



سلام
salam

Service Level Agreement

Internet & Connectivity

1 SERVICE LEVEL AGREEMENT (APPLICABLE INSIDE KSA)

SALAM is committed to Service excellence in the Kingdom. Accordingly, SALAM's Services are backed up by SALAM's Service Level Agreements put our Customers' minds to rest.

1.1 Definitions

SALAM Backbone network means all equipment, including nodes and circuits, including the entry and exit ports connected to the Customer premises equipment and access media excluding any equipment located in the Customer Site beyond the equipment provided by SALAM as part of the Service.

- Customer means the legal person with a valid subscription to a service
- Customer Site means any Customer premises used to host SALAM Service means a SALAM Service supplied to the Customer following the terms of an agreement.
- Service Availability: means the Service is available to the Customer for usage.
- NOC: Network Operations Center (NOC)
- B-Care: the business care unit of SALAM
- Customer Premises Equipment ("CPE"): means any equipment installed within the Customer Site used to connect to SALAM equipment to receive a Service.
- Escalation: means the process of involving senior management in a Service Outage or operational Service problems within the passage of a specific period as may be set out in an escalation matrix.
- Outage means the unavailability of the Service provided to the Customer due to a SALAM unplanned activity as further described under sections 5.2 & 5.3.

1.2 Outage Definition

A fault will be considered as an Outage (Service Unavailable) under the following conditions:

1. The fault resulting from a SALAM unplanned activity causes complete or partial interruption of the Service.
2. Service Outage will be calculated along with the associated compensation, if applicable, depending on the circumstances of each Outage case.
3. The following shall be excluded from an Outage incident:
 - a. Packet Drops beyond acceptable rates
 - b. Interference
 - c. Deteriorated Service Quality
 - d. Slowness
 - e. Latency values beyond acceptable rates
 - f. Link flapping
 - g. An Outage due to scheduled/planned maintenance.

1.3 Service Availability

1. Service Availability is defined as the number of hours in a consecutive three-month period the enterprise Services is available for use by the Customer at a specific site divided by the total number of hours of the said three Calendar months multiplied by 100.
2. The performance of the Customer access media, access port, and IP connection providing the Service to a Customer site are included in the determination of Service Availability. A Service is deemed available if traffic exchange is possible with the network on one or more Customer connection(s). A Service is considered unavailable if the Customer access port(s) is/are down or isolated from the network or if all site connections are down at the same time.
3. Any downtime should be registered and documented through SALAM's contact center by opening a trouble ticket except for any exclusions and exceptions as noted herein. Trouble ticket opening and closing time will be used for calculating the Outage period and associated compensation (as applicable).



4. SALAM commits to provide the following Service availability for consecutive 90 days for each Customer site all over the Kingdom with the SALAM backbone network:
 - a) The Service availability commitment for each connected site to the SALAM network via single-access media is 99.0%.
 - b) The Service availability commitment for each connected site to the SALAM network via redundant access media is 99.5%.
5. The circuit connecting the Customer site to the SALAM Backbone Network is included in the calculation of the Service availability commitment; this includes the following access media: Fiber, GPON, MW, and VSAT.
6. Only Service Outages documented in SALAM support requests or trouble tickets are included in the Service availability calculations and are considered in the outage calculation from the time the ticket has been opened. Trouble tickets opened for degraded services, such as slow data transmission, will not be included in the Service Availability calculations.

1.4 Backbone Network Transit Delay and IP Packet time delay

1. Backbone Network Transit Delay is defined as the average round trip packet transit time (measured by Salam, in milliseconds, from a specific origin to a specific destination, under normal operating conditions and during a specific period of a calendar month) for a 1024 bytes diagnostic packet to transit the SALAM Backbone Network and return.
2. The maximum time delay to transfer the IP packet through SALAM Backbone Data Network is 50ms - milliseconds (local transfer without last mile Media)

