

## SERVICE LEVEL AGREEMENT

This Service Level Agreement applies to Dotmac Technologies Ltd business broadband connectivity services listed below. These services may be provided over a range of media and with varying equipment as detailed in the individual Service Descriptions.

This SLA applies to the following fiber broadband service families (FTTH):

- Unlimited Internet Plan Subscribers
- Homeflex Plan Subscribers

### 1. Scope

1.1 The Service Levels set out in this document are targets only and Dotmac Technologies Ltd has no liability for a failure to meet them beyond the remedies detailed in the relevant Service Terms and Conditions.

1.2 If Dotmac Technologies Ltd should fail to meet the targets described in these Service Levels the customer will be entitled to the compensation as set out below. Such compensation shall be the sole and exclusive remedy for Dotmac Technologies Ltd failure to meet those service levels for which service credits apply.

- 1.3 All Service Levels described below are subject to the exclusions detailed in Section 6 of this agreement. 1.3.4 These Service Levels are subject to modification from time-to-time and the latest version is available from our website at [helpdesk@dotmac.ng](mailto:helpdesk@dotmac.ng) [support@dotmac.ng](mailto:support@dotmac.ng)

Operational Hours Provisioning / installation is based on standard working hours of 08:00 – 18:00 Mon-Sun. Availability is based on 24 / 7 clock subject to planned maintenance.

### 2. Fault Resolution

2.1 All correctly reported faults will be responded to within 2 business hours by a Spectrum Internet engineer.

2.2 A service will be considered faulty once Spectrum Internet have completed diagnostics and a fault has been verified.

2.3 Once verified, Spectrum Internet Ltd commit to resolving SLA faults, as defined in 2.2 above, within a further 12 working hours.

2.4 Time calculations for a faulty service (the Outage Period) begin once a service has been confirmed as faulty. The total Outage Period for the service is calculated by the time between a fault being verified and the service being restored, minus:

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(a) any time where the issue is with the customer, e.g. awaiting customer response or awaiting customer diagnostic activity

(b) any time awaiting access to the customer premises

(c) any delays caused by third parties, outside of the control of Dotmac Technologies Limited.

### **3. Service Operation**

#### **3.1 Incident Reporting**

3.2 Faults may be reported during standard business hours (08:00–18:00, Mon-Sun). Customers should raise all faults by email to [support@dotmac.ng](mailto:support@dotmac.ng) then follow up with a text on WhatsApp (08121179536) or via telephone to 019125161.

3.3 Configuration management is based on standard working hours of 08:00 – 18:00 Mondays to Sundays excluding Public Holidays.

3.4 All requests for changes to the service configuration should be made in the first instance to the Dotmac Technologies Limited Support Services Team by email to [support@dotmac.ng](mailto:support@dotmac.ng) then follow up with a text on WhatsApp (08121179536) or via telephone to 019125161.

### **4.1 Planned Maintenance**

4.2 Planned Maintenance refers to planned engineering works / network modifications carried out within Dotmac Technologies Limited's control.

4.3 Dotmac Technologies Limited will endeavor to provide a minimum of 48Hours notice of Planned Maintenance which may impact on the availability or the quality of the service. Notification will be made to the primary contact for the client as advised on the service order or as subsequently updated by the client. Notification will be via email or phone call.

4.4 The above commitment notwithstanding, Dotmac Technologies Limited reserve the right to carry out emergency maintenance at any time where it is necessary to maintain the integrity or security of the network. Dotmac Technologies Limited will endeavor to provide as much notification of such emergency maintenance as possible.

4.5 Dotmac Technologies Limited will endeavor to ensure that all planned maintenance is carried out within the preferred hours of 08:00am-06:00pm and where possible at a weekend.

## 5 Exclusions

5.1 Matters Beyond Our Reasonable Control (MBORC)

5.2 This Service Level Agreement and corresponding compensation will not apply where:

- (a) through no fault of its own, Dotmac Technologies Limited is unable to gain the necessary permissions or consents required in connection with a particular Service Level;
- (b) failure is due to Force Majeure. Incidents under this clause includes; downtime experienced by fire outbreak, road constructions, damage to CPE (wireless), physical damage to fiber cables.
- (c) failure is due to a planned or Emergency service interruption as detailed in section 4.4 above
- (d) failure is due to theft or vandalism to Fiber infrastructure

### 5.3 Client Responsibilities / Actions

5.1 This Service Level Agreement and corresponding compensation will not apply where:

- (a) the fault or failure is not notified in accordance with Section 2.1 above
- (b) the failure is due to inaccurate information provided by the client in the ordering process
- (c) the failure is due to the client's own network equipment or environment
- (d) the client has failed to implement any reasonable and clear instructions issued Dotmac Technologies Limited in relation to the service
- (e) through no fault of its own Dotmac Technologies Limited has been unable to carry out necessary work at, or gain access to the client site
- (f) the client fails to agree an appointment date
- (g) the client is in breach of any part of the contract for services, including the terms and conditions for payment of invoices, or the service has been suspended by Dotmac Technologies Limited in accordance with the contract conditions

6.2.2 Where, in any particular instance, the Customer and Dotmac Technologies Limited agree to a different timescale for the performance of a Service Level as described in this agreement, that Service Level and any associated compensation will not apply in relation to that instance only.

