

**JORDAN TELECOM
SERVICE LEVEL OFFER
(SLO)
FOR THE LOCAL LOOP UNBUNDLING SERVICE**

[27 April 2017](#)

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1. INTRODUCTION

- 1.1 This document sets out the service levels to which JT commits to the provision and maintenance of LLU Services under the terms mentioned in the Offer.
- 1.2 Targets are set for a number of specific service level attributes, including:
- Delivery Lead Time (DLT)
 - Fault Repair Time (FRT)
- 1.3 For the avoidance of doubt, any delay or degradation of Service resulting from planned engineering work or joint interconnect testing during the agreed upon scheduled time of operation shall result in the non-application of all or part of the undertakings contained in this SLO.
- 1.4 The main contact points at JT are as per JT's Customer Care Unit, contact details listed below.

JT Customer Care Unit
Phone: +962 6 5512800
Fax: +962 6 5630098
Email: CSC@ orange.com

2. DELIVERY LEAD TIME

- 2.1 For the available LLU Service, the Delivery Lead time for new connections that do not require civil work at JT site:
- 80% within fifteen (15) working Days and ~~90~~20% within one (1) month.
- 2.2 For the non-available LLU Services the request will be rejected.

3. TIME TO REPAIR.

- 3.1 The Alternative Operator shall report a fault to Customer Care Unit defined above.
- 3.2 In the event of failure to report a fault in accordance with the appropriate procedure mentioned in the Operation and Maintenance Manual, JT shall not be bound for this failure including the target response time and the target repair time.

3.3 The Alternative Operator shall co-operate in any investigation and follow up action required for the resolution of the fault.

3.4 Response and Repair time:

- Target response time: two hours from the receipt of the notification during office hours and 3 hours outside office hours.
- Repair Time: 80% within seventy two (72) hours of receipt of fault report and the remaining 20% within five (5) working Days

In all cases, the above target values are excluding any damages to infrastructure by third party (i.e. cable cut, cable theft,...) and the repairing faults that need concerned Government entities' permissions (i.e Greater Amman Municipality, Municipalities, Ministry of public works, PSD/ Traffic Security).

4. PENALTIES

4.1 For Delivery Lead Time:

The penalty for not meeting the Delivery Lead Time will be as follows:

- 25% of the installation fee per Service Request shall be refunded if the delay exceeds 1 week.
- • 50% of the installation fee per Service Request shall be refunded if the delay exceeds 2 weeks.
- • 75% of the installation fee per Service Request shall be refunded if the delay exceeds 3 weeks.
- • 100% of the installation fee per Service Request shall be refunded if the delay exceeds 4 weeks

4.2 For Fault Repair Time

JT shall credit the licensees with the service rental for the days or part thereof to the resolution of the fault of the delayed faults exceeded fault repair time, up to a maximum thirty (30) days rental.