1.5 International latency guarantee

1. International Transit Delay is defined as the average time (measured by SALAM, in milliseconds, from a specific SALAM international gateway router in Jeddah or Khobar to (One selected International Partner PE), under normal operating conditions and during a specific period of a calendar month) for a 1024 bytes diagnostic Packet to transit the SALAM international and return. The following table shows the SALAM average latency guarantee of the transmission between SALAM hub Routers and the nearest Router of different International partners located in different destinations:

SALAM Hub Router	Destination of International Partner	Average Latency
	Europe	160ms
	North America	260ms
	GCC (Dubai)	80ms
	Far East (Hong Kong)	220ms

1.6 Network Throughput and packet loss

1. Network Throughput Packet Delivery Ratio ("PDR") reports the effectiveness of the SALAM Backbone Network's ability to transport an offered Customer IP Packet on a Customer circuit. The PDR is a ratio of successful packet receptions to attempted packet transmissions.
2. Excluded from the PDR guarantee are packets dropped at backbone network ingress due to pre-emptive congestion alleviation techniques
3. The maximum Packet loss of SALAM Network is less than 1% during any quarter.
4. For Service over SDH technology, SALAM shall use the RFC 2544 and BERT test for a complete 4-hour testing period with a packet delivery threshold as per the RFC 2544.

1.7 Problem severity definition & Mean time to restore

1.7.1 Problem Severity Definition

- ❖ **Critical**
The ability to conduct business or Service to the Customer has stopped. Due to SALAM link /service failure.
- ❖ **Major**
Service is seriously degraded but can continue its operation via a workaround or incremental resource for a short period before business stops.
- ❖ **Minor**
Problem or incident where single users can operate some of the system activities normally, or query, report requests.

1.7.2 Mean Time to Restore (1)

Severity	Response Time	Mean time to Restore
Critical	20 minutes	<ul style="list-style-type: none"> • 24 hours if site within 50Km. Of main cities (Riyadh, Dammam, Jeddah) • 24 hours + Travelling Time (3) if site is further than 50Km. from main cities (Riyadh, Dammam, Jeddah)
Major	30 minutes	<ul style="list-style-type: none"> • 36 hours if site within 50Km. Of main cities (Riyadh, Dammam, Jeddah) • 36 hours + Travelling Time if site is further than 50Km. from main cities (Riyadh, Dammam, Jeddah)
Minor	1 hour	② 3 days

- (1) Mean Time to Restore: The mean time to repair represents the sum of the total Outages period per hour divided by several tickets/faults during consecutive 90 calendar days.
- (2) Response time: The indicated response time represents the maximum delay between a fault/request being reported to SALAM Business Care/ Call Center and the SALAM Business Care representative contacting the Customer to acknowledge the receipt of the fault/request and proposed action to be taken in respect of the particular fault/request.
- (3) Travelling Time: The indicated traveling time is variable and depends on each site destination from the Main Cities. The main Cities are Riyadh, Dammam, and Jeddah.

1.8 CustomerCareProgram

SALAM Customer care services are provided through multiple departments within SALAM operations, this support group is committed to delivering high-quality Customer service and technical solutions for SALAM Customers. To ensure the quality of support provided, the SALAM support team provides Customers with this Standard Support Procedure (SSP) outlining specific Services and responsibilities related to the support of SALAM Services.



SALAM Integrated Operations Center and technical support staff offer Customers individualized support for their business-critical solutions and provide network monitoring 24 hours a day and 365 days a year.

Accessibility channels:

- 📞 SALAM Call Center Contact Details:
 - ❖ Tel : +920000788 Email : support@salam.net.sa
 - ❖ Fax : +966 11 406 2221
- 📞 SALAM Network Operations Center (NOC) Contact Details:
 - ❖ Tel: +966 11 406 2222 ext. 6777
 - ❖ Mobile: +966 500 495 737 or +966 515 110 032
 - ❖ Email: noc@salam.net.sa
 - ❖ Fax : +966 11 406 2221
- 📞 Business Care Unit:

