



T1 Service Level Agreement

The “time to repair” service on a Crocker Communications, Inc. (Crocker) T1 circuit is 4 hours. The time of the repair begins when the customer reports the service outage to the Crocker customer service staff.

The customer service staff will open a trouble ticket at the time of the customer repair phone call and close the same ticket after the T1 service has been repaired and the customer has been notified. The time of repair may be extended by Crocker based upon different factors such as response, action, availability, access to the customer premise, or any other hindrance to the repair effort. Customer service is available for T1 service 7 days a week / 24 hours a day.

T1 service is eligible for 24 hour / 7 days a week network monitoring. Network monitoring may be configured to directly page the customer in addition to the Crocker support staff, when the T1 service is unavailable.

Crocker will commit to a 99.9% availability each month for your T1 connection to the Crocker network and Internet. Crocker will also guarantee 1.536 mbps of bandwidth on a point-to-point T1 circuit.

If Crocker fails to meet the “time to repair” commitment or the 99.9% availability in a calendar month, the customer may request a service credit equal to 1 day contracted for the MRC (monthly recurring charge) of the Crocker T1 service.