this agreement.
- 3.2** We'll determine latency by calculating the average of round-trip transmission measurements taken in ten minute intervals during a calendar month. The results will be posted via the BTnet external website ([www.bt.net](http://www.bt.net)).
- 3.3** The latency guarantee which applies to the UK Core Network Connection and to the Transatlantic Network Connection are as set out below;
- The UK Core Network Connection:**  
The latency guarantee is an average round-trip transmission time of 20 milliseconds (20ms) or less between BT selected core PoP in the BT Network.
- The Transatlantic Network Connection:**  
The latency guarantee is an average round-trip transmission time of 95 milliseconds (95 ms) or less between designated transit routers at each end of the transatlantic link.
- 3.4** If we, based on our data, don't meet the latency guarantee in two consecutive months we'll reduce the rental charge for your Service by applying a reduction equivalent to one day's rental charge for your Service.
- 3.5** You don't need to make a claim, we'll just automatically apply the reduction to your rental charges.



## 4. How we'll pay the reductions

**4.1** Claims for a reduction in your charges agreed by us in accordance with this Service Level Agreement will be paid as a reduction in your rental charges for that Service.

We'll try hard to include this within your next two billing cycles, unless the Service has ended in which case we'll make a separate payment.

**4.2** You must notify us in writing within two months of the date of our invoice if there's a dispute concerning your application by BT of this Service Level Agreement to the charges shown on the invoice concerned.

## 5. What the Service Level Agreement doesn't cover

**5.1** The Service Level Agreement under sections 1, 2 and 3 above will not apply where the site is outside BT's licensed area, or if we can't meet the Service Level Agreement:

a) Due to a reason covered by paragraph 14.6 of the Conditions for BTnet;

b) As a result of any suspension of the Service under the provisions of this contract; or

c) Due to a fault on your network or own equipment configuration.

### Definitions

In addition to the defined terms in the General Terms, capitalised terms in this Schedule will have the following meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Schedule):

Customer Committed Date (CDD)	Before the service start date and, where applicable, throughout the provision of the service, we will provide you with a date on which delivery of the service (or each part of the service, including to each site) is due to start and will use commercially reasonable endeavours to meet any Customer Committed Date.
Managed CPE	Managed Customer Premises Equipment. The device provided to terminate the BTnet Internet service at your site.
On Time Delivery Service Credits	This has the meaning given in paragraph 11.2 of the main BTnet Schedule to the General Terms.
On Time Delivery Service Level	We will deliver the service on or before the Customer Committed Date. The service is delivered when we provide the following elements of the service to you enabling you to use the service: (a) for the service with Managed CPE only, the Managed CPE including configuration; and (b) for every service, the dedicated circuits between the customer site and PoP.
Point of Presence or PoP	This means the equipment within the BT Network connected by a dedicated circuit from the customer site.
Transatlantic Network Connection	This means the connection between our selected PoP in the BT network and our designated transit routers at each end of the transatlantic link.
Trouble Ticket	Where you become aware of a service incident, you will ensure that the customer contact reports the incident to our service centre; we will give you a unique reference number for the incident; and we will inform you when we believe the incident is cleared, and will close the Trouble Ticket.
UK Core Network Connection	This means the connection between a BT selected PoP in the BT network and our designated routers within the BT network in the UK.

### Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.  
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