## **7. Device Warranty**

7.1 The warranty period for all devices is one year on the basis that the device is connected to a UPS (uninterruptible power supply).

7.2 If a device is damaged/faulty within the time frame of the warranty, it will be replaced or repaired at no cost.

7.3 The company won't be responsible for the damages of accessories like POE, Adapter e.t.c. in case where a customer adapter or POR spoils, client would be charged accordingly.

## **8. What happens after the warranty period**

8.1 If a device is damaged/faulty after the warranty period the customer is to take full responsibility if the fault or damage is caused by the customer.

8.2 The customer is to pay half of the device cost if the device is damaged by unknown reasons.

## SELFCARE PORTAL

Kindly login to your selfcare portal using the login details to make payment, view Real-time statistics and create tickets. See URL details below;

<https://selfcare.dotmac.ng/portal/login>

Contact the helpdesks to request for login details to your selfcare portal, see details below;

Email: [support@dotmac.ng](mailto:support@dotmac.ng) [helpdesk@dotmac.ng](mailto:helpdesk@dotmac.ng) ; WhatsApp (08121179536) or Phone: 019125161

## DOTMAC SELFCARE APP

To get started, download the Dotmac Self-care App from the Google play store/ IOS App store and sign in with your login details.

Features of the app include:

1. Access to make payments and renew subscriptions.
2. Check bandwidth usage
3. Send complaints and receive instant response from support.
4. Get an update on the expiration of your subscription.
5. Internet Subscription Update

## 5. Escalation Metrix

5.1 If the client feels that Dotmac Technologies Limited is not living up to the commitments in this SLA, the following escalation path should be followed:

### DOTMAC ESCALATION MATRIX FOR INCIDENT MANAGEMENT

1st Level	2nd Level	3rd Level
<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:Support@dotmac.ng">Support@dotmac.ng</a> <a href="mailto:helpdesk@dotmac.ng">helpdesk@dotmac.ng</a></li> <li>• <b>WhatsApp:</b> <b>08121179536</b></li> <li>• <b>Live chat</b></li> </ul>	<ul style="list-style-type: none"> <li>• email follow-up with the ticket ID.</li> <li>• Phone call follow up with ticket ID number on <b>019125161</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Customer Relations Manager</b></li> <li>• <b>Email:</b> <a href="mailto:crm@dotmac.ng">crm@dotmac.ng</a></li> </ul>

## General Terms and Conditions

- Performance may vary based on concurrent activities being done at the same time
- All plans have a validity period of 30 days
- All plans are unlimited with no data caps
- One-off installation cost
- A Universal Router is needed for installation
- Fiber installation timeline: this varies from 7 to 14 days after payment has been confirmed
- Radio installation timeline: this takes place within 48 hours – 72 hours after payment has been confirmed
- Installation is carried out by accredited partners.
- Customer premise support will be handled by installation partners
- All amounts paid for our services are exclusive of any taxes
- Credit note for downtime compensation will be applied to customer's accounts based on our ticketing system (ensure tickets are created when you send in complaints).
- The total solution is provided as a service.
- No refund policy: If the customer initiates the termination or cancellation of the service, there will be no refunds issued for the remaining unused portion of the subscription.

### SERVICE LEVEL TARGET

- 1.1 The service shall be available 24/7 with a committed uptime of 98% per month. Compensation will be calculated based on the ticket raised on the customer's account. Whenever you experience network issues it is imperative to contact our support team. Ways customers can send in complaints includes; creating tickets via the selfcare portal/the selfcare app, email to [support@dotmac.ng](mailto:support@dotmac.ng) then follow up with a text on WhatsApp (**08121179536**) or via telephone to **019125161**.

When monthly target is falls below committed uptime the following shall apply to your next month subscription;

#### Level Credit

95% but < 97%	2% penalty
92% but < 94%	5% penalty
89% but < 91%	8% penalty
86% but < 88%	12% penalty
83% but < 85%	15% penalty
Below 82%	20% penalty

Below is a breakdown of the above level credit table.

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## Level Credit

1. 95% but < 97% = 2% penalty - Means that a customer will be given a 2% credit note off your next subscription if you had between 95% - 97% usage of the service within the month due to downtime.
2. 92% but < 94% = 5% penalty - Means that a customer will be given a 5% credit note off your next subscription if you had between 92% - 94% usage of the service within the month due to downtime.
3. 89% but < 91% = 8% penalty - Means that a customer will be given a 8% credit note off your next subscription if you had between 89% - 91% usage of the service within the month due to downtime.
4. 86% but < 88% = 12% penalty - Means that a customer will be given a 12% credit note off your next subscription if you had between 86% - 88% usage of the service within the month due to downtime.
5. 83% but < 85% = 15% penalty - Means that a customer will be given a 15% credit note off your

next subscription if you had between 83% - 85% usage of the service within the month due to downtime.

6. Below 82% = 20% penalty – Means you will be given a credit note of 20% off your next subscription if you had below 82% usage of the service within the month due to downtime.

**NB: By accepting this quote, you are accepting our service level agreement (SLA) conditions**

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**Client's signature**

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**Service provider**  
**Dotmac Technologies Limited**