# Service Level Agreement (SLA)

This SLA applies to Dotmac Technologies Ltd. business broadband connectivity services, specifically for Unlimited Internet Plan and Home flex Plan subscribers. The individual service descriptions detail the range of media and equipment that can provide these services.

## 1. Scope

1.1. Dotmac Technologies Ltd., aims to meet certain service standards, but is not responsible if these goals are not met, except for what is specifically stated in the service terms and conditions.

1.2. If Dotmac Technologies Ltd. fails to meet the targets, the customer will be entitled to compensation as set out below, which shall be the sole and exclusive remedy for such failures.

1.3. All service levels described are subject to the exclusions detailed in Section 5 of this agreement.

1.4. These service levels are subject to change at any time. The latest version is available on our website, [http://www.dotmac.ng](http://www.dotmac.ng).

**Operational Hours**: Provisioning and installation are based on standard working hours of 08:00–18:00 Mon–Sun. Support is available 24/7, with the exception of periods designated for planned maintenance.

## 2. Fault Resolution

2.1. A service is considered defective once Dotmac Technologies completes diagnostics, verifies fault and creates a ticket.

2.2. A Dotmac Technologies engineer will be assigned a ticket for resolution based on the schedule for the day.

2.3. The computation of the outage period commences upon the creation of a fault Ticket and does not include:

- We are waiting for a customer response or a diagnostic activity.
- Time awaiting access to customer premises.
- Third parties outside of Dotmac Technologies' control cause delays.

## 3. Service Operation

3.1. Incident Reporting: Customers can report faults at any time (24/7) using all support channels (Mon–Sun). Report faults via text on WhatsApp (08121179536), website complaint form and follow up with an email to support@dotmac.ng or social media (@dotmac_ng).

3.2. Configuration Management: The Dotmac Technologies Support Services Team should receive requests for changes to the service configuration via email and WhatsApp.

## 4. Planned Maintenance

4.1. **Planned Maintenance**: This refers to planned engineering works or network modifications within Dotmac Technologies' control. We will provide a minimum of 48 hours of notice for planned maintenance affecting service availability or quality.

4.2. **Emergency Maintenance**: Dotmac Technologies reserves the right to perform emergency maintenance as required to maintain network integrity or security, with as much notification as possible.

4.3. We will generally carry out maintenance within preferred hours (08:00 a.m.–06:00 p.m.) and, where possible, on weekends.

## 5. Exclusions

5.1. Matters Beyond Our Reasonable Control (MBORC)

- There are instances where Dotmac Technologies is unable to secure the required authorization.

- Incidents of force majeure, such as fire, road construction, or physical damage to fiber cables, can occur.
- Planned or emergency service interruptions.
- Theft or vandalism to fiber infrastructure.

5.2. Client Responsibilities: This SLA and compensation are not applicable in the following situations:

- Inaccurate client information during ordering causes failures.
- Failures are caused by the client's own network hardware or environment.
- Clients do not follow clear instructions from Dotmac Technologies.
- Dotmac Technologies is unable to access the client site.
- Clients fail to agree on an appointment date.
- Clients breach any part of the service contract, including payment terms.

# 6. Device Warranty

6.1. All devices have a 6-month warranty period, provided they are connected to a UPS. A device will receive a free replacement or repair if it becomes damaged or faulty within the warranty period.

6.2. Dotmac Technologies is not responsible for damages to accessories like POE or adapters. We will charge clients accordingly.

# 7. Post-Warranty Device Responsibility

7.1. The customer is liable for any fault or damage they cause if a device becomes damaged or faulty after the warranty period.

7.2. The customer will be required to cover the stipulated cost for a replacement device if the device is confirmed to be faulty.

# 8. A self-care portal and app

8.1. Self-care Portal: For payments, and real-time stats visit
https://selfcare.dotmac.ng/portal/login

8.2. **Self-care App**: Download the Dotmac Self-care App from Google Play or the iOS App Store for features including payments, bandwidth usage checks, and subscription updates.

# 9. Escalation Matrix

9.1. If the client feels Dotmac Technologies is not meeting SLA commitments, follow this escalation path:

- **1st Level**: WhatsApp (08121179536), Website complaint form, or live chat.
- **2nd Level**: Email support@dotmac.ng follow-up on WhatsApp with the ticket ID.

# 10. Quality of Service

**Unlimited Plan**:

- Customers get up to the download and upload speed of their subscribed bandwidth.
- private IP address (public IP address comes with a cost)
- No speed throttle
- All plans are valid for 30 days
- Unlimited internet access with no data cap

**Home flex Plan :**

- Fair usage Policy
- Connect multiple users
- All plans are valid for 30 days
- Allocated daily bandwidth during the peak hour of 8am -8pm
- private IP address (public IP address comes with a cost)

10.1. **Service Availability**: The service shall be available 24/7 with a committed uptime of 98% per month.

10.2. **Latency**: Our network latency goals are to keep local traffic under 50 ms and international traffic under 120 ms depending on the location, ensuring optimal performance and responsiveness.

10.3. Packet Loss: On average, we aim to keep packet loss below 1%.

10.4. Network Performance: We conduct regular monitoring and proactive maintenance to ensure optimal network performance.

10.5. **Customer Feedback**: We regularly send out surveys to customers to get their feedback on service quality and will make continuous improvements based on this feedback.

# 11. General Terms and Conditions

- Plans are valid for 30 days and are unlimited with no data caps.
- A one-off installation cost applies.
- Installation requires a universal router.
- **Fiber Installation**: 7–14 days after payment confirmation.
- **Radio Installation**: 48–72 hours after payment confirmation.
- Service payments are exclusive of taxes.
- The ticketing system issues downtime compensation as credit notes.
- 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.

# 12. Service Level Target

The service shall be available 24/7, with a committed uptime of 98% per month. We calculate compensation based on tickets raised on the customer's account.

**Penalty Levels for Downtime**:

- 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

# 13. Review and update the policy

We will review this SLA annually to ensure it meets current business and customer needs. We will communicate any changes to customers via email and post them on our website.

# 14. Customer training and resources

14.1. Dotmac Technologies offers training and resources to help customers effectively use the self-care portal and app. For more information, please contact **support@dotmac.ng**.

Accepting this quote means agreeing to the SLA conditions.

**Client's Signature: _____**

**Service Provider: Dotmac Technologies Limited _____**