



Our **UK Numbering** 100% Service Level Agreement (SLA)

In typical Simwood style, if we're going to do something, we're going to do it properly. We are so confident that our service will be available for you and your customers whenever you need it, we're willing to put our money where our mouth is, and offer a 100% availability guarantee on our UK numbering.

So, what does that mean for me?

- Our UK Numbering Service Level Agreement (SLA) for eligible Start-Up customers is a guarantee of 100% availability of your Simwood UK numbering.
- Yes, 100%.
- This is based on announcements shown at <https://status.simwood.com> for inbound numbering in the UK availability zones.
- Simply put, if we have less than 100% uptime and you are an eligible customer, we will provide a credit to the value of the amount you paid for numbering for the period our service was unavailable.

100% of what?

We're promising **100% availability of our inbound UK numbering**. This means we are promising that, provided you are configured in accordance with our published interop information, there will never be a time during your contract with us when, for reasons connected with the Simwood network, we will be unable to;

- terminate a call made by a third party to a number hosted by us, where that number is a number allocated by Ofcom to us, or allocated to you and hosted on our network (i.e. non-ported), where the third party network is operating normally
- This applies even for scheduled downtime, since this should never affect all our sites at the same time.

The benchmark for this is what is shown on <https://status.simwood.com>, which you can check at any time.



When you say “for reasons connected with the Simwood network”?

We have sophisticated multi-site redundancy, and we are confident that nothing in our network will stop you from being able to make or receive calls.

But not everyone has that same level of dedication, so we’re obviously not promising anything which is outside our control or which results from your own choices.

For example, we clearly cannot promise, or be responsible for ensuring, that all your and your customers’ kit is working correctly, or that networks with which we interconnect will be working or willing to receive your traffic or pass incoming traffic to us.

Likewise, if you’ve breached your contract with us and got yourself suspended, this SLA does not apply.

Who does this apply to?

This UK Numbering Service Level Agreement currently applies to eligible Start-Up customers of Simwood eSMS Limited (“Simwood”). A different SLA applies to customers of Simwood Inc.

If you are unsure of the applicability of this to your account, please contact your Account Manager.



Document History

Version	Date	Author	Notes
1.0	2019-07-31	RM	Initial Release