The Business Care Unit – B. Care has been specifically designed with the corporates in mind. B. Care Engineers have direct access to the Network Management System (“NMS”), to diagnose and troubleshoot problems and thus provide immediate resolutions OR to escalate to the concerned teams within SALAM for further action. The B. Care Unit will also be provisioning periodic reports to Customers with technical details. The B. Care contacts are as follows:

 - ❖ Business Care Tel: +966 11 406 2444
 - ❖ Business Care email: b.care@salam.net.sa

To ensure an efficient service SALAM requests its Customers to follow the below guidelines:

1. General helpdesk support

- For general billing and product inquiries.
- SALAM Call Center Contact Details:
 - o Tel: +966 11 9200 00788 OR +966 11 406 2222 ext. 6999
 - o Email: support@salam.net.sa
 - o Fax: +966 11 406 2221
- 🕒 Hours: 24x7x365.

2. Provisioning helpdesk support

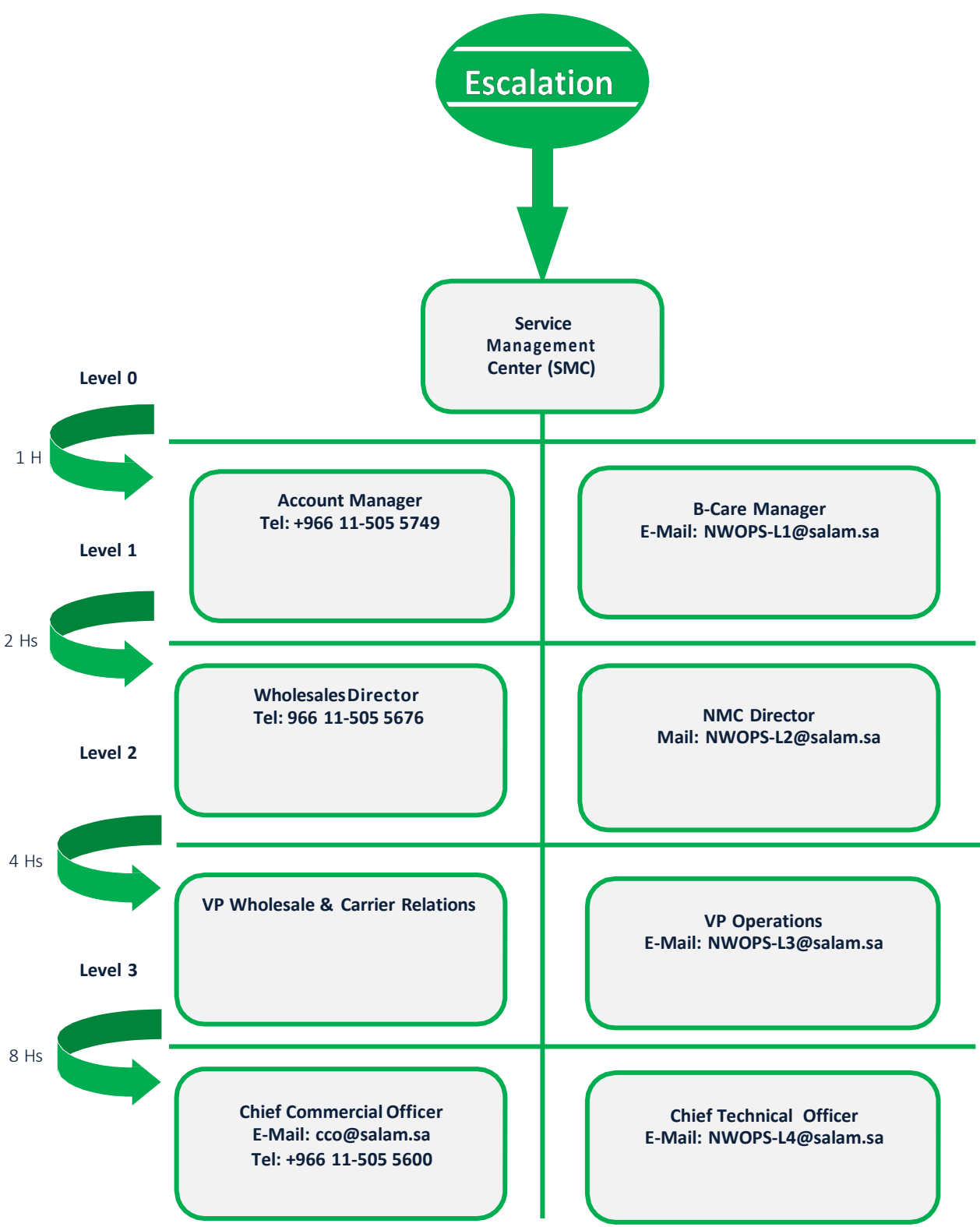
- For Service provisioning-related enquiries.
- Email: Provisioning@salam.sa
- 🕒 Phone Group: +966114062355
- From 08:00–20:00 Sunday – Thursday, and from 10:30 – 15:30 Saturdays.

