



BTnet – Service Level Agreement

Delivering excellent service comes top of our list. That's why we've developed a comprehensive Service Level Agreement (SLA) for our dedicated internet connection, BTnet.

We know 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, read our conditions and service schedule at bt.com/terms.

Installation

1. We'll deliver your service on or before the customer committed date (CCD). And we'll confirm the CCD once we've completed your survey.
2. If excess construction charges (ECC) apply to your order or your delivery is particularly complex, we might not be able to provide a CCD. Instead, we'll try to give you an expected completion date (ECD). These scenarios are not covered by this SLA.
3. We consider the service delivered once we've supplied:
 - the managed customer premises equipment (CPE), including configuration.
 - the dedicated circuit that connects your site to our network.
4. If we don't meet the CCD, we'll give you on-time delivery service credits. This means you won't have to pay the full connection charge. Instead, we'll reduce the cost depending on how long it takes us to deliver to the service. This discount is also available for circuits ordered with a free connection offer or on a three- or five-year contract.

We'll base the reduction on the standard one-year connection cost for BTnet.

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%

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 based on the revised CCD.
6. If we don't meet the CCD, you must make a claim within 28 days of the CCD, quoting your customer order reference number (PIP number). Send this to: btnet.slg@bt.com
7. The on-time delivery service level doesn't apply to upgrades and/or changes to your service.





Service availability

1. We aim to provide your service with a target of 100% availability at all times, subject to the terms of this agreement.
2. If there's evidence been an outage, we'll reduce your BTnet rental charge for the service as follows:
 - Where the outage period lasts for ten hours or less, you'll save the equivalent of one day's rental charge per hour of downtime. When calculating the outage period, we'll round up the total time to the nearest hour.
 - The maximum reduction applied per quarter will be capped at ten hours of outage, which is equivalent to ten days' rental charge for your service.
 - If you've taken a BTnet resilient option and experience an outage, we'll reduce the rental charges of both your primary and secondary connections.
3. You should report an outage within two days by calling **0808 100 2440**. We'll provide you with a trouble ticket number for your reference.
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

Network latency

1. We agree to provide your service with a latency guarantee subject to the terms of this agreement.
2. We'll work out this latency by calculating the average of round-trip transmission measurements taken in ten minute intervals during a calendar month. The results will be posted on www.bt.net.
3. The latency guarantee depends on the network you're using:

The UK core network

connection: The latency guarantee is an average round-trip transmission time of 20 milliseconds or less between BT selected core Point of Presence (PoP) in the BT network.

The transatlantic network

connection: The latency guarantee is an average round-trip transmission time of 95 milliseconds or less between designated transit routers at each end of the transatlantic link.

4. If we don't meet the latency guarantee for two consecutive months we'll give you a discount. You can save the equivalent to one day's rental charge for your service.
5. You don't need to make a claim, we'll just automatically apply the reduction to your rental charges.



How we'll pay the reductions

1. Claims for a reduction in your charges agreed by us in accordance with this SLA will be paid as a reduction in your rental charges.

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.

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 SLA to the charges shown on the invoice concerned.



What the Service Level Agreement doesn't cover

The SLA under sections one, two and three below will not apply where the site is outside our licensed area, or if we can't meet the SLA:

1. due to a reason covered by paragraph 14.6 of the conditions for BTnet;
2. as a result of any suspension of the service under the provisions of this contract;
3. due to a fault on your network or own equipment configuration.

Definitions

Here's what some of the terms we use in the SLA mean.

Want to know more? See our [General Terms](#).

Customer committed date (CDD)	Before the service start date and, where applicable, throughout the provision of the service, this is when you can reasonably expect the service (or each part of the service, including to each site) to be delivered.
Managed customer premises equipment (CPE)	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	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 (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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