

**Prime Telecom S.R.L.**

**Head Quarter:** 9-9A D. Pompeiu Avenue, 20<sup>th</sup> Building, 2<sup>nd</sup> Floor

Iride Business Park, 020335, 2<sup>nd</sup> District, Bucharest

Fiscal code: RO 13506450

J40/10171/2000

Bank account: [RO07BTRL04301202889149XX](https://www.bancabank.ro/RO07BTRL04301202889149XX)



**Service Level Agreement**

**Customer Care, fault repair**

The Service Provider shall maintain a customer care office that will be responsible for contacts with the Customer and receiving of fault reports.

Phone no: +4021 242 18 77, +40743 117 423

Fax no: +40 21 242 10 05

Email address of the NOC: [support@primetelecom.ro](mailto:support@primetelecom.ro)

**Receiving of fault reports**

On behalf of the Customer the persons appointed may report troubles 24 hours a day, seven days a week.

Troubles may be reported 24x7 by calling the phone numbers or by email to the Network Operations Centre of the Service Provider.

If troubles are reported by email, the date and time when the Service Provider confirms the receipt of the e-mail shall be considered the date of fault report.

**Fault Repair**

The Service Provider shall clear troubles within eight (8) hours of reporting. The clearance time shall be the time passed between the fault report and the completion of fault repair.

**PRIME TELECOM contact persons for escalation procedure:**

<b>Operational level</b>	<b>PRIME TELECOM</b>
<b>Level 0</b>	<b>NOC, Customer Service Center</b>
Tel.	+40 21 242 1877
Tel.	+40 74 311 7423
Email	<a href="mailto:support@primetelecom.ro">support@primetelecom.ro</a>

**Availability Level**

SERVICE PROVIDER IS COMMITTED TO ACHIEVE THE HIGHEST LEVEL OF RELIABILITY.

The SERVICE PROVIDER Network shall be managed 24 hours per day, all the days of the year.

SERVICE PROVIDER guarantees the end-to-end connection availability level ("**Connection Availability Level**") to be at least 99.5% on a monthly basis as calculated below.

$$\text{Availability / month} = \frac{((\text{Total time per month}) - (\text{sum of all unavailable time}))}{(\text{Total time per month})} \times 100$$

Connection Availability month period	Percentage of monthly subscription as compensation
99.5% or greater	0%
99.49% to 99.0%	3%
98.99% to 98.5%	8%
98.49% to 97%	10%
Less than 97%	15%

The above calculation will be performed by SERVICE PROVIDER each month for each Service. For each Service the SERVICE PROVIDER will provide copies of these calculation results and the bases for them to CUSTOMER to which any rebate



T: +4021 539 00 00  
F: +4021 242 10 05  
E: [office@primetelecom.ro](mailto:office@primetelecom.ro)  
W: [www.primetelecom.ro](http://www.primetelecom.ro)

**Prime Telecom S.R.L.**

**Head Quarter:** 9-9A D. Pompeiu Avenue, 20<sup>th</sup> Building, 2<sup>nd</sup> Floor

Iride Business Park, 020335, 2<sup>nd</sup> District, Bucharest

Fiscal code: RO 13506450

J40/10171/2000

Bank account: [RO07BTRL04301202889149XX](#)



would relate. Any rebate will be credited against the next monthly bill for the Circuit. Any unavailable time caused by emergency maintenance shall be included in such calculations.

Engineering works (measurements, outage fixing, and upgrades of technical equipment e.g.) shall not exceed 20 hours in the course of one year, or 2 hours in the course of one such work. These planned engineering works shall be communicated in writing to CUSTOMER at **least 5 (five) days** in advance, and shall be made mainly during the night.

Any rebate due to CUSTOMER for failure of meeting the Service Availability Level will be calculated monthly for the relevant Service and shall be credited in the next monthly invoice to the CUSTOMER.

*Failures or interruptions or defects in transmission due to any of the following, shall not count toward the calculation of the Service Availability Level:*

- CUSTOMER requesting SERVICE PROVIDER to test the Service although no fault has been detected or reported;
- The Service being modified or altered in any way at CUSTOMER's request;
- Any Force Majeure event;
- Any interruptions resulting directly from defects or failures of the equipment provided by CUSTOMER;



T: +4021 539 00 00  
F: +4021 242 10 05  
E: [office@primetelecom.ro](mailto:office@primetelecom.ro)  
W: [www.primetelecom.ro](http://www.primetelecom.ro)