



Vivi - Service Level Agreement

This Service Level Agreement (SLA) applies to standard form contracts offered by Vivi business customers for Relevant Communications Services. This document outlines our commitments regarding service activation, loss of service, and appointment keeping.

Service Activation:

(a) Service Level Agreement:

Vivi will use reasonable endeavours to activate the requested Relevant Communications Service(s) on the date confirmed to the business customer. This confirmation will be provided via email.

(b) Service Level Guarantee:

In the event that Vivi fails to activate the service(s) on the confirmed date due to a fault within our direct control, and we are notified of this failure by the business customer, we will provide a credit of £6.24 per calendar day of delay beyond the confirmed activation date, up to a maximum of 50% of the months service fee, whichever is lower.

To claim this guarantee, the business customer must notify Vivi of the activation failure within 5 working days of the confirmed activation date. This guarantee does not apply to delays caused by:

- The business customer's actions or omissions.
- Issues with third-party providers (e.g., delays in number porting from the previous provider, where we are reliant on their processes).
- Events outside our reasonable control (Force Majeure).
- Delays due to complex installations requiring specialist engineers
- Customer-requested changes or customisations made after the initial order
- Unforeseen technical issues or faults within the local infrastructure
- Requirement for specific regulatory approvals or checks
- Software or system deployment issues

No Service Level Agreement/Guarantee:

There is no specific Service Level Agreement or Guarantee for service activation in situations where the confirmed activation date is subject to dependencies outside of Vivi's direct control, such as number porting processes from other providers, where the timeline is dictated by the losing provider. We will, however, keep the business customer reasonably informed of the progress.

Subject to Negotiation

For Business Customers with bespoke contracts, specific Service Level Agreements and Guarantees for service activation may be available and are subject to individual negotiation.



Loss of Service

(a) Service Level Agreement:

Vivi will use reasonable endeavours to restore any complete Loss of Service affecting the core functionality of the contracted Relevant Communications Service(s) as quickly as practically possible. Our target resolution time for a complete Loss of Service is within 48 working hours of being notified by the Business Customer. This target resolution time applies during our standard business hours

(b) Service Level Guarantee:

In the event of a complete Loss of Service that persists for more than 48 consecutive working hours beyond our target resolution time (excluding outages caused by planned maintenance, the Business Customer's actions or omissions, third-party failures, or events outside our reasonable control), and we are notified of the outage by the Business Customer, we will provide a credit of 5% of the daily service fee for each full calendar day the complete Loss of Service continues beyond this period, up to a maximum of 50% of the monthly service fee.

To claim this guarantee, the Business Customer must notify Vivi of the Loss of Service and its duration within 5 working days of the service being restored.

(c) No Service Level Agreement/Guarantee

There is no specific Service Level Agreement or Guarantee for intermittent service disruptions, degradation of service quality that does not constitute a complete Loss of Service, or loss of non-core functionalities.

(d) Subject to Negotiation:

For Business Customers with bespoke contracts, specific Service Level Agreements and Guarantees for Loss of Service may be available and are subject to individual negotiation.

Pre-Agreed Appointments

(a) Service Level Agreement

Vivi's standard VoIP services are provisioned and supported remotely. We do not typically offer or conduct pre-agreed on-site appointments at the Business Customer's premises for installation, maintenance, or support.

(b) Service Level Guarantee

As on-site appointments are not a standard part of our VoIP service delivery model, there is no applicable Service Level Guarantee related to attending a customer's premises.

(c) No Service Level Agreement/Guarantee

There is no Service Level Agreement or Guarantee regarding pre-agreed appointments for our standard VoIP services. All support and installation are conducted remotely.



(d) Subject to Negotiation:

In exceptional circumstances, where an on-site visit might be deemed necessary and agreed upon in a bespoke contract with a Business Customer, specific Service Level Agreements and Guarantees for such appointments would be subject to individual negotiation.

4. Administrative Charges (Outside the Scope of this SLA):

This SLA outlines our commitments for core service delivery. Certain requests that fall outside the normal scope of these commitments and require additional administrative effort may be subject to administrative charges for both Consumer and Business customers. Examples of such requests may include:

- Early Contract Termination fee (outside of specific clauses)
- Complex Account Restructuring or Migration Requests
- Provision of historical data or call records
- Account Suspension reinstatement fee (due to non-payment)

A full schedule of our current administrative charges can be found here:

<https://vivivoip.co.uk/wp-content/uploads/2025/10/Vivi-Schedule-of-our-current-administrative-charge.pdf>

We will always inform you of any applicable administrative charges before processing such a request. Administrative charges may be added to your next invoice or billed immediately, depending on the nature of the request.

Method of Publication

This Service Level Agreement is published on the Vivi website at www.vivivoip.co.uk in a clear, comprehensive, and machine-readable manner, and in a format that is accessible to End-Users with disabilities. We will update this information regularly.

Contact Information:

For any queries regarding this SLA or to claim the Service Level Guarantees, please contact our customer support team at:

- Phone: 03333 447 445
- Email: customerservices@vivivoip.co.uk
- Online: support.vivivoip.co.uk

Important Notes

All claims under the Service Level Guarantees must be submitted within the timeframe specified for each guarantee and will be subject to verification by Vivi.

Compensation provided under these guarantees represents our sole liability for the specific failure.

This SLA is governed by the laws of England and Wales.



This SLA is effective from the 1st of October 2025