



Service Level Agreement

Version Date: 022026

1. Purpose and Scope

This Service Level Agreement ("SLA") defines the support response framework for services supplied by NetLinq UK Ltd ("NetLinq"). This SLA applies to fault reporting and support response only and does not constitute a guarantee of uninterrupted service or fixed resolution times.

2. Support Hours

Standard Support Hours are Monday to Friday, 09:00 to 17:30, excluding UK public holidays.

Support requests submitted outside these hours will be logged and addressed during the next Business Day unless separate out-of-hours arrangements have been agreed in writing.

3. Incident Priorities and Response Targets

Incidents will be categorised by NetLinq based on impact and urgency.

Priority 1 – Critical: Complete loss of service or major business impact.

Target response time: Within 4 Business Hours.

Priority 2 – Major: Significant degradation of service affecting business operations.

Target response time: Within 1 Business Day.

Priority 3 – Minor: Non-critical issues, general support queries or configuration requests.

Target response time: Within 2 Business Days.

Response time refers to acknowledgement and commencement of investigation, not full resolution.

4. Third-Party Dependencies

Certain services rely on third-party carriers, wholesalers, infrastructure providers or software vendors. Resolution times may be dependent upon such third parties and are outside the direct control of NetLinq.

5. Customer Responsibilities

The Client must:

- Provide accurate information when reporting incidents
- Ensure appropriate access to premises, equipment and systems
- Maintain suitable backup procedures unless explicitly included within contracted Services
- Ensure internal equipment and networks are properly maintained and secured

6. Exclusions

This SLA does not apply to issues caused by:

- Customer equipment faults or misconfiguration
- Power failures or environmental issues
- Internet backbone or upstream telecommunications outages
- Misuse of Services
- Force majeure events as defined in the Terms and Conditions

7. No Service Credits

Service levels defined within this SLA are targets only and do not give rise to service credits, financial compensation, or contractual penalties unless expressly agreed in writing.

8. Amendments

NetLinq UK Ltd may update this SLA from time to time. The latest version will be made available upon request or published on the Company's website.