

Solway Communications Limited
Description of Broadband and VoIP Services

Please note that the customers' and Solway's legally binding commitments are set out in the Company's Terms and Conditions of Service on the Company's website which alone are binding in law.

STANDARD CONNECTIONS (NOT "FAMILY SERVICES" OR "BASIC BROADBAND")			
OPERATING STANDARDS		Explanation	Notes for Customers
Minimum Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Within 10 th percentile of sample	At least one tenth up range of performance of comparable connections	This is just what Ofcom expects communication companies to provide as absolute rock-bottom, subject to their detailed conditions
Normal Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Between 20 th and 80 th percentile of sample	At least two tenths up range of performance of comparable connections	This is just what Ofcom expects communication companies normally to provide, subject to their detailed conditions
Our target Download and Upload Bandwidth at any time across Solway Network	75%	75% of the Mbps indicated for each package in any 2-hour period.	The customer's end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others' networks or servers to

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OPERATING STANDARDS		Explanation	Notes for Customers
			which the customer may be connecting or b) that of the customer’s own equipment.
Data Limit	No limit	No limit for normal use.	Like all Internet connection providers, we reserve the right to limit abuse of the system.
Prioritised Traffic	Package Level	The ‘Up to’ data level for each type of package in any 30-day period (see Fair Usage Policy)	Customer’s traffic remains unlimited but below-level traffic of other users will have priority
Latency across Solway Network	10ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.
Minimum notice period of suspension of service standards for planned outage	7 days	7 days	This does not relate to emergencies.
Maximum planned outages	3 days	3 days in any year	This is approximately 0.8%
Security over Solway Network	Military level	Via PPOE tunnel, 256bit AES WPA2 standard	The customer’s end-to-end security depends on other factors including the security of networks or servers to which

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OPERATING STANDARDS		Explanation	Notes for Customers
			you may be connecting and that of the customer's own equipment. Customers are advised always to encrypt their important data.
Compliance	Full	OfCom licensed and fully compliant with all applicable regulations and standards relating to radio transmission, electrical installation and data protection.	
Minimum Availability of Solway Connection	99.5%	99.5% in any 7-day period.	
Support Call Response Time	One working day	Our response standard for support calls is one working day	

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<u>DIRECT INTERNET ACCESS CONNECTIONS</u>			
OPERATING STANDARDS		Explanation	Notes
Our target Download and Upload Bandwidth across Solway Network	100%	The Mb/s capacity as contracted	The customer's end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others' networks or servers to which the customer may be connecting or b) that of the customer's own equipment.
Data Limit	No limit	No limit for normal use.	Like all Internet connection providers, we reserve the right to limit abuse of the system.
Latency across Solway Network	10ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.
Minimum notice period of suspension of service standards for planned outage	7 days	7 days	This does not relate to emergencies.
Maximum planned outages	2 days	2 days in any year	This is approximately 0.5%

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OPERATING STANDARDS		Explanation	Notes
Compliance	Full	OfCom licensed and fully compliant with all applicable regulations and standards relating to radio transmission, electrical installation and data protection.	
Minimum Availability of Solway Connection	99.9%	99.9% in any 7-day period.	

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SUPPORT STANDARDS	Maximum fault response time	Maximum time to restore service
	<i>Working time (weekdays 9 am to 6 pm) subject to health & safety and other regulations, access to repair site and to availability of equipment. At other times, as arranged.</i>	
Solway Business Support Commitment	4 hours	8 hours
Solway Residential Support Commitment	8 hours	16 hours
Solway Family Support Commitment	7 days	