3. Business Care Unit Support:

- These are the hours SALAM Business Care Unit can accept Customer calls.
- Business Care Tel: +966 11 406 2444
- Business Care email: b.care@salam.net.sa
- ☒ Hours: 24x7x365.

1.8.1 Problem Resolution

1. SALAM Customer Support provides services to all SALAM active Customers using SALAM products and Services. Requests that cannot be resolved directly by the Call Centre agent will be escalated or routed appropriately within SALAM for resolution. In all cases, Call Center staff will create a 'Support Request' or 'Trouble Ticket' to record the Customer's inquiry. The request will record the time the request is initiated, a description of the request, and the date and time the request is resolved or forwarded for resolution. Requests are fully documented and tracked through to closure with the use of state-of-the-art trouble ticket management solutions.
2. Requests that require a significant amount of work (mini-projects) and changes in network configuration will be escalated to create an entry in the Projects database available with the Field Support department.
3. The period a ticket is open is defined as the time between the issuance of the ticket number and the resolution of the ticket, less exclusions and exceptions as noted below:
 - a. In the event, that the support Engineer who has been assigned the support request contacts the Customer with a request for more information or with a request to confirm that the problem has been resolved and does not get a response within (3) three days, the trouble ticket shall be deemed resolved and the support request shall be closed. The Customer will be notified when the request has been closed.
4. SALAM will escalate Service-impacting Outage events under the following escalation matrix after ticket opening.



1.9 Components excluded

the following shall be excluded from any network Outage time when calculating the Availability:

1. Outages due to scheduled maintenance during the standard maintenance windows.
2. Outages and calculations due to local country practices, any national laws, customs, or regulations.
3. The failure of any components, which cannot be corrected due to the inaccessibility of the Customer or causes beyond the reasonable control of the SALAM.
4. Outages and calculations due to causes beyond SALAM control and causes due to incidents of Force Majeure.
5. Any failure caused by the action or inaction of Customer including Customer Pending Status of any open trouble ticket or customer delays in installation.
6. Outages and calculations due to unavailability of Customer personnel to determine and/or isolate the problem. Any delay or failure caused by Customer's applications or equipment.
7. Outages and calculations due to causes of line of side blockage and link relocations issues in case of Wireless access media.
8. Any interruptions resulting from intentional or unintentional removal or location change of any of the link equipment/components.
9. Any Unauthorized or Un-notified alterations in SALAM equipment by the Customer.
10. Any delay in provisioning OR Service Quality Issues with any CPE or Other Equipment at the Customer Site that does not form a part of the SALAM Network.
11. For the VSAT Media, there are some locations uncovered by this SLA as illustrated in below geographical map below. The geographical areas highlighted in yellow color are not covered by this SLA.



1.10 Scheduled maintenance

SALAM will need from time to time to carry out scheduled work on its network resulting in Service outages due to upgrades or required maintenance. SALAM will notify the Customer 48 hours in advance of any scheduled maintenance. SALAM will make a reasonable effort to schedule such maintenance at a time agreeable to the Customer. Maximum planned outage during consecutive three-month periods shall not exceed 8 hours.



بداية كل تواصل Where You Connect

