

2026

# 2Connect Service Level Agreement

OUR COMMITMENT TO ENTERPRISE-GRADE AVAILABILITY, RELIABILITY AND SUPPORT

# 2Connect Digital Solutions Ltd

## Leased Line Service Level Agreement (SLA)

*Applies to: Dedicated Leased Line & Dedicated Internet Access Services*

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### 1. Overview

This Service Level Agreement (SLA) explains the performance levels you can expect from your 2Connect Dedicated Leased Line service. It also sets out how service credits apply if the service does not meet the stated availability commitment.

This SLA applies to Leased Line Services only unless we confirm otherwise in writing.

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### 2. Network Availability

We commit to a Network Availability of 99.999%, measured 24 hours a day, 365 days a year, over a rolling 30-day period.

Network Availability means the time during which the circuit is operational and able to pass IP traffic between your premises and the 2Connect or upstream carrier core network.

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#### 2.1 Availability Exclusions

The availability commitment excludes downtime caused by:

- Planned maintenance
- Emergency maintenance carried out to protect network stability
- Customer configuration errors or damage
- Power or environmental issues at the customer premises
- Customer-owned equipment or third-party LAN devices
- Delayed or denied access to site
- Service suspension due to breach or non-payment
- Force majeure events (events beyond reasonable control)

Where an upstream carrier confirms an SLA breach and issues credits to 2Connect, service credits may apply as described in Section 7.

### 3. Reporting a Fault

Out-of-hours support is available 24/7/365 for Critical Faults affecting Leased Line Services only, being a complete loss of service on a leased line. Non-Critical Faults, including degraded, intermittent or partial service issues, may be logged at any time but will be progressed during standard business hours unless we agree otherwise in writing.

**Telephone:** 03300 770070 – option 2.

**Email:** support@2connect.co.uk

A fault is considered logged from the time full details are received and recorded by 2Connect via one of the above methods.

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### 4. Response & Target Restoration Times

For Critical Faults falling within the 24/7/365 out-of-hours support commitment, we will provide an initial response within 30 minutes of a fault being logged.

For the avoidance of doubt, the 24/7/365 out-of-hours support commitment applies to Critical Faults on Leased Line Services only.

Fault Type	Description	Target Time to Restore
Critical Fault	Complete loss of service	4 hours
Non-Critical Fault	Degraded, intermittent or partial service	12 hours

These are **targets** and do not represent guaranteed repair times.

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### 5. Network Performance Targets

Within the 2Connect or upstream carrier core network we aim to maintain:

Metric	Target
Latency (Round Trip Delay)	≤ 20ms (target ≤ 10ms on fibre routes)
Packet Loss	≤ 0.10%
Jitter	≤ 8ms

Performance to public internet destinations is excluded.

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## 6. Planned Maintenance

Where possible, we will provide a minimum of 5 working day's notice of planned maintenance.

Emergency work may occur without notice where required to protect service integrity.

Planned maintenance windows are excluded from availability measurement.

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## 7. Service Credits

### 7.1 When Service Credits Apply

Service credits apply if:

- 99.999% Availability is not achieved, and
- No exclusions apply, and
- The upstream carrier confirms an SLA breach and applies equivalent credits

Credits do **not** apply for response or restoration targets alone.

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### 7.2 Availability Service Credit Levels

Monthly Measured Availability	Credit (% of Monthly Circuit Rental)
< 99.999% – ≥ 99.99%	5%
< 99.99% – ≥ 99.9%	10%
< 99.9% – ≥ 99.4%	15%
< 99.4%	20%

Where an upstream carrier confirms a service failure that breaches their SLA and issues credits to 2Connect, equivalent credits will be applied to the customer in line with Section 7. Service credits are only payable where carrier credits are issued.

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### 7.3 Submitting a Claim

- Claims must be made within 30 days of the end of the billing month
  - Include reasonable outage details
  - Approved credits will be applied to the next invoice
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### 7.4 Credit Cap & Sole Remedy

- Credits are capped at 20% of the monthly circuit rental
  - Service credits are the sole financial remedy for SLA breaches
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## 8. Definition of Downtime

Downtime means a total loss of traffic across the leased line.

It is measured from the point the fault is logged with 2Connect and verified, until service is restored.

Performance degradation where service remains operational is not classed as downtime.

For clarity, intermittent faults, degraded performance, latency, packet loss or other partial service issues do not constitute a **Critical Fault** for the purpose of 24/7 out-of-hours support.

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## 9. Customer Responsibilities

To maintain SLA eligibility, you must:

- Provide reasonable access to site when required
- Maintain power & environmental conditions
- Use compliant and properly maintained equipment
- Follow reasonable troubleshooting steps requested by 2Connect

Failure to do so may disqualify SLA credit entitlement.

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## 10. Force Majeure

2Connect is not liable for SLA failure caused by events beyond reasonable control including natural disaster, war, terrorism, national power failure, industrial action or catastrophic network failure declared as such by the carrier.

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## 11. Governance

- This SLA follows the same jurisdiction as your service contract
  - We may update this SLA with reasonable notice
  - Where conflict exists, the Master Services Agreement and Order Form take precedence
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