

PILOT SERVICE LEVELS

Administration

During the Lloyd's Exchange pilot period, although Lloyd's will endeavour to complete these administrative tasks as soon as possible, the following service levels will apply to:

- Set up of new users – within 5 working days
- Set up of new relationships with existing users or amend relationships – within 5 working days

Performance of the Lloyd's Exchange

The Lloyd's Exchange has been designed to operate 24/7 within the following tolerances:

- The Lloyd's Exchange service level is 99% availability per calendar month (based on business hours of 09:00 – 18:00 Monday to Friday excluding English public holidays).
- Time in routing a message from its arrival at the Lloyd's Exchange to its transmission from the Lloyd's Exchange <6 seconds on average.

Please be aware that performance experienced by the user could be affected by the user's software and potentially by any other internal system, in addition the user's connection speed to the internet may also have an affect on the perceived performance.

Query resolution

Lloyd's has a helpdesk available between 09:00 to 17:00 hours Monday to Friday excluding English public holidays. Please contact us on 020 7327 5300 or by email to Lloyds.Exchange@lloyds.com.

A conference call will be held for 30 minutes every morning from 09:30 Monday to Friday where Lloyd's and IBM will be available to answer questions. The conference call number is 020 7327 1704.

During the pilot the helpdesk will prioritise requests taking into account how many users the enquiry affects and the business impact of the enquiry. All enquiries will be resolved as soon as possible though response times may vary according to the volume of calls open at any one time.

When a call has been received the helpdesk will decide whether the enquiry can be addressed by the non-technical project team; IBM; or if the call relates to the software the user has to access messages sent to or from the Lloyd's Exchange.

All calls will be assigned a severity level and target response times. Users will be advised when the enquiry is likely to be resolved and receive updates on progress as required. The severity criteria and response times for the live service will be published at the end of the pilot.

Planned Service Maintenance

Regular maintenance of the Lloyd's Exchange will be required. The following times have been reserved as internal infrastructure and network maintenance windows during which access to the Lloyd's Exchange may be interrupted.

- Every Sunday between 02:00-04:00 hours
- At no more than three times during the pilot period an extended internal infrastructure and network maintenance window may be required on Sunday nights between 00:00 – 06:00 hours.

All times referred to in this document are UK hours