



SAIX STANDARD SERVICE LEVEL AGREEMENT

Standard SLA version – v6.1

1 Introduction

This Standard Service Level Agreement (SLA) forms part of the Member Connection Agreement (CA) between the Member and SAIX if so indicated in the CA. The term of this SLA follows the term of the CA, and termination of such CA shall constitute termination of this SLA.

In case of a conflict between the terms and conditions of the SAIX Connection Agreement and this SLA, the terms and conditions of the SAIX Connection Agreement shall prevail.

This SLA is applicable to the delivery and operation of the Connection to the SAIX Infrastructure by TAQNIYA CYBER to the Member. This SLA defines the service levels, the quality of the services, the service credits for non-delivery or unavailability and the processes and procedures to be followed, and provides a mutual understanding of service level expectation.

Capitalized terms as used in this SLA shall have the meaning as set out in the CA or the SAIX General Terms and Conditions (GTC).

2 Limitations

1. This SLA is only valid if the 5-minute average load on the applicable Member Connection does not exceed 70% of its maximum capacity in a given month.
2. This SLA is only applicable to the Member connection as long as the Member is in compliance with all the terms and conditions as set out in the CA and GTC.
3. This SLA is only applicable to Member Connections in SAIX infrastructure located in Riyadh-KACST.

3 Service Definition

This SLA is provided on the Connection to the SAIX Infrastructure and is applicable to availability of the Connection of the traffic on the SAIX Infrastructure. A Connection can be:

- Single 10GE connection (Fig 1.)
- Multiple 10GE connections in a so-called LAG configuration (Fig 2.) are considered to be a single connection

A LAG consists of two (2) or more single connections (connections members) of the same bandwidth that together behave as a single logical connection.

A Member Connection (or the individual members of a LAG) is terminated on the SAIX patch panel. This patch panel is the demarcation point between the Member and SAIX. See Figures 1 and two (2) for a schematic layout of the setup. The responsibility for the (LAG) connection between the Member's router and the SAIX patch panel is with the Member (green in Figures1 and 2). The responsibility for the (LAG)



connection from the SAIX patch panel is with SAIX (red in Figures 1 and 2). In case of a LAG connection not all member connections of the LAG necessarily terminate on the same patch panel.

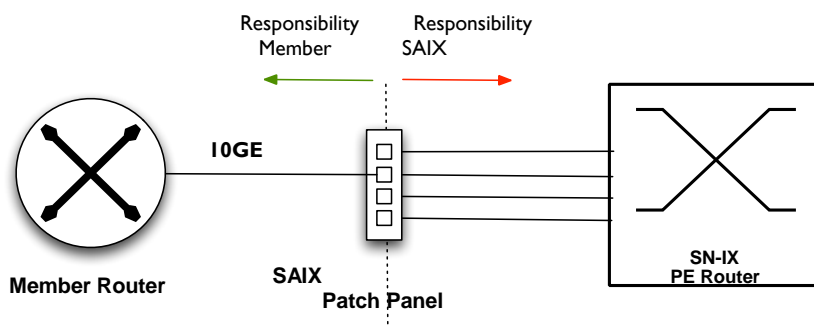


Figure 1: The patch panel is the demarcation point between the Member and SAIX

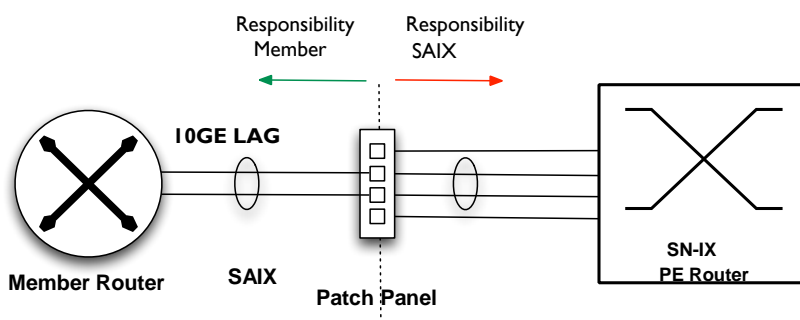


Figure 2 LAG connection consisting of two (2) member connections on SAIX platform. The SAIX Patch panel(s) are the demarcation point for responsibility.

