

Service Level Agreements (SLA) Guidelines

Community Wireless Resource Centre

The purpose of this document is to be used as a template to create Service Level Agreements for the Community Wireless Resource Centre.

The document presents eight basic building blocks of a general SLA for an ISP but with special focus on the unique reality of the Wireless Community Networks (CWM) of CWRC. The document includes a set of <text> fields that CWRC need to adopt to local conditions.

1. General

The Service Level Agreements refer to;

- The Community Wireless Network (“CWN”) supplies a subscription of a service (“the Service”) to a client (“the Client”).
- The Service that CWN supplies is <add here>.
- The Client orders the Service by filling in a order form (“the Order”) which is handed over to CWN <in person, by email, by post etc.>.
- The Service's closer contents and conditions are specified in a contract (“the Contract”) between CWN and the Client.
- The Contract between CWN and the Client has not been initiated until CWN has performed a site survey and ensured the feasibility of the required Service to that specific Client.
- The Contract is initiated when CWN in written form has confirmed the Client's Order or, if that occurs earlier, when CWN has started to supply the Service to the Client.

2. Provisioning of the Service

- CWN provides the Service to the Client via a wireless connection to the communication network that CWN owns and maintains.
- Provisioning of the Service assumes that the Client is located in such a way that a wireless link between its premises and the CWN backbone network is possible to establish. For example, a too long distance between the Client site and the CWN backbone can result in no or low data transfer speed, which rules out the possibility for CWN to provide the Service to the Client. Furthermore, physical obstacles like houses and trees between the Client site and the CWN backbone can have the same negative effect on the provisioning of the Service.

- CWN upgrades continuously the performance of the Service. Such upgrades are done in a way that potential disturbances is limited.
- The Service will be installed at the time that CWN communicates. The exact time depends on the availability of the equipment needed for the installation and the number of clients in the waiting queue at that time.
- The time frame between the placing the Order and the installation of the Service should not exceed <add here> days.

3. Installation and technical prerequisites

- The Client must allow CWN physical access to its premises for installation of the necessary equipment. The Client and CWN will together agree on a time for the installation.
- The physical location of the installation will be identified by CWN. The most favourable location for the installation (to obtain a Service of high quality) will be determined by CWN after the performance of a so called “test link” in the Client's premises. Likely locations of installations are rooftops, water tanks and wall mounted poles.
- In order to utilize the Service provided by CWN, the following equipment must be provided by the Client: <PC with NIC, NIC drivers, network cable>

4. Installed equipment

- Installation of specific radio equipment (“Service Kit”) is needed to access the Service provided by CWN. The Service Kit includes a client radio unit that sends and receives radio signals, a UPS and a network switch. The ownership of the Service Kit can be handle in three (a-c) ways:
 - a) Procured from CWN and owned by the Client.
 - b) Leased from CWN. A monthly fee for the lease will be charged to the Client. The equipment will remain under the possession of CWN.
 - c) Leased from CWN and paid off on a monthly basis during <add here> months. The equipment will be owned by the Client after <add here> down payments. The total value of the down payments will be equal to the price offered in alternative a.
- Service Kits that are fully (b) or partly (c) owned by CWN shall be returned to CWN when the Contract have ceased. Clients that have done down payments (c) but still do not own the equipment will be reimbursed for the remaining value of the

equipment assuming that the Service Kit is intact.

- The Service Kit provided by CWN shall only be used to utilize the Service. The Client may NOT sell, bond, lease out or lend the equipment to any third party.
- The Client shall follow the advice and directions given by CWN for management, usage and maintenance of the equipment.
- From when the Service it has been installed at the Client's premises to that it has been returned to CWN, the Client will stand for the risk of contingent loss or damage on the equipment.
- A "Mounting Kit" (equipment used for mounting the Service Kit to the outside of the premises) will be provided by CWN. The Mounting Kit includes equipment such as poles, brackets, clamps, nuts and bolts etc. The Mounting Kit will be <owned, leased> by <CWN, the Client>.

5. Usage of Service

The Client is responsible of that the usage of the Service does not:

- Give rise to damage or other inconvenience for CWN other third party.
- Give rise to disturbances in CWN's network or the Service, for example by sending spam or initiating DoS (denial of service) attacks.
- Violate the copyright or other intellectual property right of CWN or third party.
- Violate the law or authorities injunction or resolutions.

6. Payment and Pricing of Service

- The Client has the obligation to pay for the Service ordered as soon as the Service is installed and CWN has informed the Client about it.
- The fix fees for the Service and the Service Kit will be invoiced on a <monthly, bi-weekly> basis <in advance, in arrears>. The invoice shall be paid no later that <10, 20, 30> days after it was sent out by CWN.
- Installation fees should be paid after the work has been completed and will be added to the first invoice for the Service.
- If the payment is not settled before due date, CWN has the right to shut down the Service until the full payment has been supplied to CWN. During the period that the

Service is shut down, the Client <is/is not> obliged to pay <x>% of the Service fee.

- If the Client considers that the invoice is incorrect, it must inform CWN within reasonable time <define upper limit>. If that is not done, the Client still has the obligation to pay the invoice.
- CWN has the right to change the price of the Service at any time giving a <x> months notice to the Client in written form.

7. Cancellation of Service

CWN has the right to shut down or restrict the Service if:

- The Client has not, despite reminders, paid the invoice within due time.
- The Client is using the Service in violation of the Contract in spite of a written point out from CWN.

The Client has the right to revoke the Service:

- (with immediate effect) if CWN has not within reasonable time <define upper limit> adjusted flaws or disruptions in the network that are within the control of CWN.
- (at any time during the Contractual period) leaving a <x> months notice to CWN.

The Service must always be revoked in written form.

8. Transfer of Contract

- A Client that moves and changes premises has the right to move the Service to the new premises, assuming that CWN has technical and practical possibility to supply the Service at the new location. The Client will be charged a fee for the installation of the Service Kit.
- The Client shall no later then <30, 60> days before the moving notify CWN about the request. If CWN has not been notified in time, there might be a disruption of the Service.
- The Client <has/has not> the right to transfer the Service to the new tenant in the case of moving. Such transfer must be notified to CWN in written form.