

Business Broadband FTTP SLA

Version: 1.0

Effective Date: 17th March 2026

We've got you covered

This Service Level Agreement sets out what we deliver, how we support you, and what happens when things don't go to plan. Broadband isn't perfect. It runs across multiple networks, suppliers, and infrastructure we don't fully control. Most of the time, it just works. Sometimes, it doesn't.

When it doesn't, we don't pass the blame or disappear into a ticket queue. We take ownership, communicate clearly, and keep chasing until it's fixed.

This SLA applies to Oilo Business Broadband services only. Dedicated Internet Access (DIA) and leased line services are covered under a separate SLA.

Getting you connected

Once your order is placed, we'll plan your install and confirm your Go Live Date (**GLD**). That's when your service should go live.

We aim to hit it and, most of the time, we do.

But installs depend on third-party networks and engineers, so sometimes dates shift. Your Go Live Date is an **estimate, not a guarantee**, and service credits don't apply if it's missed.

If things move, we'll tell you. If something slips, we'll chase it. You won't be left guessing.

Keeping you connected

We aim to keep your service running reliably, with an annual uptime target of **99.9% or higher**, depending on your service tier.

Uptime is calculated across the year by comparing how long your service was available against the total time it could have been available.

Uptime = (Total Service Hours – Outage Time) ÷ Total Service Hours × 100

We only count unplanned outages when calculating uptime. Planned maintenance, emergency works, and events outside our control aren't included.

Fixing your connection

If your service stops working, we'll aim to restore it as quickly as possible based on your service level.

Each service level has a different target fix time, reflecting the priority of your service and the underlying network capability.

Service Level	Target Fix Time
Standard	Next Working Day
Pro	Within 20 working hours
Enterprise	Within 8 working hours

These are **target resolution times, not guaranteed fix times**, as repairs often depend on upstream networks such as Openreach or CityFibre.

How we handle faults

We'll always try to resolve faults remotely first, and our support team is available **24 hours a day, 7 days a week, all year round**.

If the issue can't be fixed remotely, we'll arrange an engineer visit.

Engineer visits are typically carried out:

- On Working Days
- During standard Working Hours

(Full definitions are provided at the end of this document.)

Access and engineer visits

If an engineer visit is required, you'll need to ensure access to your premises at the agreed time.

If we attend and can't gain access, we may need to charge for a repeat visit.

If an engineer confirms that:

- No fault exists with the service, or
- The issue is caused by customer equipment or an excluded condition

we may apply a call-out charge in line with our standard rates.

How we measure fix times

Fix times are measured from the moment a fault is logged on our systems, to the point where:

- The service has been restored, and
- We've confirmed this with you

If we're unable to contact you, we'll use the time recorded in our systems when the service was restored.

When fix times don't apply

We pause fix time measurements where delays are outside our control.

This includes situations such as:

- Waiting for access to your premises
- Waiting for information or responses from you
- Issues caused by your equipment, internal network, or configuration
- Power, environmental, or site-related issues

Any time spent or delay caused by these factors will not count towards the calculation of fix times or any applicable service credits.

Service performance

This SLA applies to total loss of service and availability.

Performance issues such as reduced speeds or intermittent connectivity are not classified as a Fault under this SLA and are handled separately as part of our standard support processes.

Planned Outage notices

From time to time, we may need to carry out planned maintenance that could affect your service.

Where possible, we'll give you at least 10 Working Days' notice before any planned outage.

This notice will include:

- A brief explanation of what's happening
- The date and time of the outage
- How long we expect it to last

We'll usually notify you by email, but may also use other channels where appropriate.

When we can't give full notice

In some situations, such as emergencies or events outside our control, we may need to carry out work at shorter notice.

If that happens, we'll do our best to let you know as soon as possible, which may include contacting you by phone.

Our approach

We aim to:

- Schedule maintenance outside peak hours wherever possible
- Minimise disruption to your service
- Keep you informed before, during, and after any work

Excused outages

Some outages are outside of our control and are not counted towards service availability or fix time calculations.

These include:

- Issues caused by customer equipment or internal networks
- Faults within upstream carrier networks
- Third-party damage (such as fibre breaks)
- Planned or emergency maintenance
- Events outside our reasonable control (force majeure)

Something not right?

If you experience a problem with your service, please report it to our support team as soon as possible.

Faults can be reported **24 hours a day, 7 days a week, 365 days a year**. Once reported, the issue will be logged in our fault management system and investigated by our technical team.

Fault reporting information

When reporting a fault, we may ask for information to help us diagnose the issue quickly, such as:

- Your account or service details
- A description of the issue
- When the problem started
- Any troubleshooting steps already taken
- Providing as much detail as possible helps us resolve issues faster.

Authorised contacts

For business services, you may nominate specific individuals within your organisation who are authorised to report faults and discuss service issues with us.