4 Service Provisioning

4.1 Initial connection

The initial provisioning of a Member Connection will take a maximum of thirty (30) working days (Sunday-Thursday 7.30-15.30 Saudi Time) after acceptance of the Member order and after return of the signed SAIX Connection Agreement by the Member, or on the envisaged date of Connection, as indicated by the Member in the port request form.

Upon first provisioning of service, at the Assignment Date, the port will be placed in the quarantine VLAN. This allows the Member to physically install/configure his router and other equipment at the housing location(s), finalize the cabling arrangements with the colocation or layer-2 service provider and subsequently verify basic (L1/L2 and ping) connectivity to the SAIX Infrastructure. Also, this stage of the process allows the SAIX NOC to verify that the Member's equipment is configured according to the conditions for connecting as set forth in article 7.3 of the GTC. Once this is done and the SAIX NOC has concluded that the interface is free of any errors and/or unwanted traffic, it is placed into the appropriate production VLAN, which defines the Production Date. Provisioning is deemed to be at the Assignment Date.



4.2 Connection changes

For changes in the configuration without contractual implication, SAIX schedules a provisioning time of ten (10) working days.

For configuration changes with a contractual implication, e.g. additional connections or port upgrades, SAIX schedules a provisioning time of a maximum of thirty (30) working days after acceptance of the order and receipt of the signed revised Appendix of the SAIX Connection Agreement.

The Member can always indicate its own envisaged date of delivery, which SAIX will honor as much as possible.

5 Availability of the service

The aim of the service availability is at least 99.99% per month (to be improved during first 12 months). SAIX defines availability as the amount of time per month that the SAIX Infrastructure and the connection under consideration to it are available to the Member.

To calculate availability the following formula is used: $P = \frac{A-B-C}{A-B} \times 100$

Where:

- A = Number of hours in a month
- $B = \sum_{i=1}^n B_i$ Sum of all outages due to announced maintenance,
- $C = \sum_{j=1}^m C_j$ Sum of all outages
- P = Availability percentage

SAIX considers the service unavailable when:

- The connection of the Member to the SAIX Infrastructure is not operational due to a problem within the responsibility sphere of SAIX (see fig. 1 and 2)
- The connection of the Member to the SAIX Infrastructure is operational but 20% or more of the other Member's routers in the same service LAN are unreachable due to a problem within the responsibility sphere of SAIX
- If the connection of the Member consists of a so called LAG and one or more of the individual links in this LAG are down due to a problem within the responsibility sphere of SAIX and the average traffic load on the remaining links exceeds 90%.

The unavailability period starts when:

1. An authorized Member representative contacts the SAIX NOC to open an SLA-case and a trouble ticket in mutual agreement.

Or

2. A trouble ticket has been opened by the SAIX NOC after a Member-affecting problem is detected. The affected Members will be mentioned in the trouble ticket

The unavailability ends when the trouble ticket is closed in mutual agreement in case of 1, providing the Member's 24 hours availability, or by the SAIX NOC in case of 2.

Exceptions to the unavailability (C in the formula) are:

- Photonic cross connect swaps in the SAIX Infrastructure and relating to 10GE ports below 200 milli-seconds



- Prolonged swap time after a photonic cross-connect swap due to certain conditions. In case such a condition exists, the SAIX NOC, while testing the Member's port(s), will notify the Member about this. Examples are:
 - in case the Member uses LACP for port aggregation
- Outages needed for requested change orders to the connection by the Member.
- Outage periods reported by the Member in which no fault is observed or confirmed by SAIX
- Outages due to force majeure

6 Scheduled Maintenance

Scheduled maintenance is a necessary element of network operations and therefore not counted as "service unavailability".

SAIX NOC will announce maintenance at least 72 hours in advance by e-mail to the relevant technical distribution lists. The notification will include at least the following information:

- Start date and time of the maintenance
- Expected end date and time of the maintenance
- Expected impact on availability
- Impacted Members

Scheduled maintenance is confined to the following periods:

- Sunday to Thursday between 04.00 (UMT +3:00) and 06.00 (UMT +3:00) when a service interruption for any Member connection is expected
- Sunday to Thursday between 00.00 (UMT +3:00) and 06.00 (UMT +3:00) otherwise
- In rare cases where scheduled maintenance with potential service interruption needs longer time windows it will be announced at least 2 weeks in advance.

