



## SERVICE SCHEDULE – CONNECTIVITY, SIP & EQUIPMENT SERVICES

### Parties

This Service Schedule forms part of the agreement between:

- **National Fibre Group Ltd** (“NFG”); and
- The customer identified in the applicable Order Form (“Customer”).

This Schedule sets out the service descriptions, support arrangements and service level commitments relating to the Services supplied by NFG.

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### 1. Definitions

<b>Term</b>	<b>Definition</b>
“Business Day”	Monday to Friday excluding public holidays in England and Wales.
“Customer”	The customer identified in the applicable Order Form.
“Customer Equipment”	Any equipment owned or supplied by the Customer.
“Fault”	A total loss or material degradation of Service.
“Minimum Term”	The minimum service term specified in the applicable Order Form.
“NFG”	National Fibre Group Ltd.
“Order Form”	The service order or commercial schedule agreed between NFG and the Customer.
“Service”	Any broadband, SIP, mobile backup, equipment rental or related telecommunications service supplied by NFG.
“Service Credit”	The remedy available under the SLA provisions of this Schedule.
“Working Hours”	08:30–17:30 on Business Days unless otherwise specified.

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## **2. Broadband Services**

### **2.1 Service Description**

NFG shall supply business broadband connectivity services including, where applicable:

- FTTC
- FTTP
- Ethernet leased line services
- Static IP services
- Managed router services

Bandwidth speeds and service specifications shall be detailed within the applicable Order Form.

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### **2.2 Service Availability**

<b>Service Type</b>	<b>Target Availability</b>
FTTC / FTTP Broadband	99.5% per calendar month
Ethernet Leased Line	99.95% per calendar month

Availability calculations exclude:

- Planned maintenance
  - Third-party carrier outages
  - Force majeure events
  - Customer-caused faults
  - Internal LAN or Customer infrastructure issues
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## **3. 4G/5G Backup Service**

### **3.1 Service Description**

Where purchased, NFG shall supply a managed 4G or 5G failover solution designed to provide temporary internet connectivity in the event of primary broadband failure.

The backup service:

- Operates automatically via managed failover equipment
  - Utilises UK mobile carrier networks
  - Is intended as resilience connectivity and not as a replacement for the primary circuit
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### **3.2 Performance**

The performance of mobile backup services is dependent upon:

- Mobile signal availability
- Carrier network congestion
- Environmental conditions
- Geographic coverage

NFG does not guarantee minimum throughput speeds for 4G or 5G backup services.

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### **3.3 Fair Usage**

Unless otherwise agreed in writing:

- Mobile backup services are intended for failover usage only
  - Excessive or continuous usage may incur additional charges
  - Applicable data allowances shall be specified within the Order Form
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## **4. SIP Services**

### **4.1 Service Description**

NFG shall supply SIP trunking and/or hosted telephony services enabling voice communications over IP-based networks.

Services may include:

- SIP trunks
- Hosted PBX connectivity
- DDI number allocation
- Call routing services
- Number porting

- Emergency calling support
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## **4.2 SIP Service Availability**

<b>Service</b>	<b>Target Availability</b>
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SIP Platform Core Service 99.95% per calendar month

Availability excludes:

- Internet connectivity failures outside NFG's control
  - Customer LAN, firewall or PBX configuration issues
  - Third-party handset or PBX faults
  - Planned maintenance periods
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## **4.3 Emergency Services**

The Customer acknowledges that:

- SIP services may not function during internet or power outages unless suitable backup systems are implemented
  - The Customer is responsible for maintaining accurate address records for emergency calling purposes
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## **5. Equipment Rental**

### **5.1 Rental Equipment**

NFG may provide rental equipment including:

- Routers
- Firewalls
- Switches
- Handsets
- 4G/5G devices
- UPS equipment

All rental equipment shall remain the property of NFG unless otherwise agreed in writing.