These **Authorised Contacts** should:

- Have permission to report faults on behalf of your organisation
- Be able to provide information about the affected service

If your authorised contacts change, please let us know so we can update our records.

Fault records

All faults are recorded and tracked in our fault management system.

In the unlikely event of a dispute relating to:

- When a fault was reported
- How long a fault lasted

the records held in our fault management system will be used as the official reference.

Escalating an issue

If a fault is not resolved within the expected timeframe for your service level, we will escalate it internally to ensure it receives additional attention.

Our escalation process includes several levels of technical and operational management.

Escalation Level	Responsibility
Level 1	Technical Support Team Manager
Level 2	Fault Centre Manager
Level 3	Head of Network Operations

This escalation structure ensures that ongoing issues receive increasing levels of oversight until they are resolved.

All communications should continue through our support team, who will coordinate any internal escalation.

Service-specific terms

Your service level determines how quickly we aim to restore your connection, and whether service credits apply if things take longer than expected.

Upstream dependency

Your service is delivered over a combination of Olilo infrastructure and third-party network providers.

As a result, all service levels are based on the performance of these upstream networks and are provided as targets, not guarantees.

Service credits

Service credits are provided where applicable if we fail to meet the service levels set out in this SLA.

Service levels are **targets, not guarantees**, and service credits provide a **proportionate account credit**, not a guarantee of performance.

Service credits:

- Do not constitute a service guarantee
- Are the sole and exclusive remedy for any failure to meet service levels

- Do not give rise to any right to claim additional compensation or damages

Service credit thresholds

Service credits apply when a fault exceeds the target fix time for your service level.

Service Level	Credit Trigger
Standard	After Next Working Day not met
Pro	After 20 hours not met
Enterprise	After 8 hours not met

Service credit amounts

Once a fault exceeds the applicable target fix time, service credits will be applied as follows:

Service Level	Credit Amount
Standard	£3 per day of downtime
Pro	£5 per day of downtime
Enterprise	£15 per day of downtime

Credits are calculated per full day of service unavailability after the applicable target fix time has been exceeded.

Uptime service credits

If service availability falls below the target level within a billing period, the following credits may apply:

Availability	Credit Amount
Below 99.9%	5% of monthly fee
Below 99.5%	10% of monthly fee
Below 99.0%	15% of monthly fee

Credit limits

Total service credits:

- Are capped at **100% of your monthly service charge**
- Apply only to the affected service
- Do not carry over between billing periods

Important notes

Service credits:

- Must be requested within 30 days
- Are subject to validation
- Do not apply to excused outages or excluded events
- Credits are applied as account credit and are not refundable in cash.

How service credits are calculated

Where applicable, service credits are calculated based on the value of your service.

In general, this means:

- Credits are proportionate to the time your service was unavailable
- They are based on the amount you've paid for your service

For example:

Number of days without service ÷ 365 × annual service value

If your service has been active for less than 12 months, we'll use your average monthly charge to estimate the annual value.

Claiming service credits

To receive a service credit, you must submit a request within 30 days of the fault being resolved.

Credits:

- Are not applied automatically
- Are subject to validation
- Will not exceed the value of your monthly service charge

Service credits are the sole and exclusive remedy for any failure to meet the service levels set out in this SLA.

What's not covered.

This SLA does not apply where issues are caused by:

- Customer equipment or configuration
- Loss of power or environmental conditions
- Third-party network failures
- Planned or emergency maintenance
- Events outside our reasonable control.

Changes to this SLA

We may update this SLA from time to time.

Where we make material changes, we will provide at least **30 days' notice** using reasonable communication methods, which may include email, our website, or your customer portal.

The updated SLA will apply from the effective date stated in the revised version.

Definitions

In this SLA, the following terms have the meanings set out below:

Service

The broadband service provided by Olilo under your agreement with us.

Go Live Date (GLD)

The estimated date on which your service is expected to become active.

Fault

A confirmed loss of service affecting connectivity, excluding Planned Outages and Excused Outages.

Fault Report

The point at which a fault has been logged in our fault management system.

Outage Time

The total duration of time during which the Service is unavailable due to a Fault.

Planned Outage

A period of service downtime scheduled in advance to carry out maintenance, upgrades, or other works.

Excused Outage

An outage not caused by Olilo, including but not limited to customer equipment issues, third-party network failures, or events outside our reasonable control.

Service Levels

The target service performance levels set out in this SLA, including fix times and availability targets.

Service Credit

A credit applied to your account where applicable under this SLA for failure to meet defined service levels.

Working Days

Monday to Friday, excluding UK public and bank holidays.

Working Hours

08:00 to 18:00 on Working Days, unless otherwise agreed.

Upstream Provider

Any third-party network operator or supplier used to deliver the Service, including but not limited to Openreach and CityFibre.

These definitions help clarify how we measure and manage service performance.

Thank you.



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