

## Service Level Agreement

### 1. Overview

- 1.1. Singapore Internet Exchange Ltd (SGIX) seeks to meet a **Service Level Target** (SLT) of 99.9% availability per month for its Peering Service. As a non-profit IX, SGIX strives to meet the SLT and does not offer service credits or monetary compensation for failing to meet the SLT.

### 2. Service Demarcation

- 2.1. SGIX operates multiple nodes at various data centres, detail list of POPs is available here <https://www.sgix.sg/services/infrastructure/>. These POPs are inter-connected via protected Wave or Metro circuits.
- 2.2. These data centres will provision and manage the cross-connects in their respective area to connect member's or participant's rack to SGIX rack.
- 2.3. SGIX shall be responsible for the port availability, including the inter-connection between POPs.
- 2.4. SGIX shall ensure the availability of its Route-Servers, Route-Collector and any future devices within its control.

### 3. Service Provisioning

- 3.1. Upon the receipt of order forms, SGIX shall acknowledge via email with the **Client Communication** document within five (5) working days. This document contains all relevant information necessary for service implementation.
- 3.2. Request-For-Service (RFS) date indicated in the order form may change depending on the provisioning lead time of cross-connects in the data centre.

### 4. Fault Reporting and Escalation

- 4.1. SGIX fault escalation helpdesk [noc@sgix.sg](mailto:noc@sgix.sg) operates 24 x 7 x 365.
- 4.2. The helpdesk is responsible for call logging and ticket creation. For swift escalation, please refer to the instructions listed in the **Client Communication** document if required.
- 4.3. In an unlikely event of service failure, SGIX endeavours to restore the port within four (4) hours from ticket creation or from the time SGIX informs the affected member or participant of the outage. SGIX shall not be responsible to manage faults or any performance degradation issues that occur within the member's or participant's internal network.

### 5. Service Maintenance

- 5.1. For optimal performance of our services, SGIX may periodically conduct maintenance works on its network infrastructure.
- 5.2. Scheduled maintenance is limited to no more than twice a month. Members shall be notified two (2) weeks in advance for the maintenance works.
- 5.3. In an unforeseen situation where service degradation is imminent due to software bug or hardware malfunction; an urgent maintenance will be carried out to ensure service continuity. Members shall be informed at the earliest time possible via email.