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## 5.2 Customer Responsibilities

The Customer shall:

- Keep all equipment secure and in good condition
- Not tamper with configurations or software
- Permit reasonable remote management access where applicable
- Return equipment within fourteen (14) days of service termination

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## 5.3 Loss or Damage

The Customer may be charged for:

- Lost equipment
- Non-returned assets
- Deliberate or negligent damage
- Damage beyond reasonable wear and tear

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## 6. Support Services

### 6.1 Service Desk

NFG shall provide technical support via:

- Telephone
- Email

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### 6.2 Support Hours

Support Level	Hours
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Standard Support	08:30–17:30 Business Days
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## 7. Fault Response & Resolution Targets

### 7.1 Priority Classification

<b>Priority</b>	<b>Description</b>	<b>Response Target</b>	<b>Resolution Target</b>
P1 Critical	Complete loss of service affecting business operations	1 hour	8 working hours*
P2 High	Significant degradation affecting multiple users	2 working hours	16 working hours
P3 Medium	Intermittent or reduced performance issues	4 working hours	3 Business Days
P4 Low	Minor issue, information request or cosmetic fault	1 Business Day	Reasonable endeavours

\* Ethernet and leased line services may be subject to underlying carrier-backed SLAs.

Resolution targets are service objectives only and are not guaranteed unless expressly stated otherwise within the applicable Order Form.

## **8. Planned Maintenance**

NFG may carry out planned maintenance activities:

- Outside normal business hours wherever reasonably practicable
- With at least five (5) Business Days' notice for significant maintenance works
- Without notice where emergency maintenance is required

Services may be temporarily unavailable during maintenance periods.

## **9. Service Credits**

### **9.1 Eligibility**

Where NFG fails to achieve the applicable service availability target, the Customer may request Service Credits.

Claims must be submitted within thirty (30) days of the relevant incident.

## 9.2 Credit Structure

Availability Achieved	Service Credit
Below SLA by up to 1%	5% of monthly recurring charge
Below SLA by 1–3%	10% of monthly recurring charge
Below SLA by more than 3%	15% of monthly recurring charge

Service Credits:

- Represent the Customer's sole financial remedy for SLA failures
- Shall not exceed 100% of the monthly recurring charge for the affected Service

## 9.3 'Stay Live Guarantee' (SLG)

If the Customer elects to take the SLG service with 4/5G automatic failover for the broadband service, a service credit of 100% of the total monthly recurring charge for internet services **only** can be requested within 30 days of the incident if the loss of service on the primary circuit exceeds 4 business hours.

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## 10. Customer Obligations

The Customer shall:

- Provide suitable power, cooling and operating environments for equipment
- Maintain internal network infrastructure and cabling
- Cooperate with reasonable fault diagnostics and testing procedures
- Ensure authorised contacts are available during fault investigations

NFG shall not be responsible for faults arising from:

- Customer misuse or negligence
- Third-party systems or applications
- Internal IT infrastructure failures
- Unsupported or unauthorised equipment

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## 11. Exclusions

The SLA shall not apply to:

- Force majeure events
  - Cyber attacks outside NFG-managed infrastructure
  - Distributed Denial of Service (DDoS) incidents
  - Planned maintenance activities
  - Third-party carrier outages outside NFG's reasonable control
  - Customer-caused interruptions or misconfigurations
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## **12. Term & Termination**

Services shall continue for the Minimum Term specified within the applicable Order Form.

Unless otherwise stated:

- Broadband and SIP services shall automatically renew for successive twelve (12) month periods
- Either party may terminate by providing not less than ninety (90) days' written notice prior to renewal

Equipment rental charges shall continue until all rented equipment has been returned to NFG.

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## **13. Data Protection & Compliance**

NFG shall:

- Comply with applicable UK GDPR and data protection legislation
  - Maintain appropriate technical and organisational security measures
  - Process Customer data solely for the purposes of delivering the Services
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## **14. General**

This Service Schedule forms part of the Master Terms and Conditions between NFG and the Customer.

In the event of conflict between this Service Schedule and any Order Form, the Order Form shall prevail in relation to commercial terms, and this Service Schedule shall

prevail in relation to operational service levels unless otherwise expressly agreed in writing.

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## **15. Acceptance**

Use of the Services by the Customer shall constitute acceptance of this Service Schedule together with the applicable Order Form and associated contractual documentation.