



Simwood Partner¹ 100% Service Level Agreement (SLA)

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 Simwood Partner seat availability.

So, what does that mean for me?

- Our SLA for our Simwood Partner customers is a guarantee of 100% service availability of seats and calls within the Simwood Partner network.
- This is based on information published at status.nimble.com
- Simply put, if we have less than 100% uptime and you are a Simwood Partner customer, we will provide a credit to the value of the amount you paid for seats for the period our service was unavailable.

100% of what?

We're promising **100% availability of our seat service** in the UK. This means we are promising that, provided you are configured in accordance with our published information, there will never be a time during your contract with us when, for reasons connected with the Simwood Partner network, you and your end users cannot:

- have access to the Simwood Partner Portal
- originate a call, over the Simwood Partner network, to be terminated on another UK network, determined by the ability to originate a call to 0800 800 150²; and
- 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.

¹ Simwood Partner is a trading name of Sipcentric Ltd.

² This number (used by BT Customer Service) has been selected as a known constant. It has been unchanged for many years, is off-net, hosted on the BT network, and answered 24/7 by an IVR, therefore provides an accurate indication if calls can be made via the Simwood Network.



When you say “for reasons connected with the Simwood Partner 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 100% SLA applies to Simwood Partner customers who are operating within a signed contract and where their account is in good order.



Document History

Version	Date	Author	Notes
0.1	2020-03-12	GD	Initial Draft
0.2	2020-04-01	GD	First version for approval