To make sure that maintenance announcements are seen by the Member, it is the responsibility of the Member to make sure the relevant contact details are registered and known to SAIX.

7 Trouble tickets and escalation

The SAIX NOC actively monitors the SAIX Infrastructure 24 hours/day, 7 days/week. SLA Members will report outages. The NOC will open a trouble ticket.

Members will receive regular updates about the issue resolution preferably by email. A ticket opened for an individual Member will not be closed without the Member's consent (providing that the Member is reachable via its designated contacts as set forth in article 4.3 in the GTC). Upon resolution the NOC will close the SLA-case.

In case the Member needs to escalate a problem, the requests are relayed to the Director of SAIX. Escalation and case Severity is outline as below.



7.1 Operational SLAs

Severity Level	1 (Critical)	2 (High)	3 (Medium)	4 (Low)
Support Availability	24/7	24/7	24/7	24/7
KPI Achievement	99.99%	99.99%	99.99%	99.99%
Response Time	Immediate	15 MIN	30 MIN	45 MIN
Restoration Time	1 Hour	2 Hours	4 Hours	12 Hours

7.2 Description of Severity levels

This SLA is only valid if the 5-minute average load on the applicable Member Connection does not exceed 70% of its maximum capacity in a given month

Severity Level	1 (Critical)	2 (High)	3 (Medium)	4 (Low)
Outage	The failure causes Significant Network outage	The failure causes significant Network outage	The failure causes a medium Network outage	The failure causes a minor Network outage.
SAIX Incidents Example	<ul style="list-style-type: none"> -Power Failure of Both Sites - switch Port of failure of both sites - Router Server failure in both site -Current Failure of one site is not considered Critical as each DSP have their current links between each other as back up 	<ul style="list-style-type: none"> - Complete one site 	<ul style="list-style-type: none"> -Intermittent slowness issue - BGP flapping - Prefix not reachable 	<ul style="list-style-type: none"> - One member of the LAG is



Escalation Matrix

Escalation Level		1	2	3	4
Contact Level		Level 1 Support	Level 2 Support	Level 3 Support	SAIX General Manager
Escalation time	Critical	15 Minutes	30 Minutes	45 Minutes	1 Hrs
	High	30 Minutes	1 Hrs	1.5 Hrs	2 Hrs
	Medium	1 Hrs	2 Hrs	3 Hrs	4 Hrs
	Low	1 Hrs	4 Hrs	8 Hrs	12 Hrs
Contact		+966-11-481-3933	0593638294 Working hours 8-4	0505291744 Working hours 8-4	+966546200073
		helpdesk@isu.net.sa			motaz@ixp.sa

8 Service Credit Scheme

Upon late delivery or unavailability, the Member can request service credits from SAIX relating to the applicable Member Connection. Service credits need to be requested through to email within ten (10) days following the SLA report. SAIX will process the service credit request within thirty (30) working days and report back to the Member.

Note: Not more than 100% of the monthly fee is credited in any given month. In case of several incidents in a particular month SAIX will aggregate the requested service credits.

In case a service credit request is submitted, Member is required to pay outstanding and future invoices as they are submitted without anticipating the service credit. Once the service credits are accepted and/or disputes settled SAIX will offset any service credit on the next following invoice.

8.1 Availability

In case the Member experiences service availability below the targeted availability during a given month, the Member is entitled to request a service credit according to the table below. The percentage is applied as a decrease to the monthly service fees.

Monthly Calculated Availability (P)	Approximate Monthly Minutes downtime*	Monthly Service Credit
P ≥ 99.99%	≤4.3	0%
P < 99.99%	>4.3	100%

- depends on actual number of days in the month.

9 Dispute Resolution

In case of a dispute in SLA performance, SAIX will process the dispute, and will conduct a thorough investigation. SAIX will inform the Member, aiming to resolve the dispute based on its findings, and issue any service credits if applicable. In case the Member is not satisfied with the resolution, the dispute will be escalated to the SAIX Management Team. The details of the dispute management is mentioned in the SAIX Terms and Conditions.

